

Benesch Law migrates from SharePoint to HighQ Collaborate for seamless communication and collaboration with clients and attorneys

By David Colombo, Benesch

The Challenge

At Benesch, we had been challenged by collaboration issues between internal and external counsel at all of our nationwide offices. We began receiving consistent requests, especially from our Intellectual Property Group, to find a better solution to help solve this problem.

Benesch had been using SharePoint for collaboration and then endeavoured to establish a custom-built intranet with a specially-designed interface but we still weren't achieving the complete solution our users wanted.

SharePoint presented a sandbox of tools that we were constantly digging through to try to help us achieve our goals, but it was primarily a document publishing and storage site, not a true collaborative platform. Using SharePoint also posed a heavy administrative burden due to the many limitations within the system. As part of my responsibilities, I had to manage all

of the SharePoint sites manually, which was becoming very time consuming.

I knew that we not only needed a system that was completely collaborative but also one that was easy to use and maintain for the entire firm. We needed a system that had a great user experience and one that would provide a seamless transition so we could continue catering to our clients' needs.

The Solution

I became acquainted with HighQ at a few ILTA events and started a conversation with them about their solutions to determine what the HighQ Collaborate platform could do for us. The more that we started to talk about the possibilities, the more I realized that HighQ might have just what we needed. We decided to set up a trial run for a few months with our staff members that had been requesting a better solution, including the IP group. Their feedback on the HighQ platform was unanimously positive.

HIGHQ

HighQ Collaborate is intuitive, both from an administrative and end-user standpoint. We noticed that the more that our staff began experimenting with the system, the more the technology became ingrained into their daily routine. Creating a site was easy and transferring all documents over was fast and straightforward.

In my role, I work directly with paralegals and some attorneys, so I was able to get their feedback on HighQ before the implementation and rollout. One of the impressive factors that we collectively realized was that I was able to show them the basics of the the system and they were able to take the ball and run with it. This self-sufficiency among lawyers and staff saved us all enormous amounts of time and did not burden our IT department.

The Result

Our instance of HighQ Collaborate now has 40 sites set up that are used regularly. Our Cleveland headquarters and all other American offices are using the platform. HighQ hosts our system in their US datacenters, so they don't compete for space

or bandwidth on our firm's in-house servers. HighQ regularly releases new features and the service has been very reliable.

The HighQ platform is very flexible and offers lots of options if you need them, but in a way that is easy to administer and configure. We can easily pick and choose from the features that will help us most in our daily tasks. Most of our attorneys are interested in using HighQ to share documents and comment on them as they collaborate. From the administrative standpoint, we can manage all the sites from a central dashboard.

The integration with our FileSite DMS also means that we can seamlessly upload documents to HighQ Collaborate without having to save them to a shared drive first.

Paralegal Becky Gallagher commented, "HighQ sites help us cut costs spent on downloading PACER documents, which cost 10 cents a page. We can download one PACER file, which can then be uploaded to HighQ for everyone to access. Before this, people were needlessly buying the same file over and over again when someone at the firm had already downloaded it. HighQ is definitely a step in the right

HIGH Q

direction for our firm because it allows us to embrace new technology in a way that truly benefits our work.”

Conclusion

Overall, we have had a very positive experience with HighQ technology, and lawyers and staff from all of our U.S. offices are able to access the system securely with a user name and password. This has allowed us to work collaboratively with all of our offices and staff members. When we have had questions, HighQ’s technical support team has always been helpful and provided quick turnarounds in getting the answers that we need.

The collaboration features of the HighQ platform have definitely been the number one benefit for Benesch, which eliminated the problems that we had been experiencing with SharePoint and other in-house solutions. The technology has been a dream from an administrative standpoint, allowing quick setup, easy training and minimal maintenance. As a firm, we are able to use HighQ Collaborate in a way that works for us and the system has allowed us to continually and successfully provide quality legal services to our clients.

HIGHQ

About HighQ

HighQ is a leading provider of secure enterprise collaboration, publishing and document exchange software. We provide innovative solutions to some of the world's leading law firms, investment banks and corporations. We uniquely combine secure, enterprise-grade tools with the best ideas and user experience from consumer social tools. Now you can securely exchange critical business information and collaborate with colleagues, customers and partners in one unified space.

About Benesch

Benesch is a business law firm with offices in Cleveland, Columbus, Indianapolis, Philadelphia, Shanghai, White Plains and Wilmington. Benesch is dedicated to building a deep understanding of our clients, their businesses and their industries. We develop client-focused teams to ensure first class legal service, view business issues from our clients' perspective and assist in discovering the best legal services to address our clients' needs, drawing upon the strengths of diverse, knowledgeable and experienced lawyers. The firm services national and international clients that include public and private, middle market and emerging companies as well as private equity funds, entrepreneurs, non-profit organizations, trusts and estates.

Contact us

Contact your nearest office to find out more about our innovative collaboration, publishing and secure document exchange solutions.

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