

Post Partner

CASE STUDY:

nexa

Nexa Law: a modern post room for a modern legal model

BACKGROUND

Nexa Law is home to more than 200 partner lawyers, bringing together some of the UK's most experienced legal professionals across a broad range of practice areas. With a proven track record of growth, Nexa has established itself as one of the leading consultancy-based law firms in the UK, earning a place in The Lawyer Top 200 and securing a shortlist for Business Enabler of the Year at the Lloyds British Business Excellence Awards.

Behind this success is a dedicated support operation based at Nexa's Oswestry headquarters. While its lawyers focus on delivering exceptional legal services and building successful practices, the team behind the scenes provides the infrastructure, technology and operational support that makes the model work. From finance, compliance and IT to marketing and business development, this is a business built to enable lawyers to operate at the highest level without the traditional demands of running a law firm.

Nexa's growth and recognition demonstrate that a modern legal model needs more than just talented lawyers. It needs the right people, systems and support behind them, and that is exactly what the Oswestry team delivers.

THE CHALLENGE

Consultancy models naturally generate both a high volume of post at a central location and a genuine urgency to get that post on 'the system' quickly such that the consultant lawyers have timely access. Indeed, it is a big benefit of the consultant model that this notoriously fiddly aspect of case management is handled centrally and on the consultant's behalf.

SUMMARY

We helped Nexa Law to:
- Cut post handling time by 80%
- It was taking up to 5 members of the team all day, it is now taking just 2 members of the team half a day
- Urgent post on LEAP by midday
- Scale with significant growth

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Tom Bailey, Post Partner, on working with Ioana, Jess and the Nexa team.

"It has been fantastic working with Jess and Ioana on this project. They had high expectations but were absolutely willing to roll their sleeves up and back our suggestions in order to get from A to B. That is not always a given.

At Nexa, prior to the introduction of Post Partner, the post handling process was solid but had numerous manual touch points for every post item, making it time consuming and vulnerable to inconsistency.

Jess Smith, COO at Nexa, explains what this meant for the team day to day:

“On busy post days, as many as 5 of the admin team were embroiled in getting the post distributed within the day. From scanning matter documents individually and manually adding post to matters on LEAP was time consuming, inefficient and open to mistakes. Ensuring our post is readily available to our consultants was essential to ensure they are able to actively progress their matters and meet their deadlines ”

THE SOLUTION

Post Partner’s Optimum Post Room solution (OPR) integrates directly with LEAP, Nexa's case management system (CMS). Incoming post is allocated directly to correct matter and is indexed with an accurate (and consistent) naming convention. Both the allocation and indexing is largely automated using carefully crafted ruled based automation.

The result is that consultants see their post in LEAP, in the correct matter, correctly named with zero input required. They are notified through the LEAP notification system. For the low number of consultants who, for their own particular reasons, do not use LEAP notifications, Post Partner were able to develop custom reports in line with the Nexa team’s feedback, thus keeping everyone properly notified.

The integration wasn't simply switched on. Nexa worked closely with Post Partner to develop and refine it, testing it and feeding back what their lawyers and support staff needed. That collaboration shaped an integration that is now beginning to benefit other LEAP firms too.

For Jess, the most important change is the reliability of the end result:

“The key transformation we have been able to achieve in terms of ‘the result’ is a system that guarantees every single post item ends up where it needs to be with the correct name on it within SLA. This is important to us both in practical and compliance terms.”

The enthusiasm and collaborative spirit of the wider team is also not to be underestimated. Carron and Callum have both contributed great ideas and have also been willing to adopt a lot of change, even if they were sceptical of certain ideas initially.

In terms of product development working with Nexa has transformed our LEAP post room solution from something that had limitations as compared with our other system integrations, into something that is genuinely best in class. We really appreciate the collaboration.”

Tom Bailey - Post Partner

The impact on the support team has been just as significant, and Jess points out that it came while the firm was growing fast:

"The key transformation in terms of the support team operation is that where it was taking up to 5 members of the team all day, it is now taking just 2 members of the team half a day, with the vast majority of time sensitive post on the system by midday. This has been achieved alongside significant growth in the number of consultants, open matters and incoming post into Nexa. Tom and the Post Partner Team have continued to go above and beyond to develop a system we are genuinely proud of."

THE PEOPLE BEHIND IT

A project like this is much more than technology. It succeeds or fails depending on the people running it. Jess Smith, COO, led the project with clear direction and a sharp focus on outcomes, keeping both teams aligned from scoping through to go live.

The support team, led by Ioana Mann, Head of Support, embraced the project from day one. Their knowledge of how post really moves through the firm was essential in getting the integration right, and they are the reason the new process has bedded in so smoothly.

GETTING THE CONSULTANCY MODEL RIGHT

Plenty of firms talk about supporting their lawyers. Nexa shows what it looks like in practice. By investing in its support team and the systems behind them, it frees its consultants to focus on clients rather than admin.

For any firm running, or moving towards, a consultancy model, Nexa is a shining example of how strong central support and the right technology can work together.