

INDUSTRY CASE STUDY

New ways of workflow

Technologists Babar Hayat and Barry Rodick at Konexo, developed by Eversheds Sutherland, say low-code workflow and automation platform Autologyx has rapidly helped increase opportunities for Konexo to change things for its clients

In June 2019, global law firm Eversheds Sutherland launched Konexo, a new brand of future-facing “alternative legal and compliance” solutions, including advisory services, legal managed services, legal resourcing and HR support to help clients manage workloads internally. Existing teams from the firm were brought together, with a clear understanding that developments would be “tech-led” in line with client demand for greater process efficiency. At launch, CEO Lee Ranson was explicit that the firm sought a larger slice of the “growing £10bn global ALSP market”.

One year later, and the pandemic has clearly pushed process improvement even higher as a priority for firms and their clients

alike. Konexo has also since absorbed the firm’s UK branding group, launched in the US and expanded its presence in Asia. And the technology team has just launched a legal resourcing app to support its remote-working consultants with access to knowledge, new placement opportunities, and managing feedback.

The latter development is an example of how Konexo is there to support how teams work internally, as well, of course, as to help clients

manage their own complex work externally. In both cases, Konexo “identifies the appropriate set of technologies for the business activity,” says Babar Hayat, who recently joined from Thomson Reuters as head of product,

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Babar Hayat, head of product, technology innovation and transformation, Konexo

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technology innovation and transformation.

“Konexo’s clients are typically in-house legal teams, at many different levels of maturity, on a digital transformation journey,” he says. “The concept of a combination of technologies there is quite important, as we don’t believe there is any one solution in the market that can solve every problem.

“We evaluate technologies all the time, and recently launched Konexo Hub as an assembly of best-of-breed technology that we provide to clients. That includes self-service tools, such as document automation, risk indicators and reporting, as well as options for data gathering and workflow management.”

The proof is in the process

That said, some technologies have become particularly integrated into how Konexo has operated over the last year and a half. “In ES Consulting we’d long seen a pattern of clients that were challenged by the burden of high volume of low-value legal work, but where outsourcing wasn’t an option. We took that challenge on for them in the form of a legal managed service,” says lead technology consultant Barry Rodick.

But at Konexo, an in-house legal team then came along with a slightly more unusual requirement, he says. “The work was fairly well structured already – there were, however, too many parties involved in the processes, and it took too long to manage it. We had two people managing an inbox of parties all chasing one another on what to do next.” Konexo identified the no-code digital operations platform Autologyx to develop an approach to processes such as intake, triage, allocation and case management, removing some of the work involved in these processes – in comparatively short order.

Team members are now able to self-serve, accessing information about the matter progress. “Demand on inboxes effectively dropped overnight, so you know you have a successful project there.”

Another, he says, has been a new, faster process for

verifying information with Companies House. “We can quite quickly iterate similar verifications for other clients without a protracted IT project. As it’s low-code, you aren’t dependent on the supplier developing or building the systems. The work was initially collaborative, but we now have a team fully trained to do the vast majority ourselves.”

Opening new opportunities

The value is clear, but Hayat singles out some other considerations. “Our clients and teams are working across many industries, and they all have different systems and use cases, which made it very important we found a solution that was extensible. Autologyx can cater for the different processes of teams, and it can also be used to hook into other systems through APIs or data feeds, as well as for building entirely new propositions.

“The systematisation of process automation also provides us with a very measurable way of assessing and communicating benefits to clients. We can capture valuable data about processes – such as volumes, work types, jurisdictions or people – which could point to opportunities for different operating models, automation journeys or ways of working in future.”

Rodick continues: “Actions can then be taken if some aspects are taking too long or costs are increasing in an area. What’s the bottleneck of the process? Can you develop or enhance the playbooks, or remove an approval or an additional review? The data enables us to ask questions and potentially to improve the process. The in-house legal team or requester might also be involved in rebuilding their processes, so they’re effectively bought into the changes early on.”

Hayat and Rodick have also just launched an internal ‘automation champions’ initiative to help Konexo teams match documented use cases to new scenarios they encounter – so there will be plenty more process to design in new ways in the pipeline for 2021. ▲

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