

Thomson Reuters Contract Express

Stevens & Bolton LLP Customer Success Story

Stevens & Bolton LLP is one of the largest firms in the South of the United Kingdom, outside London. Recommended in 26 specialist practice areas by the leading independent legal directories and recognised by many industry awards, the firm's varied services require a wide range of documentation.



The Goal

In particular, its employment, pensions and immigration team handle complex work demanding a great deal of partner time. Settlement agreements, often requiring payments, are particularly complicated and time consuming. The firm wanted to automate the production of some of its important legal documentation to be more responsive and efficient.

Stevens & Bolton chose Contract Express from Thomson Reuters to combine six different settlement agreements into a single, intelligent template. Now, the law firm is able to reduce the guidance needed from senior lawyers, produce consistent documentation, and empower different levels of legal employees to deliver productive and effective legal work.

“The feedback on Contract Express is so positive; one of our partners produced five documents in the time it would have taken him to do one or two in the past, which made all the difference on an urgent job.”

– Sean Camp, Business Analyst

The Solution

Contract Express is specialist software that eases legal document automation. It uses intuitive questionnaire technology for fast and accurate document drafting. Stevens & Bolton was impressed by the powerful nature of the solution. “Contract Express was attractive to us because it is part of the Thomson Reuters family”, says Camp. “We knew the tool was backed by the support and resources needed to help us get up and running quickly and easily.” As a solution of choice for many leading law firms, Stevens & Bolton was also reassured that this is a tried and tested product with a track record of success.

After some formal training, the team found itself producing sophisticated templates and documents in no time. “Contract Express is intuitive,” says Camp. “It has a mark-up language that means you don’t have to be a technical developer to produce a great end result.”

Additional templates are also being considered by the firm. In the meantime, the firm is finding immediate benefits from using Contract Express to handle settlement agreements— its lawyers can produce a document far more quickly, freeing up their time to develop client relationships and manage projects.

And the return on investment is broader than easing time and effort. As the legal profession welcomes the next generation of employees, solutions like Contract Express play to their strengths. “Digitally savvy millennials are hungry for these kinds of technologies,” says Camp.

“By investing in this automated technical solution, we are securing our own firm’s future, providing better employee experiences and ensuring that we hold onto and attract the best talent.”

The Result

“Because using technology to improve productivity and effectiveness is important to us, Contract Express has visibility right from the top of our organisation,”

says Camp. “We discussed it at the technology innovation meeting with the managing partner recently and have agreed to roll out the solution further so that everyone is familiar with it and how it can help.”

Camp and the Stevens & Bolton team are looking forward to other ways in which Contract Express can enhance their drafting workflows to better serve their documentation demands. Although the internal benefits are clear, there is also an external-facing element to using the software that could realise rewards for the firm. For instance, one of the situations where the solution could add value is helping to differentiate its client experience and gain a competitive edge. Camp envisages a situation where a client wishes to produce a non-disclosure agreement (NDA) template, which will allow the client’s employees to self-create NDAs. Using intelligent templates for this purpose not only improves the self-service aspect of handling clients, but also, ultimately, reduces the overall cost.

Camp recognises that his firm has not yet explored the full scope of Contract Express, but he is confident that its flexibility and ease-of-use will quickly make the tool part of the fabric of how Stevens & Bolton runs its legal services.

“We’re expecting Contract Express to become ‘business as usual,’” says Camp.

For more information about Contract Express please see our website: legal-solutions.co.uk/contractexpress