

A Case Study in Application Review  
For  
Reynolds Porter Chamberlain LLP (RPC)

## Client profile

Reynolds Porter Chamberlain LLP (RPC) is a modern, progressive and commercially-oriented City legal services business. From its offices in the United Kingdom, Hong Kong and Singapore, the firm provides advice to both local and international clients.

Known for its busy and successful insurance litigation practice, RPC provides its clients with a wide range of expertise. It has been awarded 'Competition Team of the Year 2014' and was highly commended as 'Law Firm of the Year 2014' by Legal Business.

In 2013, the firm was awarded 'Best Legal Adviser' by the Legal Week's Client Satisfaction Report and its property team was shortlisted for 'Property Team of the Year 2013'.

The firm's web site is [www.rpc.co.uk](http://www.rpc.co.uk).

## Business situation

The firm has been using a third-party application for document comparison and wanted to ensure the business had the right tool going forward. It was also needed to understand whether the application still provided the value for money that it originally offered especially given the fact that Microsoft had noticeably improved the comparison capabilities in Microsoft Word.

It was noted that a considerable cost saving would be provided by removing product and the removal of add-ins to Microsoft Word and Outlook would be a great benefit. However, the testing was to include a study on whether the removal of the application would add any unnecessary burden to the users' day to day work.

It was clear that the decision could only be made further to testing of real-life documents to ensure the business would not be compromised.

And finally, the firm's IT team did not have the bandwidth available to carry out detailed testing.

## Work/Solution provided

Further to an introduction to the IT Director, Julie Berry, via a third-party, Hoffbrand Consulting Limited was instructed to carry out testing on behalf of the IT team.

Lead consultant, Paul Hoffbrand met with a member of the team, Ben Wilson, and agreed how the project would move forward. In order to save time and cost, it was agreed at the outset that the consultancy would be provided with remote access to a standard RPC desktop together with a workspace in the document management system into which documents would be placed. This therefore replicated the end-user experience.

The documents provided were from different legal teams and each presented its own specific challenges.

Each document was compared in the third-party application and also in Microsoft Word. Each resultant comparison document was manually compared while also viewing the original and modified documents in order to identify the differences between the two redline documents.

Each difference was duly noted in the supplied report, a draft of which was provided at the end of each day.

## **Benefits**

The benefits supplied by Hoffbrand Consulting can be summarised as follows:

- time saved
- effort saved
- pressure reduced
- value for money

With the information provided by Hoffbrand Consulting, RPC was in the best position to make a valued judgement on two fronts, 1 - whether the existing application still worked for the firm and 2 - whether the users would be inconvenienced with the removal of the application.

The conclusion reached by the firm further to the work carried out by Hoffbrand Consulting was that the application would remain in place for the time being.

## **Recommendation**

We knew that we needed to put effort into reviewing our document comparison capabilities and that time was very much against us.

After an introduction of his services by another law firm's IT Director, whose judgement I value, Paul Hoffbrand was seen as a good addition to our IT team. He was able to fill a hole that otherwise would not have been filled.

We needed to save time and effort in order for us to concentrate on other aspects of the business and having met with Paul, he took on the challenge with enthusiasm.

Paul put a great deal of effort into the incredibly detailed work needed. He reported back regularly with an updated report so that we could see progress being made.

We are delighted with the way the Hoffbrand Consulting dealt with our needs, providing great value for money and look forward to working with them again in the future.

**Julie Berry**

## Hoffbrand Consulting Limited

 +44 (0)1923 247707

 +44 (0)7770 608770

 [paul@hoffbrand.co.uk](mailto:paul@hoffbrand.co.uk)