

Lamport Bassitt Case Study

Company: Lamport Bassitt
Industry: Law
Product: LexisNexis® Visualfiles®

Lamport Bassitt is a Southampton-based full service law firm with 120 staff spread across three offices in Southampton and Reading. An innovative, technology-driven law firm, Lamport Bassitt has invested heavily in acquiring market leading IT systems, access to online databases and library resources.

A long standing user of LexisNexis® Visualfiles®, a case and matter management solution, Heidi Simpson, Chief Operating Officer, Lamport Bassitt, talks to LexisNexis about the value of a strong vendor-customer partnership:

What has your experience been of using LexisNexis Visualfiles?

Heidi Simpson: We originally deployed Visualfiles because it was one of the best case and matter management systems on the market. The solution worked well. Today, there are over 70 users of Visualfiles across the firm, making the solution key to the operation of several practice areas.

Nevertheless, recently we realised that over the years, the original solution had not evolved to meet Lamport Bassitt's changed business needs. Several factors have led to this – change in personnel, an IT-led approach to systems deployment (as opposed to a business-focussed one), and lack of regular deployment of available product upgrades due to an absence of focussed guidance from LexisNexis.

Opting for a 'system change', we reviewed the market for newer case and matter management systems. Our LexisNexis Account Manager advised that we engage with the LexisNexis Client Advising Services team to identify the areas where Visualfiles was falling short and discuss next steps to disengage with the company. However, during the discussions, we realised that the situation was salvageable and jointly identified how Visualfiles could be tailored to meet the firm's requirements. Replacing the system appeared preventable.

What approach has LexisNexis' Client Advising Services taken to help address Lamport Bassitt's needs?

Heidi Simpson: The Client Advising Services team has provided us with a greater understanding of how Visualfiles can support Lamport Bassitt in achieving its business goals.

LexisNexis' Client Advising Services offering is innovative in the legal sector, which we hadn't been made aware of previously. All suppliers offer help-desk support, but free of charge access to a dedicated, knowledgeable Client Advisor who can provide objective advice to a firm based on a deep understanding of technical and business issues is very valuable.

Together with the Client Advisor, we have devised a plan of action that will enable us to maximise the functionality offered by Visualfiles towards our business requirements.

Please elaborate on the areas that the LexisNexis Client Advisor is working with you on?

Heidi Simpson: The Client Advisor is working across the business including with our IT team, users and business managers.



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On the technical side, the Client Advisor is helping our IT developer to introduce best practice operation. For instance, he has recommended a number of relatively simple coding amendments that will significantly improve user experience.

It is imperative that Visualfiles seamlessly integrates with our practice management system. The capability to integrate the two systems exists, and the Client Advisor is enabling us to deliver this requirement.

For users, we need to make the system more intuitive and easy to operate. The Client Advisor is helping us to fully exploit the integration between Visualfiles and Microsoft Outlook so that users can complete tasks with fewer mouse clicks and screens. This will enhance productivity and efficiency.

The Client Advisor is also helping us to make crucial best practice improvements. For instance, he has shared concepts that will improve business performance, enhance user experience, and facilitate more effective use of the system by senior management.

relationship between Lamport Bassitt and LexisNexis, which is delivering positive results for both parties.

What are your future plans for using LexisNexis Visualfiles?

Heidi Simpson: Once the solution has been configured to our needs, we hope to have a case and matter management system that we can further build upon in the future.

LexisNexis has embraced the idea of constructive feedback and is incorporating our requirements into its product development roadmap. We may consider extending Visualfiles to other teams in the firm in due course.

Through this project, we have experienced first-hand the value of a partnership-led approach to successful IT deployment. An organisation can have the best technology system in the world, but if it is not properly implemented and utilised to its full potential, it is of no use to the business. Today, there is a mutually trusted and cohesive working



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