

CASE STUDY: DANNY KING LEGAL

with **Danny King**
Owner & Director



1.

The Challenge

As a business-owner and director of a nimble boutique employment law firm, I understand the importance of the ever-changing expectations of clients, and the needs of my staff.

I always strive to invest time and money in providing my staff with the right tools, so that they can provide our clients with the right answers - that's what we are paid to do. If it was *easy* then our clients would be able to do it for themselves; they're paying us because we are the experts and are skilled at filtering through all of the scary detail you find in a book or online to provide them with the right answer.

However, there is no denying that the amount of time my staff can spend on knowledge work, either stuck in a traditional legal database trawling for specifics or swimming in mass information on the internet, can be substantial. Utilising a tool that optimises our search to be able to really narrow down *exactly* what we are looking for would not just save us a lot of time (by removing the need to cross-check everything manually), but save us money, too.

I need a legal research solution that enhances our flexibility and enables us to get to answers quickly in a way that is reliable so that, when juniors are doing work, I can trust they are getting the right answers efficiently.

2.

The Solution

Since my firm began using Westlaw for all their legal research and knowledge work, I've really noticed how simple it's been for them to find what they need, when they need it. There is a lot of smart technology incorporated into Westlaw searches, even if searches they're simple, the system displays all the useful sources related to what they have searched for - even questions.

Functionally, I have noticed my juniors have been spending less time looking for answers and more time conveying them to the team - you can really see the immediate value. I haven't quantified this, but if we were to benchmark previous time spent with now, it's obvious Westlaw comes out on top. The platform is supporting our firm to be content matter experts in an instant - in areas that we don't necessarily have all day to sit down and read current awareness services for.

There is just so much data in the practice area we work in that even when you are a specialist, it's very hard to know precisely what is relevant and a lot of sifting through huge volumes of materials to get to the right answer can be tedious. Clients don't care about the data, they just care about the answer - Westlaw helps my team distill and get to the salient point in minutes.

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3.

The Future

In general, the use of technology cannot be underestimated. It's enabled us to run a practice and I don't think I could do it without it - I wouldn't want to.

Westlaw fits in with that notion and I look forward to seeing how Westlaw's advanced, simple functionality can further help optimise our searches and expertise.

As a boutique law firm, our resources are precious and will continue to be. However, we see Westlaw as a reliable investment for a nimble law firm like ours looking to take the burden out of manual knowledge work and dedicate our time to growing and improving on what we do best.

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