# USING SEARCH TO DRIVE THE INTRANET

**James Kleinig** 

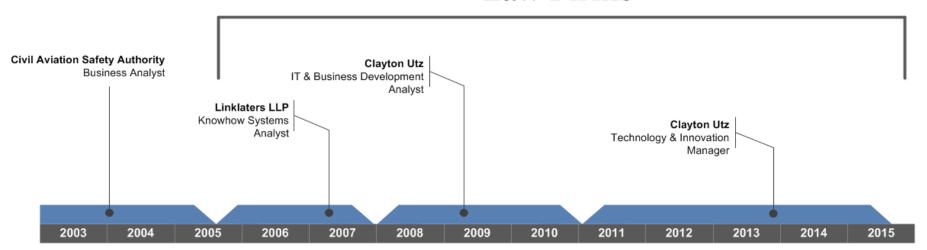
**CLAYTON UTZ** 

May 2015

## CLAYTON UTZ IS A LAW FIRM.

## HELLO.

## Law Firms



# **LAWYERS**



## WE HELP COMPANIES BUY AND SELL

## WE HELP COMPANIES RAISE FINANCE

## WE HELP COMPANIES WORKPLACE CONTRACTS

## WE HELP COMPANIES BUILD THINGS

WE HELP COMPANIES IN COURT (A TINY BIT)





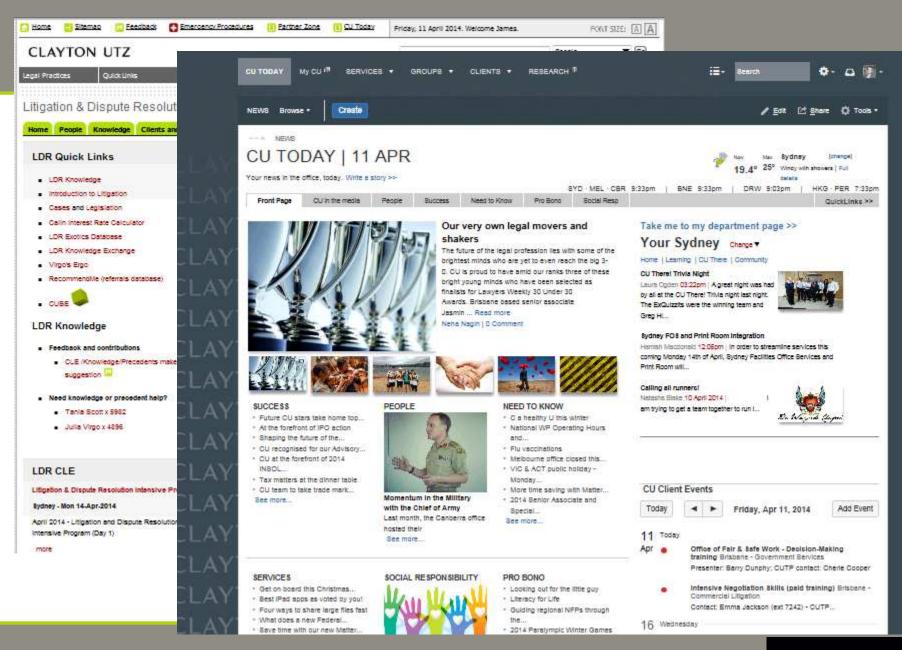
## THIS SESSION

- 1. WHY WE BUILT IT
- 2. WHAT IT DOES
- 3. HOW IT WORKS
- 4. LOOKING FORWARD

# Clayton Utz



## 1. WHY WE BUILT IT



## Kate

### Senior Associate, Litigation



Intranet use: Medium-low

Device: iPhone 5s

Drivers: Quality of advice

Client relationships

Business Development

Community Involvement

"technology has got to be easy, as soon as it becomes hard you're not going to use it."

"in terms of trying to find out if an organisation is a client, have there been any recent matters for that client, who's done them, you can find that out."

"I don't know what I would do if I came in my second day and needed to book a meeting room. I'd probably just go and ask one of the girls and say how do I do it rather than working out the intranet."

"I don't know what goes on in Brisbane or Melbourne at all, but we should be seeing ourselves as a national firm"

"I didn't even know we had a knowledge search on the intranet"

# Snapshot of Kate Legal experience: Client facing: Technology skills: Mobile working:

#### Primary use of CU Intranet

- To find hyperlinks to reference sites and knowledge documents for my practice group
- Book leave, travel, process expenses and other admin tasks.
- · Occasionally to look at firm news.

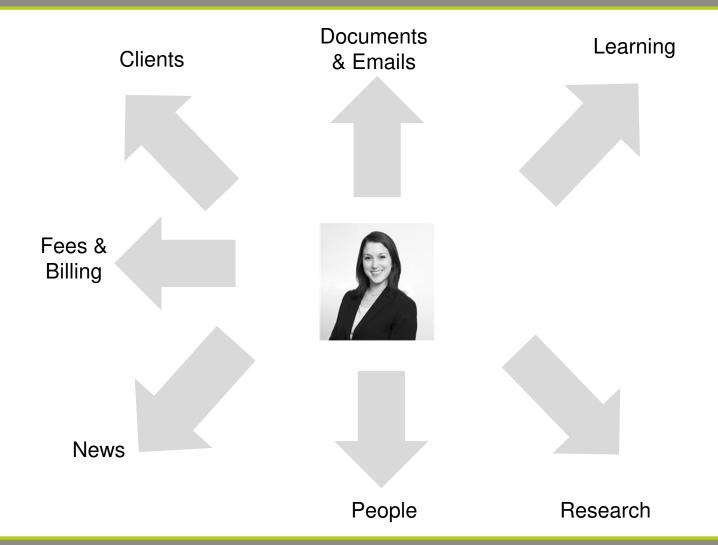
#### Goals/Objectives

- Providing clients with high quality and timely legal service to meet their business needs.
- Ensuring that each matter is well managed and that the clients expectations are met.
- Providing no surprises to clients and partners on costs and timings.

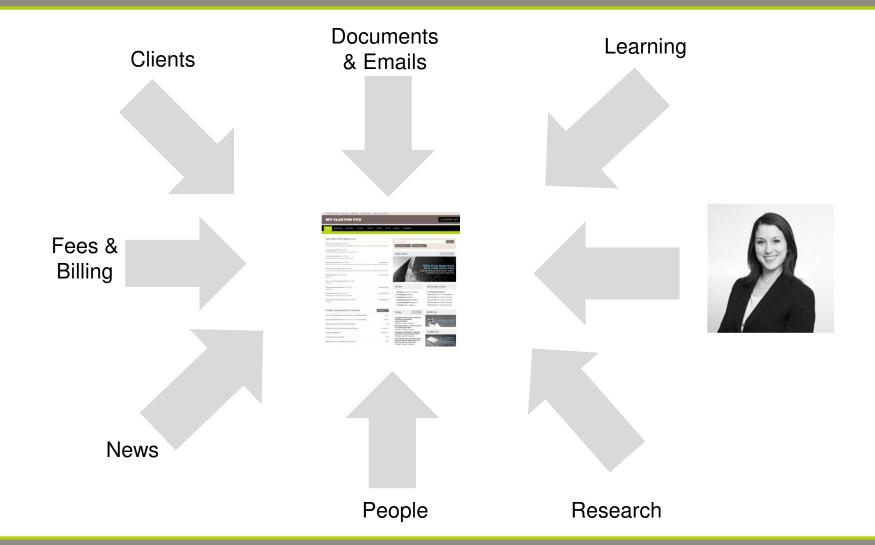
#### Frustrations & Pain Points

- Lack of tools to help me do my job.
- Remembering where to find links to admin tools, forms and policies.
- Being forced to look at firm news before I can get on with my work.

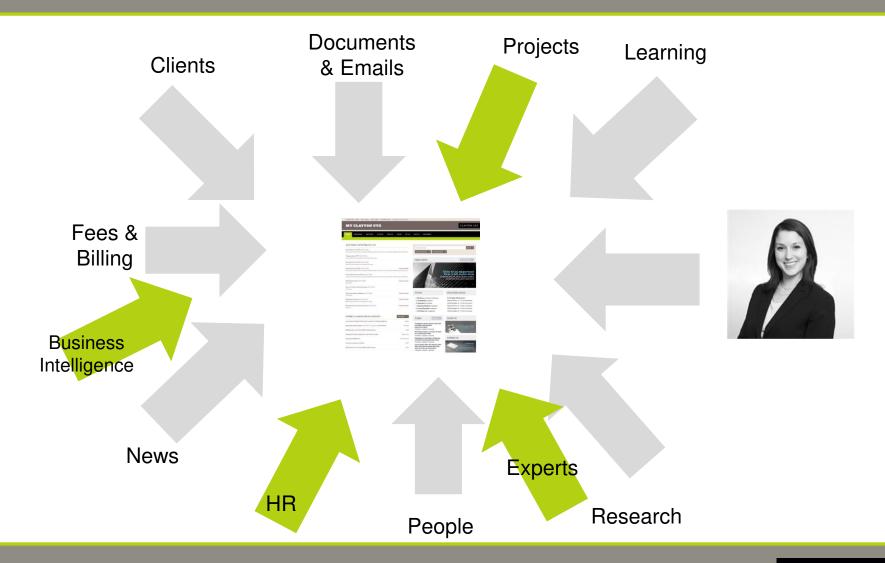
# KATE'S DAY



# KATE NEEDS HELP



# BE ABLE TO GROW



# EASY DEVELOPMENT

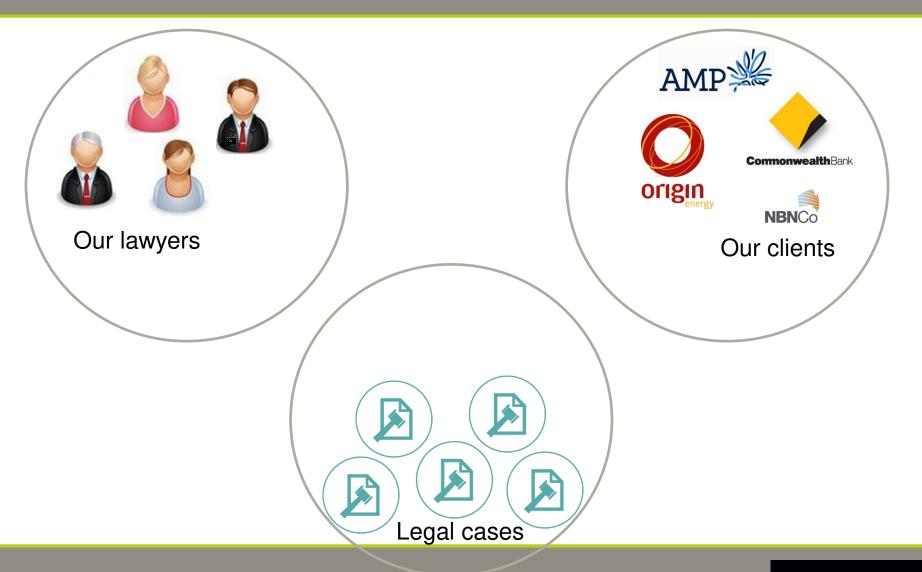


# **FAST**



# 2. WHAT IT DOES

# INTEGRATE CORE DATA

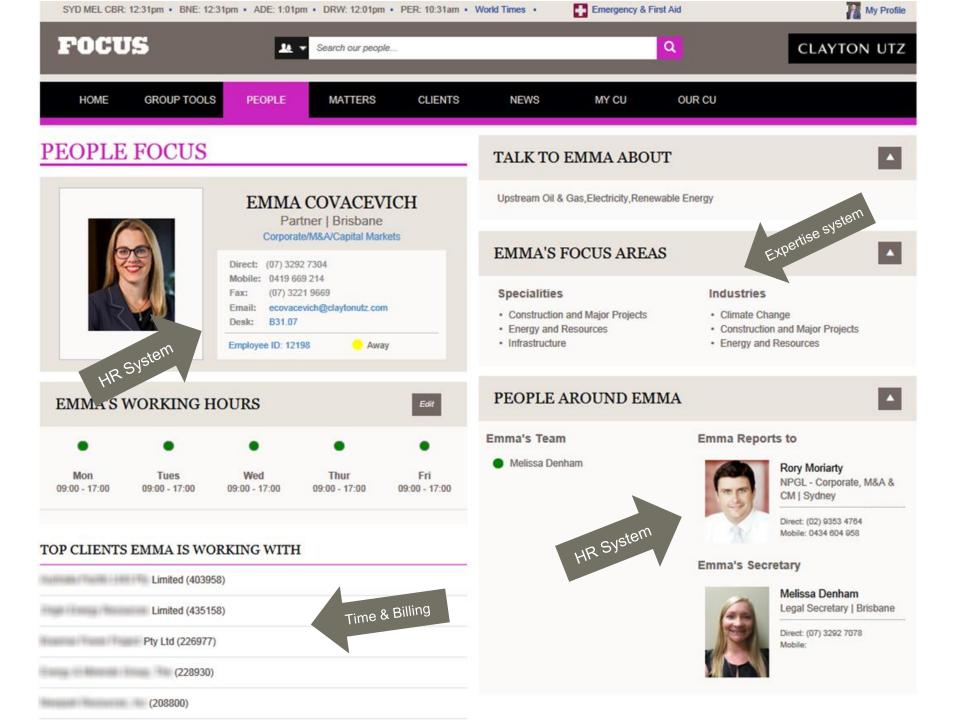


# INTEGRATE CORE DATA



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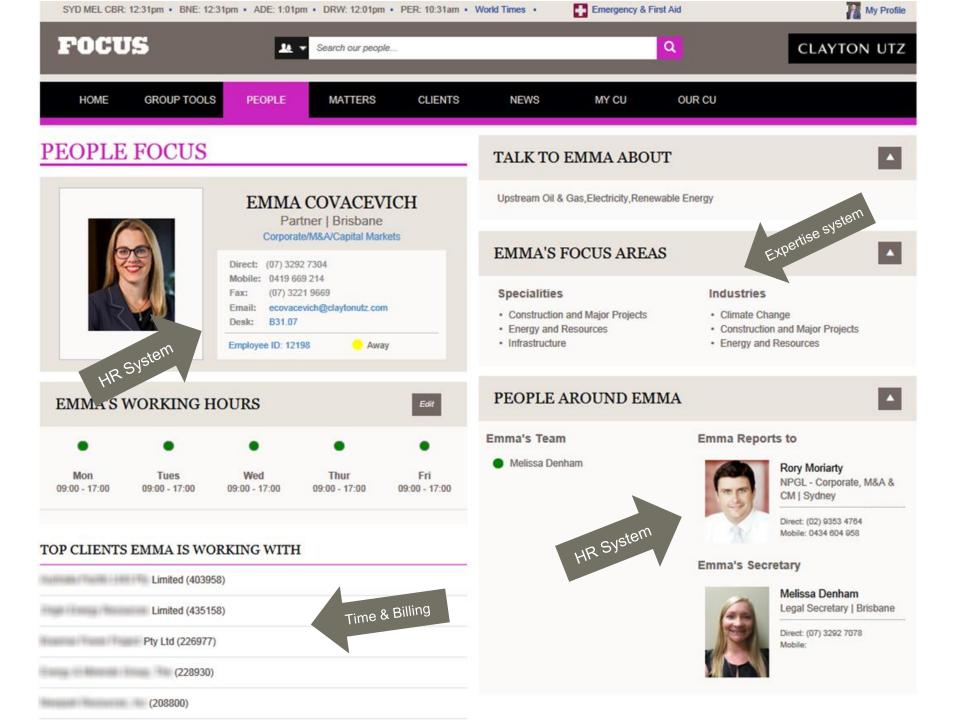


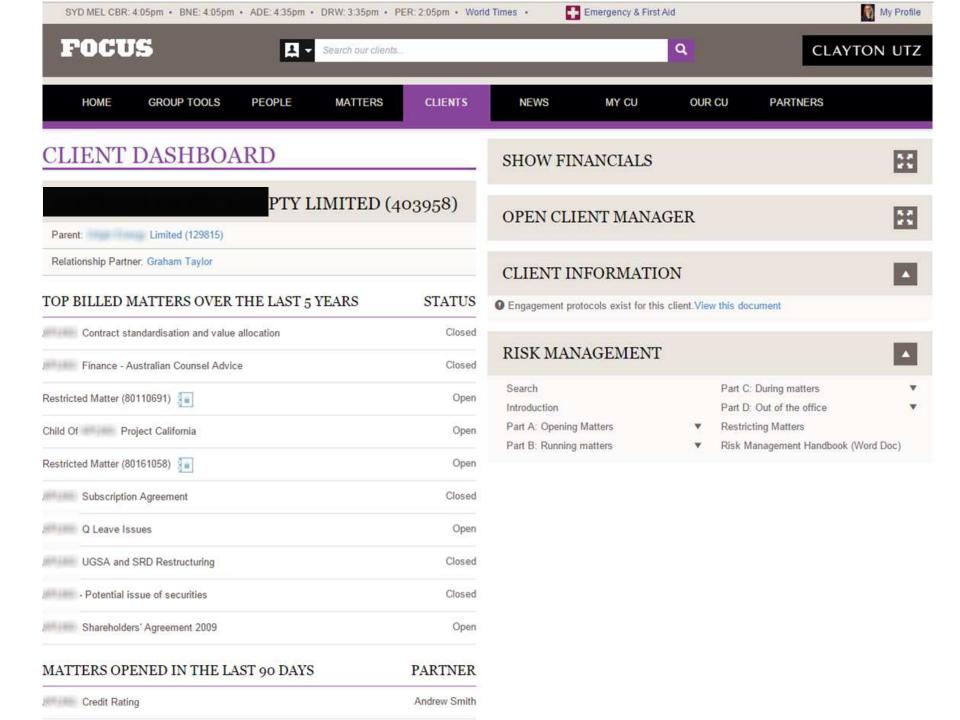


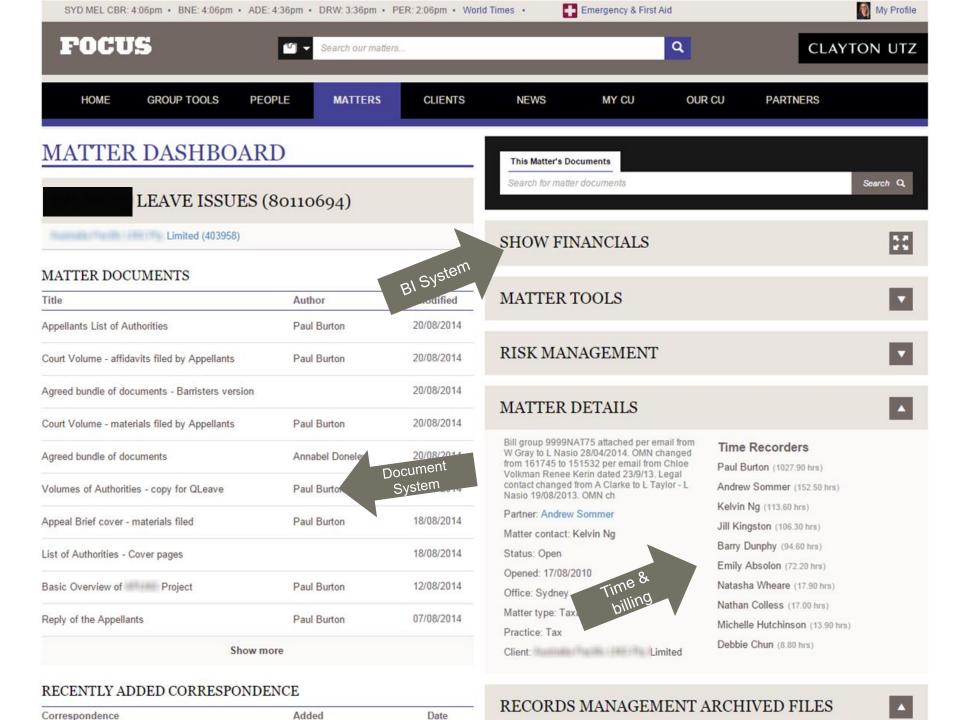
#### TOP MATTERS EMMA IS WORKING ON







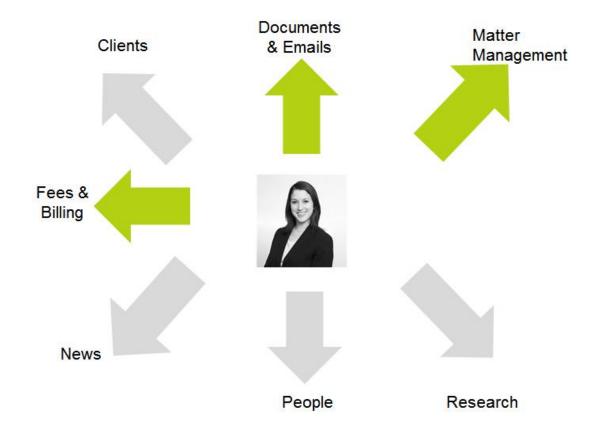


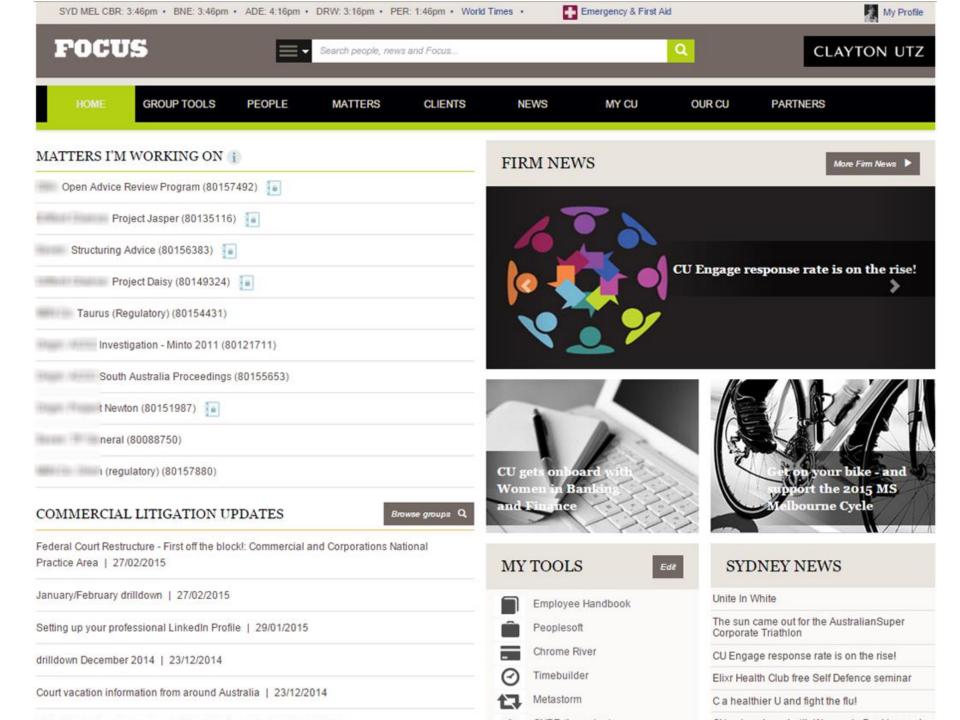


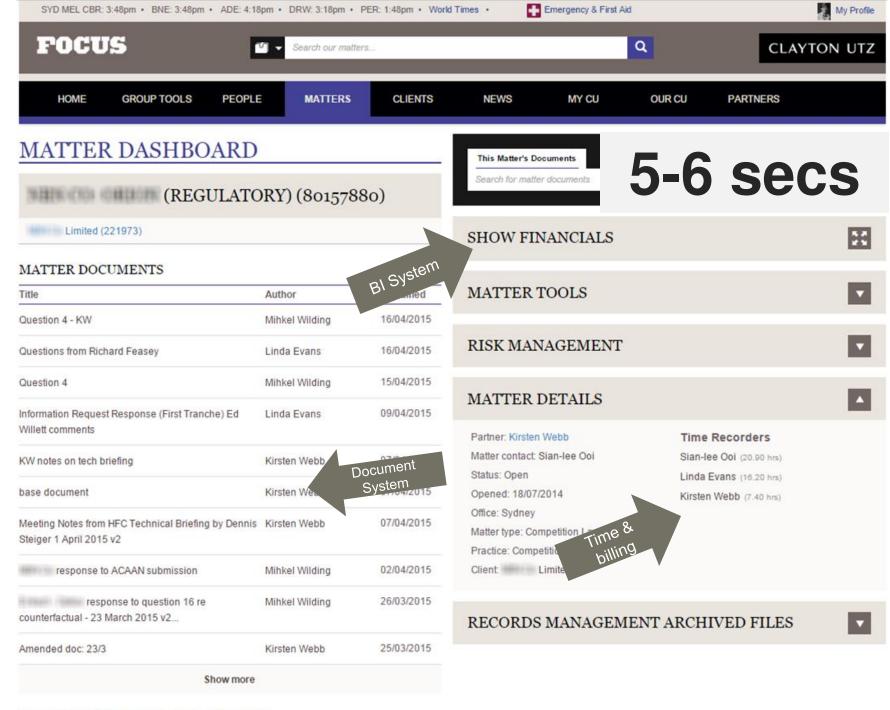
## EXAMPLE: REVIEWING A MATTER

Review a case to prepare for a client meeting.

# 2 mins









"The search capability of Focus has streamlined the way I work."

"In my role, every day I speak with clients and lawyers about a large number of matters. Using Focus, I can quickly access the matter dashboard to determine the status of a matter."

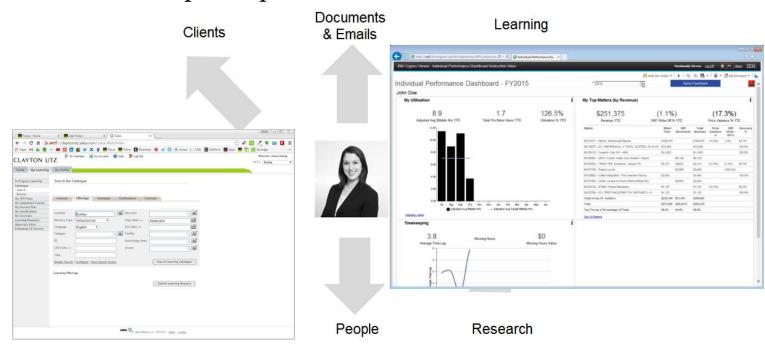
"I can provide input immediately, without having to open multiple applications and spend time reading into a matter."

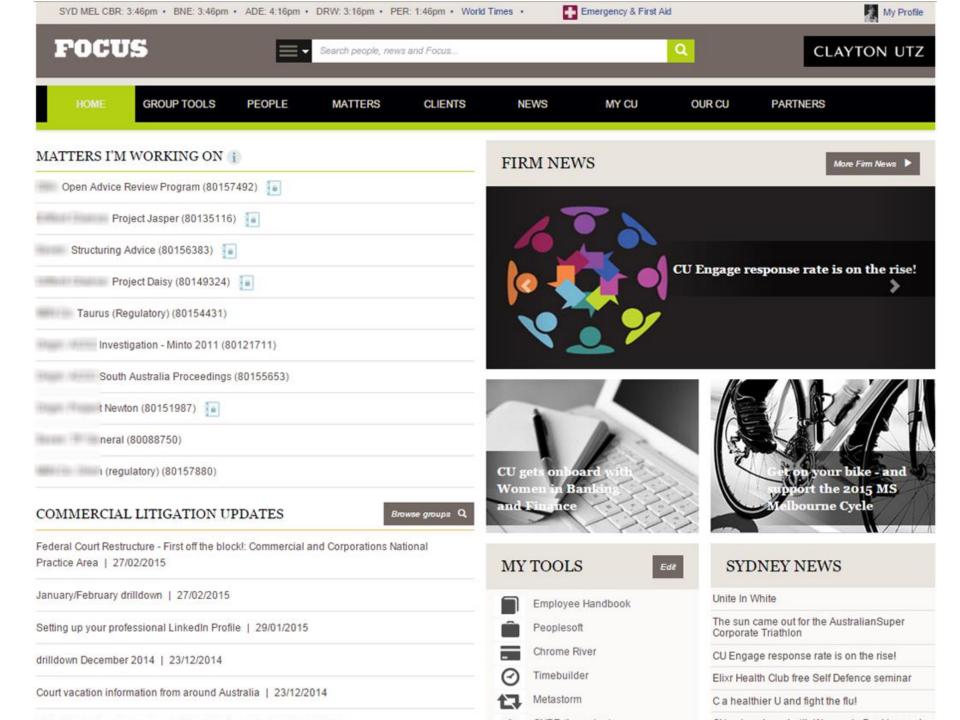
- Kate & friends

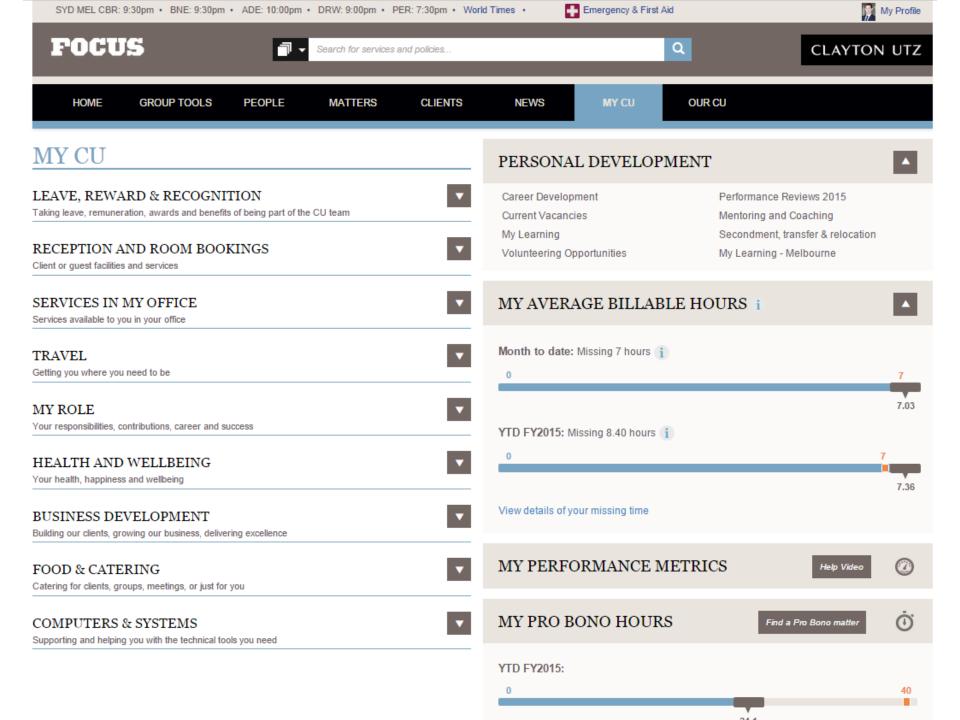
## EXAMPLE: PERSONAL PERFORMANCE

## Kate needs to keep track of:

- Ave billable hours
- Pro Bono hours
- Professional development points







	Required	Eamed
	10	27.75
CPD	0	16.5
Practice Management & Business Skills	1	2.5
Preparation	0	0
Ethics & Professional Responsibility	1	1
Professional Skills	1	7.75

Find CLE training Q

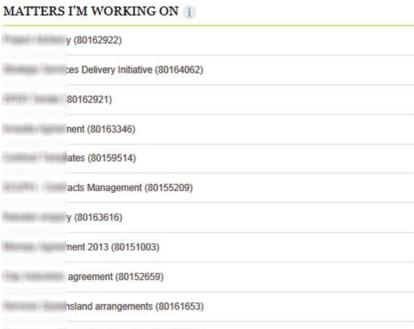


"For me to be able to see my own performance metrics so quickly and easily is brilliant.

I don't have to think about it, so I can remain focussed on my client's legal matters"

- Peter, Senior Associate

FIRM NEWS



CU gets onboard Women in Bank and Finance



Have you taken the CU Engage survey?

More Firm News

#### GOVERNMENT UPDATES

Browse groups Q

Clients & Markets - New Matter Dashboard Features. Thoughts? | 12/03/2015

istribution Agreement (80161223)

Federal Court Restructure - First off the block!: Commercial and Corporations National Practice Area | 27/02/2015

January/February drilldown | 27/02/2015

Commonwealth Counsel Rates Policy change effective 1st February 2015 | 30/01/2015

Setting up your professional LinkedIn Profile | 29/01/2015

drilldown December 2014 | 23/12/2014











Have you taken the CU Engage survey?

Learning @ CU - What's on in April

BRISBANE NEWS

C a healthier U and fight the flu!

Brisbane Social Club News - Raffle Winner

March 2015

Brisbane Social Club News - March Edition

Earth Hour - Saturday 28 March

Cyclone Pam and Vanuatu Appeals



Employee Handbook

Peoplesoft



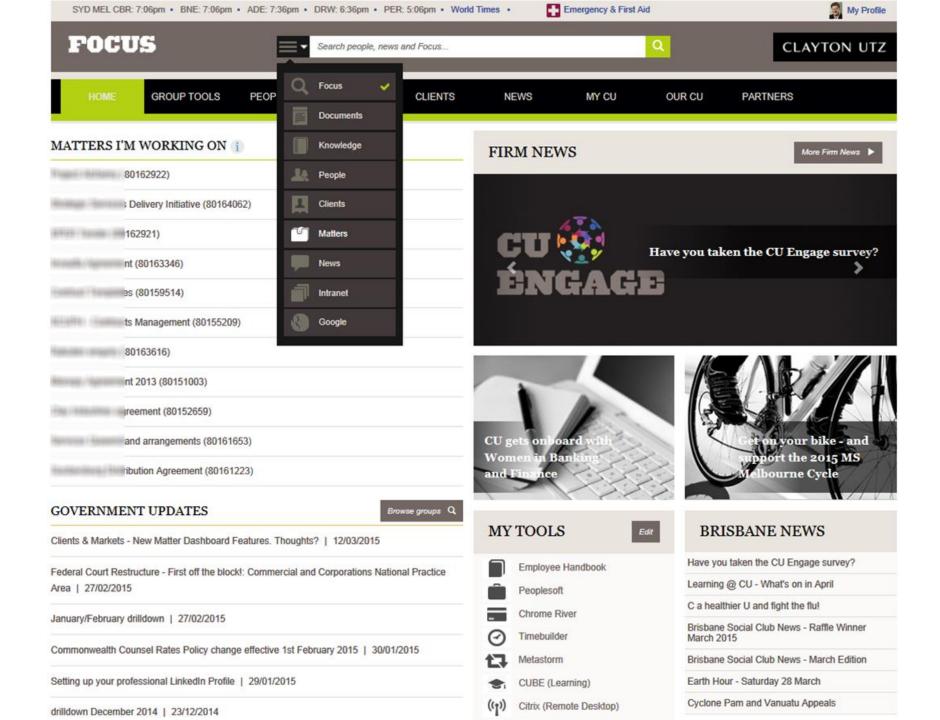
Chrome River Timebuilder

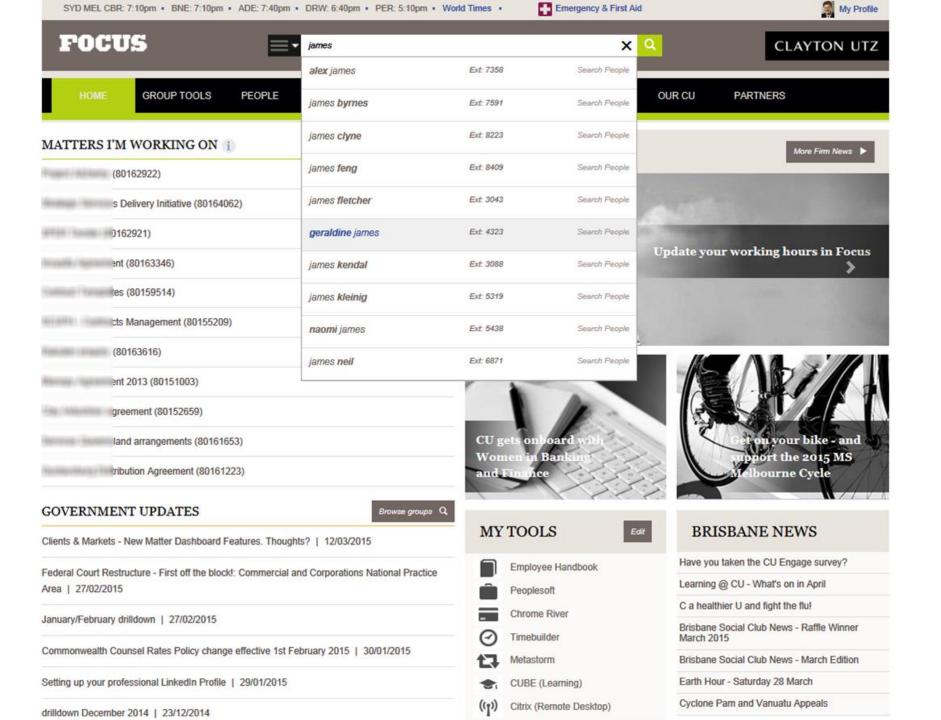


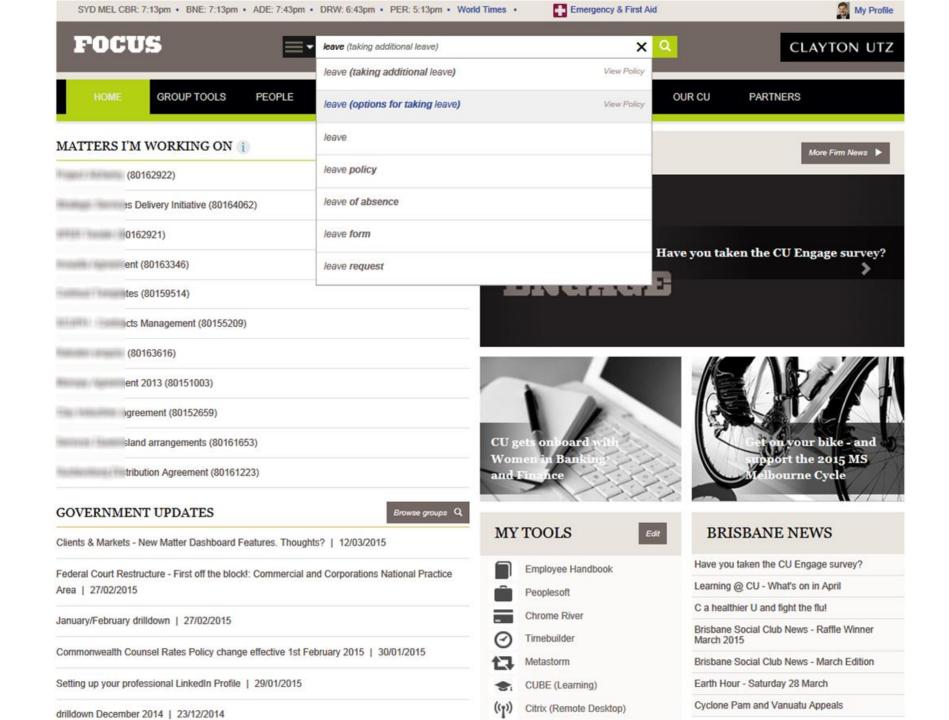
Metastorm



Citrix (Remote Desktop)



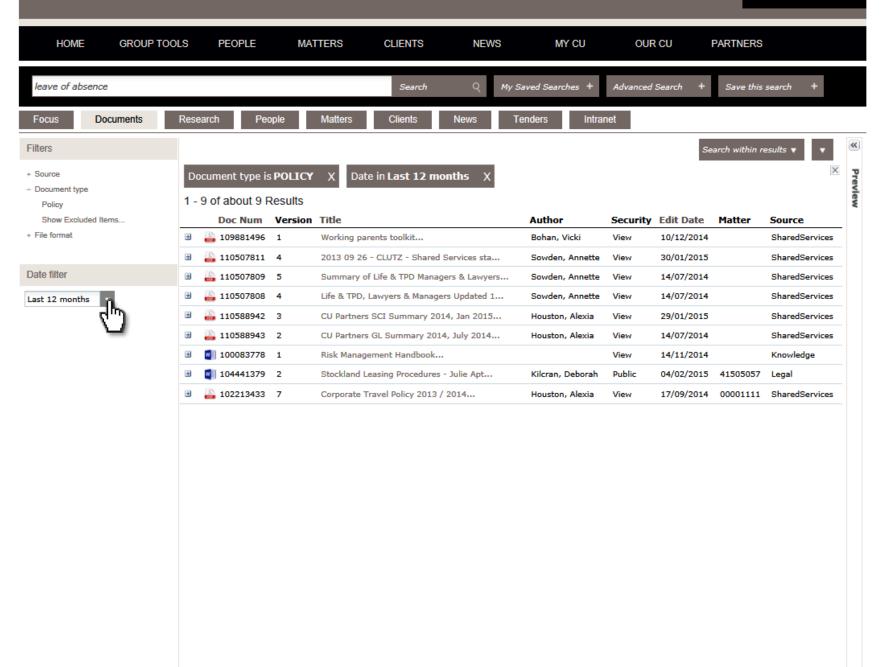






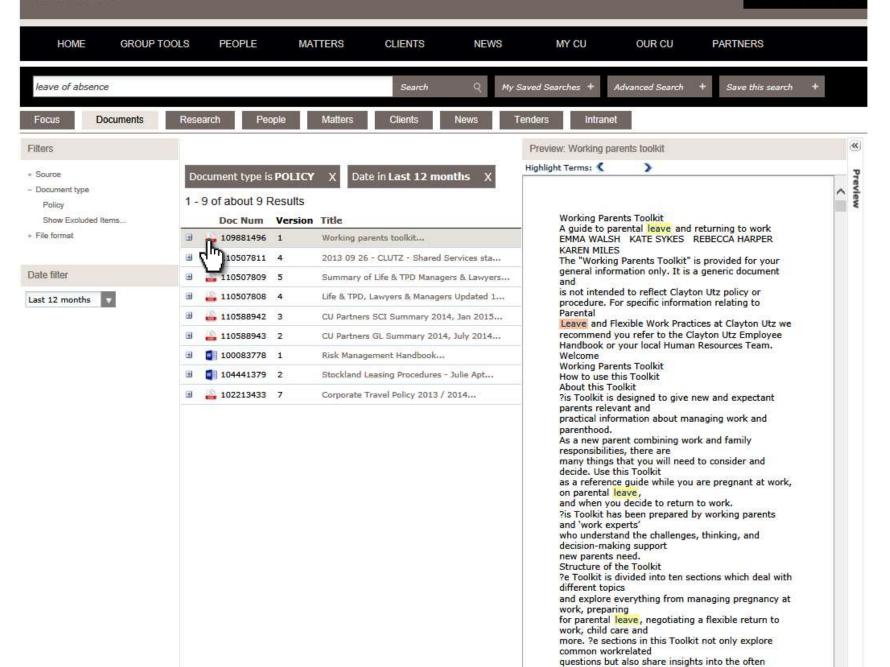


#### **FOCUS**

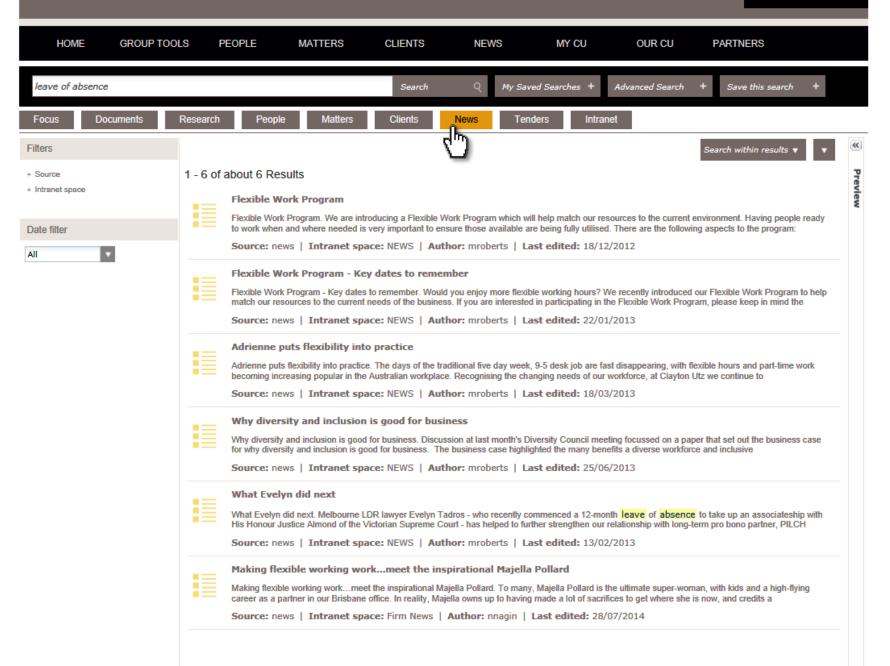


#### My Profile

#### FOCUS



#### FOCUS



### 3. HOW IT WORKS

### TECHNOLOGY STACK

InterAction

Aderant Expert

iManage

Confluence

Confluence blogs

Cognos



**PeopleSoft** 

Saba

### TECHNOLOGY STACK + DATA

InterAction

90k

Clients

Aderant Expert

400k

Matters

1.6m

Time sheets

Confluence

wiki pages

1k

70m **Documents** 

iManage

Confluence blogs 2k

Cognos

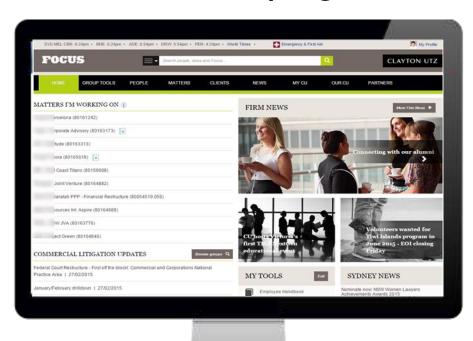


**PeopleSoft** 1.5k **Profiles** 

> Saba 2k Courses



# 14 CMS pages



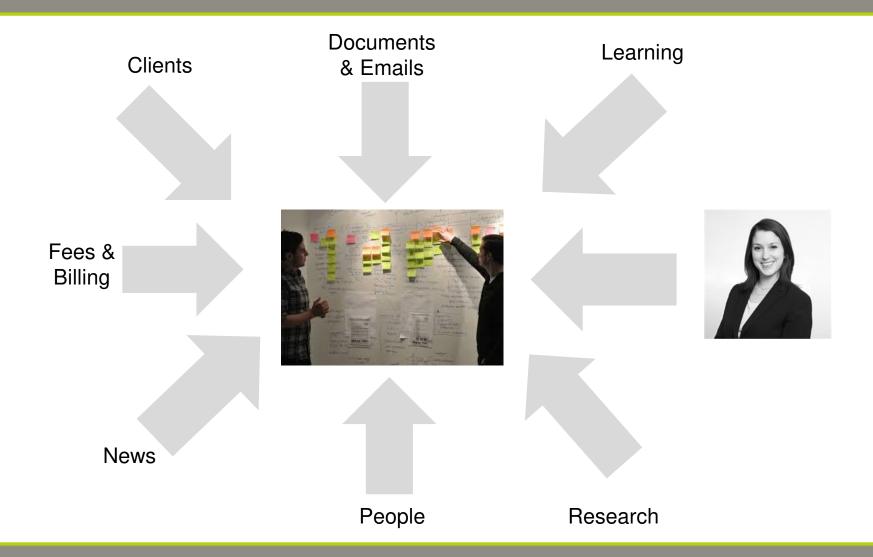


## 4. LOOKING FORWARD

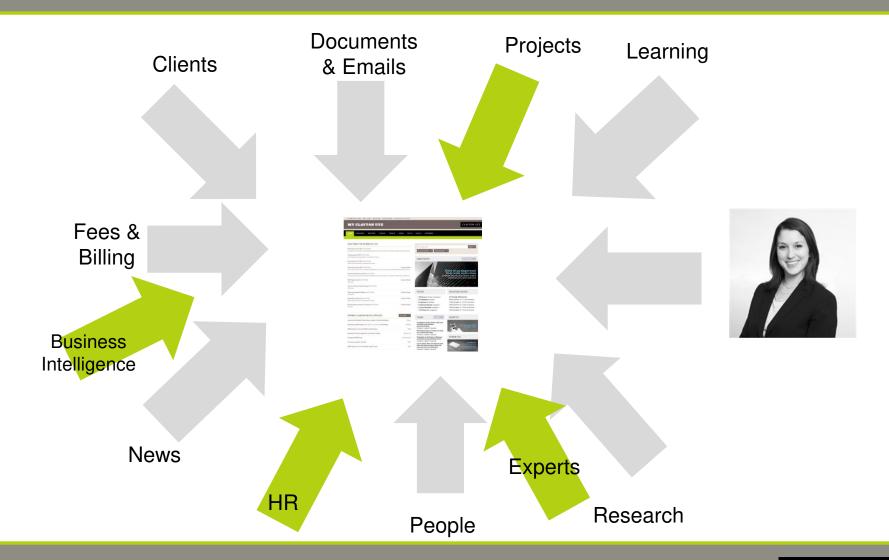




### KEEP HELPING KATE



### ADD MORE STUFF



#### **RE-CAP**

- 1. WHY WE BUILT IT
- 2. WHAT IT DOES
- 3. HOW IT WORKS
- 4. LOOKING FORWARD

# WE USED SEARCH TO DRIVE OUR INTRANET

### THANKS.