



King Cain Solicitors

Partnering for dramatic improvements

The Client

Matthew Oakley

Partner, King Cain Solicitors

Founded in 1967, King Cain provides comprehensive legal service to the Bathurst Community. The medium-size firm employs a team of seven practitioners who cover a broad spectrum of legal practice, from bankruptcy and insolvency to family and de facto law.

Law partners, Paul Carver and Matthew Oakley are Bathurst's only Law Society Accredited Business Law and Family Law Specialists.

The Challenge

King Cain partners, Paul Carver and Matthew Oakley knew that in order to survive and thrive in the rapidly changing legal industry, they needed to invest in a solution that would help them differentiate from their competitors.

"Things have dramatically changed in the last 6 to 8 years," explains Matthew Oakley, Partner at King Cain. "We've seen an increase in competition and at the same time a dramatic shift in client expectations who want a lot more for a lot less."

"Last year, we were a typical, regional mid-size firm. We never really had to manage anyone - if you worked here, you walked in, did what you had to do, and walked out. Trying to get us out of that 1970s mentality has been challenging, but a critical step for the success of our business."

Although they'd invested in a practice management technology solution, King Cain was experiencing major issues costing each solicitor up to 25 hours per week in downtime due to system failure alone!

The existing software did not allow the firm to use workflow, so secretaries were spending a full day of work per week manually managing and following up tasks.

In partnership with LexisNexis Pacific, a cross-practice team identified opportunities to improve productivity, save time and increase profitability.

"We needed a solution that would improve our workflows without disrupting our existing business model," says Oakley.

The Solution

The team recognised that billing, client matters, workflow efficiency and diary management were the key areas critical for the firm's success, and could be considerably improved through the application of Lexis Affinity™.

Lexis Affinity is a flexible practice management system that streamlines everyday work processes into one system to provide a secure working environment and transparency of business performance. The integrated legal software system provides accounting, matter and client management, document management, precedent automation, workflow, client extranet and customisable reporting.

The associated cost savings are significant, minimising or even eliminating expenses and overhead costs. The

scalable solution allows firms to build their existing process into the system, freeing up time for staff to work on matters and provide superior service that adds value to clients.

"It was obvious through Affinity trials that it was going to be 'the one' – the solution we needed to compete with the changing demands of the legal industry and position our firm for growth."

The Result

Since going live in May 2012, the firm has reported significant new capabilities and efficiencies, enabling it to drive up productivity and deliver more responsive services to clients.

Affinity provided a customisable solution that met the firm's unique requirements, such as workflow, project management, research integration, and client matter documentation.

"Affinity was able to save the firm an estimated \$270,000 per year; \$60,000 per year on precedents alone... It's improved our efficiency tenfold and saved us an incredible amount of time on our day-to-day tasks and workflow."

Oakley cites the consultative approach taken by LexisNexis as critical to the practice management solution's success.

"The LexisNexis consultants took the time to fully understand our technology needs and to develop a real relationship with us," he said. "Even after going live, they continue to work in collaboration with our firm to ensure we are getting everything we need out of the solution."

"Everything Lexis Affinity said it would do – everything it promised – it did," says Oakley. "It has definitely improved our efficiencies and even pointed out areas where we were vulnerable and didn't know so. Without hesitation I'd make the same decision again."

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About King Cain

King Cain Solicitors (www.kingcain.com.au) have been a member of the Bathurst community in various guises for many decades.

Every client has a unique set of circumstances which requires individual consideration and advice which we strive to provide in a timely, practical, cost effective way.

Our major areas of practice are:

- Business and corporate advice
- Bankruptcy and insolvency
- Conveyancing – residential & commercial
- Commercial and industrial leasing
- Wills & Deceased estates
- Family and De Facto Law
- Collaborative Law
- Succession and Estate planning
- Traffic and Police matters
- Employment disputes
- Litigation and Dispute Resolution
- Debt recovery

About Lexis Affinity™

Lexis Affinity is a flexible practice management system that streamlines everyday work processes into one system to provide a secure working environment and transparency of business performance. Transform your organisation with an integrated legal software system that provides: accounting, matter and client management, document management, precedent automation, workflow, client extranet and customisable reporting.

For more information, visit:

lexisnexis.com.au/affinity
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