

# Anjarwalla & Khanna

## Customer success story



### Overview

Anjarwalla & Khanna (A&K) is, by latest count, the largest law firm in sub-Saharan Africa outside of South Africa with offices in Nairobi and Mombassa and over 90 lawyers. Its clients include listed companies, banking and financial institutions, insurance companies, private equity funds, venture capital and institutional equity investors, telecommunication companies, project developers and financiers, multilateral lenders, industrial and commercial companies, real estate developers, professional firms as well as government and public organizations.

A&K was named the 2017 'African Law Firm of the Year – Large Practice' for the third year in a row and for the fourth time in the last five years, by the prestigious African Legal Awards, which celebrate 'excellence, achievement and innovation in the legal profession.' The firms also received the Law Firm Innovation Award and was described by one of the judges as 'a pan-African firm with a vision – keeping their eye on the horizon and always looking for opportunity to grow and expand without compromising on quality legal services'.

A&K is the founding member and driving force behind ALN, an alliance of top tier African law firms and the largest grouping of its kind in Africa, with close working relationships across its sixteen members and an established network of 'Best Friends' across the continent.

Sean Massingham, Head of Knowledge Management & Performance Improvement explains why the firm started to use legal document automation software Contract Express and how it contributed to its award-winning success.

### Challenge

Using its previous workflow and manual systems A&K was operating at capacity. It had won the mandate to do all of the conveyancing work for a very large low cost housing development in Nairobi, which would eventually comprise around 1,000 units. The firm needed to find more efficient ways of delivering the work product required by the clients, in order to better service the client and ensure that the work was profitable rather than loss making for the firm. 'We identified an opportunity for us to do things better,' says Sean.

### Solution

A&K embarked on a document automation and process improvement project across its conveyancing team to boost efficiency and improve drafting compliance. Part of that project included the implementation of Contract Express to automate the creation of the property conveyancing documentation, as well as internal firm process documentation. This project was one of the reasons why the firm received the 2017 Law Firm Innovation Award at the African Legal Awards.

'Starting from the client instruction, the firm mapped out how work was done, who was involved at each stage, and identified which documents were required at each step along the way, before deciding where to integrate Contract Express and create templates,' explains Sean.

Installing and implementing Contract Express would be a simple process, he says, but A&K implemented it at the same time as it re-engineered the conveyancing process from start to finish, which made the integration process more complicated.

'Contract Express gave us the opportunity to re-evaluate the whole system and the impetus to go through the painful process of change. Without Contract Express we could have made some changes, but they would have been incremental and would not have been as beneficial as the wholesale change we were able to implement,' says Sean.

### How Contract Express helped

The firm has been using Contract Express since November 2016 and it has seen significant time-savings and improvements in its overall efficiency after moving away from the manual processes and software that required multiple insertions of the same data.

Turnaround time for the preparation of documents used to take one or two weeks. With Contract Express, the process from instruction to the finished document can be completed within one day, documents only require one review, instead of three, and the incidence of mistakes has fallen.



The combined impact of document automation using Contract Express and streamlining the entire process, says Sean, resulted in a 55% time-saving within three months.

But he says: 'Just measuring the benefits of using Contract Express and document automation using time sheets, does not capture the full effect. The only way to capture the full benefits is by undergoing re-engineering of existing processes – Contract Express is a really valuable process re-engineering tool.'

That said, changing processes like this also requires high level support and buy in and I was lucky that our real estate partners, Karim Anjarwalla, Aryn Mussa and Mona Doshi, saw the value of this system and supported its implementation.

It is also really valuable to have a strong project sponsor driving performance. In our example, Shital Shah, our COO, was integral to the success of this implementation.

## The future

Sean wants to spread the success of Contract Express across the firm more widely and has plans to roll it out further in the future. In the short term, he will look at how it can be used to improve back office and finance processes, before considering expansion across other legal functions.

Future expansion plans also include consideration of uses by its network of partners in ALN as well as looking at how it can be used by the firm's affiliates in respect of their company administration services.

---

For more information about **Contract Express** please see our website [contractexpress.com](http://contractexpress.com)

