

## Success Story Holland and Knight

# Holland+Knight

Holland and Knight is a law firm offering more than 100 practice areas and can meet virtually any legal services need, including business, government, real estate and litigation law.

More than 2,500 Holland and Knight employees, in twenty one offices worldwide, provide personalized local attention to clients. Holland & Knight put their legal acumen, creative ideas, the latest technology and steadfast determination together to provide their clients with cost and time savings, as well as efficient and effective access to the full power of the law firm, to ultimately help their clients stay ahead in the marketplace.

Holland and Knight's IT Department recognised they needed a solution to address their document processes, with an emphasis on the automation of paper based workflow processes. Due to the majority of Holland and Knight's business being focused on finding, sharing and storing information their administrative overhead for managing document process was considerable.

In addition, Holland and Knight were motivated to become more eco-friendly and reduce paper based processes. They recognised that secondary benefits would be achieved through this initiative, as reducing their need for paper would equate to direct savings to the organization with lower operating costs.

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Over the past 18 months Holland and Knight's IT Department have been implementing Microsoft Office SharePoint Server 2007 (MOSS) across the organization, including their intranet and 50 websites. Holland and Knight's IT Department, under the management of the Chief Technology Officer, Ralph Barber, evaluated several non-SharePoint applications as well as third party SharePoint products over a 2 month evaluation period to find the right product to automate and manage the organizations document processes. They chose Nintex Workflow 2007 due to a number of strategic reasons, the fact its deep integration with MOSS aligned with Holland and Knight's SharePoint roadmap, as a browser based client they did not need to invest in hardware, the installation process was straightforward and could be done by the IT Department, plus intensive training was not required to create and deploy workflows. Holland and Knight IT Development Team members John Newman and Antonio Andrade both praised the 'fast development lifecycle and easy testing'. Holland and Knight deployed Nintex Workflow 2007 in less than a week.

For Holland and Knights IT Department ensuring customer satisfaction for more than 2500 internal users, in one of the largest law firms in the world, is always a challenge. The IT Department informed department heads across the organization they had invested in a strong workflow solution to automate document management processes. “Since then we have been deploying [several] workflows into production, (vacation requests workflow, budget workflow, expense requisition workflow, project initiation workflow, etc.) and we are currently working on a document destruction workflow, litigation workflow and legal workflow. So far the response from all users including IT team members is ‘fantastic’. The Nintex sales and support staff were very responsive and helpful with clarifications and resolving issues” said Malay Shah, IT Web Manager, Holland and Knight. Business users across the organisation have reported a noticeable gain in their efficiency and for the most part business users have not had to change the way they work as the IT Department have merely applied a workflow to the library or list the business user has always worked within.

One of the many workflows that have been put into production at Holland and Knight is the budget and expense requisition workflow. In the past these processes were all handled manually through paper based forms. Now using MOSS and Nintex Workflow 2007 automated routing and easy to use approval has enabled instant approval response. The workflow design is comprehensive allowing budget requests, spending approval levels and department budgets all to be modified during the approval process. Nintex Workflow’s ability to integrate with other systems has facilitated comparison of budget and expense requests against, ELITE, an application Holland and Knight’s Financial Department use. Holland and Knight now have a 360° view of approval bottlenecks, levels of approvals and rejections, actual spending, budget allocations and more, providing management with transparent reporting. Clint VanWinkle, Operations Manager Holland and Knight, happily detailed that he now has “better reporting capabilities, transparency and ease of use, especially using the Lazy Approval functionality”.

It is clear to Holland and Knight that efficiency gains across the organisation have well and truly surpassed the organizations initial investment in Nintex Workflow 2007.

The visible results and benefits from the adoption of Nintex Workflow 2007 has significantly increased Holland and Knight’s recognition of the potential of Microsoft SharePoint technologies and correspondingly their commitment to SharePoint. This commitment has already lead to Holland and Knight expanding their use of Nintex Workflow 2007 to include over half a dozen processes spanning their offices in United States and parts of Europe, one of which focuses on reducing the paper processes in accounting procedures.

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