



MORR & CO Case Study: Morr & Co

Sector: Education Company size: 180

Morr & Co is a leading firm of solicitors with offices in Surrey, Hampshire and South West London, serving a wide range of businesses and private individuals across the region. They combine the depth of knowledge, capabilities and resources of a large firm with the approachability of a local practice. They are clear, direct and straightforward in their approach, and relentless in their pursuit of the best solutions for their clients.

The challenge

There are a number of variables in the law industry that must be taken into consideration when introducing legal tech. These include trialability of a case, relative advantage, as well as the rigidity of the law industry in adopting new techniques into their more traditional methods. These variables make more analytical and creative processes less likely to have the potential to be automated, due to the high level of human interaction and documentation needed. Morr & Co initially aimed to reduce their reliance on manual processes for simple legal matters and to provide their clients a more seamless experience.

In undertaking the DiGence® process, we were able to assess where opportunities lay across the entire business and to put technology at the heart of Morr & Co's business plan. Morr & Co aimed to maintain their scaling plans without impacting their existing operations. With DiGence® they were able to kickstart their digital transformation journey.

So which processes could be automated and what technology could be implemented in order to focus resources on more complex legal matters?

The solution

Through our DiGence® process, we identified three key priorities that would help Morr & Co scale their business sustainably and would allow them to get the highest ROI possible on their technology investment.

These covered a range of technologies that would streamline client experience, enable better collaboration across departments and reduce manual processes and inefficiencies in information sharing. By prioritising the implementation of the three proposed initiatives, Morr & Co would kick start their digital transformation journey, whilst maintaining their day-to-day organisation and vision. This would allow Morr & Co to phase out manual processes, foster the change needed to be adaptable in the legal sector, but also retain the incredible reputation they have built within the community over the years. Additionally, the recommended approach would provide clarity on existing systems, and would set them up for a continuous digital transformation journey over the next few years.



Greg Vincent
Partner

DiGence® really was exactly what we were looking for - as a client of the service, it was an affordable technology management consultancy. Rather than spending large variable costs and months reviewing, we got a report that was so helpful and created the confidence the business needed going forward.