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GAIN CONTROL OVER YOUR BUSINESS PROCESSES!

COMPANY PROFILE



DWF started life as a four-office practice based in the North West of England. Now it has 16 locations across England, Scotland, Ireland, Germany and Dubai. The legal firm employs over 2,300 people and currently represents some of the top global companies. DWF solves old problems with new thinking, combines the best legal knowledge with a wealth of industry expertise, and has become the type company clients want to work with.

Even though the company has expanded through acquisition to achieve top 20 status, its sites still operate at a local level.

www.dwf.law



Before

THE ISSUES

- ⊘ No centralized system was in place to manage documents.
- ⊘ Legal updates to local offices were not controlled.
- ⊘ Consistency was lacking across the 14 sites and 5 firms, which was detrimental to the firm's brand.
- ⊘ There was a lot of preprinted stationery because each local office used its own letterhead and template and the stock was complicated to manage.
- ⊘ Bulk printing caused a costly waste to the business.
- ⊘ Printing macros got out of control, as autoprint started after 60 macros.
- ⊘ Regulations set out by the Financial Conduct Authority were breached because of a lack of compliance measures. This caused unnecessary pressures on employees to ensure that everything that left the organization was correct for certain business months.

Objectives

DWF needed a centralized solution that:

- Be implemented at all sites and locations.
- Would help them comply with FCA regulations and considerably reduce the unnecessary additional pressures on the business.
- Would allow them to manage their brand effectively, ensuring they offered clients a consistent customer experience.

Now

THE BENEFITS

- 👍 Risk to the core business has been reduced.
- 👍 There is a single common platform across all locations.
- 👍 Business processes are centralized.
- 👍 FCA regulations are met, reducing undue stress.
- 👍 Preprinted stationery has been consolidated, reducing waste.
- 👍 Client confidence in the documentation is ensured.
- 👍 The solution is very user-friendly and knowledge on current printing processes can easily be transferred.
- 👍 The brand experience is consistent across all sites.
- 👍 Users have more flexibility and control. Employees still have access to the correct letterhead of their original office even if they are working from another site.