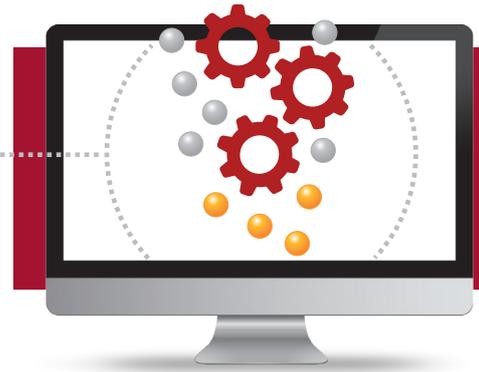
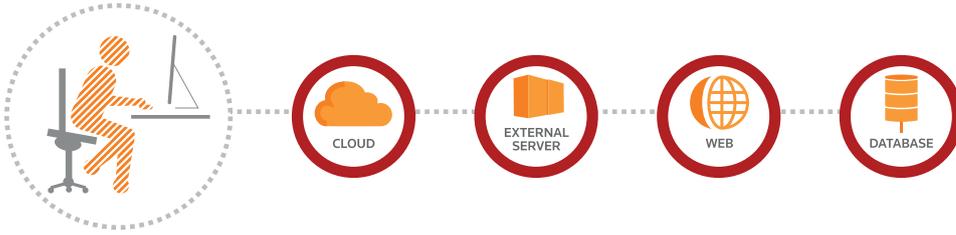


SOLCARA KNOW HOW. INTEGRATED KNOWLEDGE MANAGEMENT



THE ULTIMATE KNOWLEDGE MANAGEMENT SOLUTION AT MOURANT OZANNES.

Award-winning Mourant Ozannes is one of the world's leading offshore law firms. Specialising in providing the international finance and fund markets with offshore legal advice, the firm, operates from offices in Cayman, Guernsey, Hong Kong, Jersey and London.

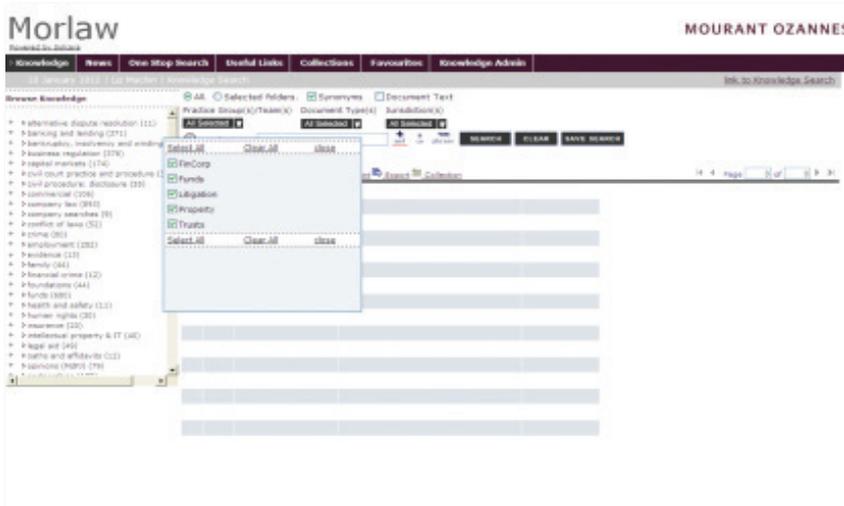
The firm has 52 partners and more than 200 lawyers all benefiting from the implementation of Solcara's Legal Search and Know How products. In combination these provide streamlined access to important legal information and deliver an easy to use knowledge management solution, 'Morlaw', which has had a significant, positive impact since its launch.

MOURANT OZANNES

"We chose to implement both Solcara Legal Search and Know How to deliver a more integrated knowledge management solution"

Liz Machin

Head of Knowledge Management



Liz Machin, Head of Knowledge Management at Mourant Ozannes, describes the solution as: "One electronic home for all legal knowledge in three parts: Knowledge, One Stop Search and News".

The firm's high value documents are made accessible through the 'Knowledge' function of Morlaw. Classifying these documents via a legal subject taxonomy allows a user to find what they need through a simple browsing interface, where the taxonomy structure guides them to the right set of documents that match their criteria.

Users can also search through the Knowledge function, either by searching the full text of documents; or the metadata that describes the documents ('the record card'); or both. Users have the option of 'and', 'or', 'phrase' searches and can use synonyms to expand their search. Certain metadata fields used to profile the documents also assist in the filtering of large result sets so that the user can analyse search results by jurisdiction, practice area and document type.

Machin explains how easy it is to add new knowledge to the system: 'To encourage busy fee earners to make contributions into our know how system we needed a very simple approach, and we decided on Solcara's email submission function. Users can email new knowledge to a Morlaw email account and one of our professional support lawyers can complete the submission by filling in the metadata details in the record card.'

Before the implementation began, Machin and the knowledge team spent valuable time discussing the firm's needs regarding the metadata and taxonomy. 'We hosted a series of brainstorming meetings with the heads of, and teams from, each practice group, the project sponsor, senior associates and others. This process was a very useful part of the development plan, ensuring that our users bought into 'their' system as early as possible. In fact an important factor leading to the successful launch of Morlaw was that the internal project team included one of the partners - Tim Herbert - as project sponsor and knowledge champion, a project manager and allocated IST resource.'

The 'One Stop Search' component of Morlaw enables the simultaneous (federated) searching across the firm's internal know how, as well as external resources that provide online cases, legislation, standard contracts and guidance for lawyers.

The one stop search solution is provided by Solcara Legal Search and connects to targeted resources, searching these in real time. This means it does not rely upon additional indexing software. This also ensures results are consistent and up to date every time the user conducts a search. The software allows the user to search for 'all' terms entered in the Google-like search box, 'any' terms or a 'phrase'.

The user is able to interact with the results regardless of which resource they have come from. They can hide results from a source, or extend the number of results displayed. They can also add notes to individual records, either personal; open to all; or by select users.

Machin comments: 'Our lawyers have found this functionality invaluable. There is also the ability to save searches, and build the results of searches into unique collections that are particularly relevant to certain practice groups or teams within the organisation. Each collection can be made up of the best documents from our internal know how and external resources based on the specific legal subject, or transaction type'.

The final component of the knowledge management system is 'News'. Dynamic, easy to update pages for each practice group within the firm deliver 'What's New' each week, and have useful links to websites and 'Top 10' know how.

'We can keep users up to date with information that matches their practice group profile and the dynamic nature of the pages enable us to keep the content fresh', stated Machin.

Morlaw has significantly reduced the time it takes for fee earners and support staff to access critical legal information. Machin explains: 'Recently one fee earner undertook some research about Jersey limited partnerships, specifically regarding whether certain interests in the partnership were more like debt or equity. Very quickly indeed, and much quicker than ever before, the fee earner found some detailed advice from a former partner. This advice, which was exactly on point, saved hours of work and ensured the firm's advice was expressed in a consistent fashion.'

'This kind of experience has been repeated all over the firm. We will be building on this success and intend to implement a new solution called 'Know Who', an internal directory of experts', concluded Machin. 'When a fee earner finds a know how document within knowledge, they will also be able to gain quick, one-click access, to the associated expert.'



SOLCARA KNOW HOW

FOR MORE INFORMATION, OR TO
ARRANGE A DEMONSTRATION,
CONTACT US:

- ☎ 0845 600 9355
- ✉ solcara.info@thomsonreuters.com
- 🌐 solcara.com

"I immediately found a useful article, it would have taken a lifetime under the old regime".

Liz Machin
Head of Knowledge Management

