

Hinshaw & Culbertson Bolsters Internal Knowledge Management Capabilities With the Power of Lexis® Search Advantage

About Lexis Search Advantage

Lexis Search Advantage enriches and simplifies the legal research workflow by enabling legal professionals to search and vet their firm's internal documents easier, and then validate and extend their research to the extensive portfolio of LexisNexis® legal research tools and resources—such as the Lexis® and Lexis+™ services and *Shepard's*® Citations Service—as well as the open web.

Situation

Hinshaw & Culbertson is an Am Law 200® firm with approximately 425 lawyers practicing out of 21 offices in the U.S. and UK. The law firm was founded in 1934 and is headquartered in Chicago.

“When I joined Hinshaw in 2017, there were attractive opportunities for us to tighten some gaps in our knowledge sharing to better leverage the vast internal body of work product and to help attorneys more easily connect with the right information at the right time,” said Vishal Agnihotri, Chief Knowledge Officer at Hinshaw & Culbertson. “The legal industry is one of the most document-intensive sectors in the global economy, so it's crucial to have access to the right search tools that enable legal professionals to quickly locate the knowledge they need without having to wade through irrelevant information.”

Agnihotri has focused on knowledge management (KM) throughout her entire career, starting in 1998 when she worked for a KM consulting firm. As she advanced to positions at Big Four firms and then to an Am Law 100® law firm, she observed firsthand how KM has a tremendous impact on the client delivery in professional services firms, whether it is in the creation of an audit methodology or the drafting of briefs and motions.

“Lawyers tend to primarily work autonomously, spending the vast majority of their time in their offices or interacting directly with their clients,” noted Agnihotri. “Knowledge management is the antidote to this siloed working culture because it enables collaboration and

information sharing. The importance of this can't be underestimated because today's business and legal landscape is a complex one. The key ingredient to making this possible is a solid technology stack that contains user-friendly, best-of-breed tools that are integrated with each other and can surface the right information effectively.”

Solution

Agnihotri was delighted to learn that Hinshaw's management team had already made a key business decision while she was in discussions with them about potentially joining the firm. Hinshaw elected to select one primary legal research provider instead of relying on two and chose LexisNexis. As part of that decision, the firm acquired a new KM tool from LexisNexis for use across all of the litigation practices at Hinshaw.

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Vishal Agnihotri, Chief Knowledge Officer, Hinshaw & Culbertson

This tool is Lexis® Search Advantage | Litigation, an application created specifically for litigation professionals that enables users to surface the most relevant internal documents and LexisNexis content.

“Lexis Search Advantage is a flexible software offering so it was easily integrated with our firm's existing document management architecture,” said Agnihotri. “The product provides advanced enrichment and classification of law firm data, then allows Hinshaw's users to apply the familiar LexisNexis search tools to simultaneously search both internal firm databases and LexisNexis legal content. This delivers broad and deep perspectives across our entire spectrum of resources.”

The Lexis Search Advantage software resides behind the law firm firewall, so nothing ever leaves the firm's IT infrastructure, and it facilitates powerful and precise searches across the firm's internal document management system. Attorneys can search their

own firm's internal documents using a combination of fields and metadata from the firm's document management system.

"We deployed Lexis Search Advantage as the initial building block in a new internal KM technology suite, rebranding it internally as 'hinSearch' and rolling it out firmwide in late 2017," said Agnihotri. "The implementation was immediately successful in terms of adoption and served as a quick win that helped us build internal support for knowledge management. As this internal buy-in grew, we were able to engage more of our professionals and build out the rest of our program."

Results

Agnihotri points to four important benefits that Hinshaw & Culbertson has realized by implementing Lexis Search Advantage and making it the foundation of the firm's knowledge management resources for its legal professionals.

- **Practice Efficiency**

"One of our partners recently shared with me that she used to spend roughly three hours going through Hinshaw's various information management systems, searching for information she routinely needed for a client proposal," said Agnihotri. "That same search process now takes her just 20 minutes, which is an amazing improvement in practice efficiency. Our professionals are able to locate the documents they need much faster, allowing them to better leverage their time and work smarter."

- **Foundation for KM Stack**

"In 2017, we re-branded (or white labeled) Lexis Search Advantage, named it 'hinSearch' and made it the first of a new stack of KM solutions for Hinshaw," said Agnihotri. "We have since added 'hinShelf'—an online catalog of print titles inside the firm—and 'hinSights'—a social collaboration tool and expertise locator. This suite of KM tools has allowed us to really leverage our internal and external resources to drive improvements in the way we serve our clients."

About Hinshaw & Culbertson

Hinshaw & Culbertson LLP is a U.S. based law firm with offices in 11 states and London. The firm's national reputation spans the insurance industry, the professional services sector—including representation of law firms and lawyers—and other highly regulated industries, such as banking and finance and the debt collection sector. Hinshaw also provides a series of closely coordinated litigation, business advisory and transactional services to clients of all sizes as well as governmental and public sector entities. For more information, please visit www.hinshawlaw.com.

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- **Integration with LexisNexis**

"Lexis Search Advantage is fully integrated with the LexisNexis online legal research services, which means that our litigation professionals have immediate one-click access to the underlying case law that pops up in their searches," said Agnihotri. "This is also valuable when it comes to the need to validate specific case citations with a quick *Shepard's* search or to identify specific entities for additional investigation with the various secondary research tools from LexisNexis."

- **Attorney Collaboration**

"Our partners often tell me that our KM search tool revealed to them some piece of very specific work product generated by one of their colleagues; knowledge that would otherwise have been undiscovered," said Agnihotri. "This is a crucial benefit of the Lexis Search Advantage tool. It allows our litigation professionals to collaborate more effectively with each other by surfacing relevant information across various practice groups, offices and both our internal and external databases, which in turn helps them to better serve our clients."

"We have been very pleased by our experience with LexisNexis," said Agnihotri. "They did an amazing job on the implementation of Lexis Search Advantage, and their tech support team has been responsive at every stage of our relationship. Lexis Search Advantage is a powerful knowledge management tool that is accessible to any Am Law 200 firm working with any level of budget, and will significantly increase the efficiency with which the lawyers can practice."