

Thomson Reuters Bulletin Pro

Collas Crill Customer success story

The Firm

Collas Crill is an offshore law firm with offices in the Channel Islands, Singapore, the Cayman Islands, London and BVI. It services clients around the globe including some of the world's leading financial institutions, international businesses, trusts and funds, as well as high net worth individuals and families, specialising in a wide range of practice areas.

The Goal

In the fast-paced legal world it is vital that lawyers keep up to date with the latest developments. But, as Lisa Upham, group head of knowledge management at Collas Crill, says, helping fee earners keep on top of things through the production of updates can be a 'long and painful process'.

'My role is to update the lawyers in five jurisdictions across all practice areas on legislative changes, case law and other developments. Preparing a monthly update for each area was taking a long time,' says Lisa.

Explaining her routine before adopting Bulletin Pro, she says: 'We did everything manually, from looking at all the local legislation in our jurisdictions and checking any commentary written on it to keeping up with UK and US legislation and case law.'

'We had to go through all the different websites one by one to check it all out.'

'Some people want a little bit of information and others want the whole thing – this gives them the best of both worlds.'

The Solution

Above everything, Lisa and her knowledge management team wanted to save time in the production of their bulletins. Bulletin Pro allows them to create updates with tailored content simply and easily by setting up alerts across numerous online subscription services, RSS feeds, websites, social media and internal systems.

Due to the offshore nature of the firm, Lisa says they still have to update some links manually but, once they have selected what they want to include, everything else is done automatically.

The Result

The firm has been using Bulletin Pro for more than a year. It took around three months to set up and sort out which links and feeds to include and, says Lisa, the end results look better and save huge amounts of time.

'Instead of taking days, I can do all of the updates in one working day'. Her team still produce the monthly updates but, using the automated system within Bulletin Pro, they can also provide daily client updates as well as other ad-hoc information about key developments.

'I can include a little bit of editorial with the links,' she says, which gives lawyers an overview of what is happening as well as the option of clicking through to read the whole article if they require more in-depth knowledge. 'Some people want a little bit of information and others want the whole thing – this gives them the best of both worlds.'

Lisa also says that feedback from the lawyers has been positive. 'Everyone is very happy with what they are getting, and if they don't receive the bulletins or they arrive late, I get emails asking where they are.'

The Future

Lisa's team is planning to modify the service to give lawyers a more bespoke service, enabling them to pick and choose the content they want to receive. The team will curate the topics that are covered and the lawyers will be able to select what information they want to receive on these topics. 'For the lawyer it will be like being a child in a sweet shop,' says Lisa, 'It will be fantastic.'



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Lisa Upham, Group Head of Knowledge Management, Collas Crill

