

A culture of innovation

RPC is the latest top law firm to adopt Lexis®Draft, the Microsoft Word toolbar from LexisNexis which is helping the firm stay ahead of the competition.



RPC has been recognised time and again for consistently delivering high standards.

It was named Law Firm of the Year in 2014 in the prestigious Lawyer Awards, following five years of topping surveys by Legal Week to measure customer satisfaction.

RPC is a full service law firm employing 400 lawyers, with offices in the City, Bristol and overseas. It is one of the early adopters of Lexis Draft, an intuitive system which enables more efficient proofreading in a fraction of the time.

AN INNOVATIVE FIRM:

Helping to drive the success of RPC is a culture of innovation.

Embracing new technology is a pillar of its contemporary approach to practising law, which includes regular blogs, developing apps for clients and sharing the latest legal updates.

The judging panel for the Lawyer Awards praised RPC for being a “trailblazer” and it is always seeking out the best new products on the market.

Oliver Bray, Partner and Head of Commercial at RPC says: “We are a properly modern law firm now but we are not too big to move quickly and be innovative.”

“We are constantly looking at ways of improving our commercial offering to clients. We want to embrace emerging online technology and tools, so that we can remain as efficient as possible and maintain our levels of client satisfaction.”

“The day-to-day support we give our clients is critical.”

For RPC, a forward-thinking firm which is investing heavily in upgrading its systems and processes, Lexis Draft is the perfect match.

Lexis Draft was developed with modern firms like RPC in mind. It’s a Microsoft Word toolbar which helps eliminate errors, enables the creation of high-quality drafts and links to other LexisNexis services with a single click.

LEXIS DRAFT ON TRIAL AT RPC:

At RPC 25 lawyers across all commercial teams assessed performance of Lexis Draft over a two-month pilot period.

The firm previously had no formal procedure for proofreading, so was seeking to introduce consistency across all teams.

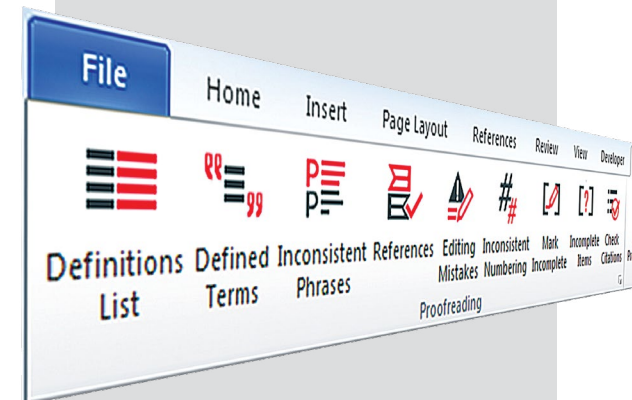
Austin Milne, Legal Production Innovator at RPC, who was in charge of organising the pilot early this year, says: “Participants were impressed by the functionality – Lexis Draft is easy to use because it’s right there on the Word bar. Other feedback was around how it helped enhance the quality of documents.

What is Lexis®Draft?

Lexis Draft checks for problems with definitions, references, numbering, citations; and provides access to LexisNexis content such as precedents and clauses*.

“Lexis®Draft picks up those small errors that even the keenest eye can miss. If a client reads through and spots an error, it may cause them to wonder what else we got wrong. Small errors matter; everything we do must exude quality.”

Austin Milne, Legal Production Innovator at RPC



*with Lexis®PSL subscription

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Research commissioned for LexisNexis found out 50% of lawyers spend at least two hours a day drafting documents. More than 30% admit to "skipping" proofreading tasks to save time, while 90% of documents which have supposedly been proofread still contain some errors.

Documents produced both by RPC and outside firms came under close scrutiny, thereby extending the scope of previous proofreading.

Austin adds: "We are focused on quality and our lawyers will sometimes therefore take on responsibility for improving sloppy documents produced by other parties. One big benefit of Lexis Draft is that we are able to assess the quality of incoming documents much more quickly."

HELPING KEEP CUSTOMERS HAPPY:

Maintaining excellent client satisfaction is critical at RPC.

Year-on-year the firm scores highly in independent surveys which assess performance on billing, quality of legal advice and customer relationships. Feedback to RPC shows that clients are also impressed by the firm's response time when handling work.

"I've no doubt that the quality of our documents has been improved," says Oliver. "There has also been a massive time saving. Fee earners can focus on the key commercial issues rather than scanning for minor anomalies. It's speeding up the work of our lawyers."

"In the long term I believe Lexis Draft will deliver substantial savings for clients through increased efficiency. I insist on all our documents going through Lexis Draft now before they go out. When you know that's happened you can relax."

He notes that Lexis Draft proved particularly valuable on long and complex legal documents. The product has now been rolled out to more than 100 fee earners at the firm.

Oliver explains how Lexis Draft is also eliminating those small drafting errors which can sometimes slip through, giving added peace of mind.

He says: "By catching minor errors Lexis Draft provides a safety net, reducing the level of risk. It offers a clean sweep of documents, catching those annoying mistakes that clients pick up on."

Oliver concludes: "I like the whole package of benefits that Lexis Draft brings. To be a credible commercial practice you need to deploy the right tools and this is a key one."



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