

Berrington Law Solicitors

Berrington Law is a Chelmsford-based boutique law firm that takes pride in providing exceptional legal services for their clients, with a focus on family law, business law and general litigation.

Stephen Rippingale-Peters is one of its two Directors and is also responsible for keeping the business compliant. The firm was started in 2015 and has since expanded to 6 staff (4 fee earners).

To find out how LexisNexis solutions can help you make efficiencies, contact us today **0330 161 1234** or visit lexisnexis.co.uk/businessoflaw

Discovering a Trusted Partner

When Berrington Law first started to practice, it relied on free online legal resources as many startup practices do. As the business grew and client expectations changed, Berrington Law identified a need to increase their confidence in the quality and veracity of the documents and services that they used with clients. Berrington Law wanted to deliver a step change in their use of forms, research and practice compliance capabilities. This led to a review and assessment of the market for legal resources. LexisNexis legal solutions provided an integrated and comprehensive ecosystem of legal content, expertise and support.

“Our research for forms led into research for case law, which led into looking for practice compliance. And everywhere we looked, LexisNexis was in the results. They were the most comprehensive, consistent and reliable legal solutions provider in the market.” Said Stephen Rippingale-Peters, Director, Berrington Law.

Berrington Law decided to invest in several parts of the LexisNexis ecosystem. They deployed ten LexisPSL modules to ensure that they would always have access to the most up to date legal guidance, content and current awareness all the time. In addition, they decided to deploy LexisLibrary to provide deeper access to comprehensive legislative authorities and commentary. Berrington Law were also clear that they could not afford any risk to their growing reputation or their focus on personal productivity. They wanted to make sure that when the new technology went live, fee earners would immediately be able to take advantage. LexisNexis provided a deep dive demo to give Berrington Law confidence in the depth and breadth of the content. Hands on training and support quickly convinced users of the accessibility and ease of use of the platform.

“The fact that LexisNexis was quite clear, nicely laid out, was really critical for me. The interface is extremely easy to use. I knew my staff would use it. We don’t have to go to Bailii or anywhere else for research. With LexisNexis, it’s all in one simple place. It’s a much better use of our time and so it’s an increase in productivity.”

Customer Focus on Saving Time and Reducing Risk

Today Stephen Rippingale-Peters relies on LexisNexis a lot, for looking up areas of law, in particular for precedents and practical direction.

“I like the general search feature on LexisPSL. I use it for everything I do. I think it’s an amazingly powerful search engine. Being able to drill down by sub topic, and find all of the related documents in that sub topic, that’s powerful. By comparison with a powerful popular search engine that people can relate to, Google, you might have to write multiple variants of a search phrase, go through a couple of results pages, and still have to try to narrow it down. With the LexisPSL search, I only have to put something once and I have immediate focus. If Google is a gold standard in search engines, then LexisNexis raises the bar way higher.”

Berrington Law has quickly found the advantage of accessing LexisNexis content. In one early example, Stephen used to the platform to research a large cross-jurisdictional case. He was able to uncover several legal points which were critical to the claim. This insight was essential in identifying the right chambers to advise, work with and build a stronger case.

“It helped us start the action and get to the nitty-gritty of the claim. We were able to recognise early on the kind of counsel our client would need to make good progress and that helped shape who we selected. You can’t ask for better than that.” Stephen Rippingale-Peters said.

As heavy users of government forms, Berrington Law wanted to improve how they used the official documents. They wanted to be confident that they were always using the right and most up to date forms, and that they were being completed in the most simple and timely fashion. Simplifying form completion was important because the forms were critical touch points with clients. As such they were both indispensable parts of the legal process and evidence of credibility and reputation. Deploying LexisSmart Forms, especially across their Family law practice, Berrington Law were able to reduce the time needed to source and complete forms and retain a high degree of confidence that they were using the right forms at the right stages of the process.

**“ I wasn’t sold to.
That’s the absolute best thing ”**

Looking back at their journey with LexisNexis, Stephen agreed that the great customer experience started with the first discussion with their account manager

“The account manager spent time just talking to me. He invested time to understand my practice. He wanted to find out about us, about me personally. This meant he was really clear when he advised us on how we could use [LexisNexis]. We got a precise solution to our needs rather than a package with options we didn’t need. That’s something that delighted me and as someone who doesn’t like to be sold to, I found the whole process was more of a mutually beneficial journey, rather than simply a supplier / customer relationship.”