

How we helped implement a modern document management and teamwork solution for Kay Law to better organize their legal processes and bolster communication.

Hybrid Office

The client



Kay Law is a state-of-the-art law firm based in Kitchener, Ontario, that services clients both locally and province-wide. Kay Law's mission is to deliver high-quality legal services to their valued clients at prices that are transparent and more affordable than larger and more traditional law firms.

About

- Founded in 1992
- 28 employees
- Specialize in several core areas including business, real estate, will & estates, dispute resolution, family, personal injury, and employment law.

Industry Legal

Location Canada, based in Kitchener

The challenge

Technology drives Kay Law's practice – they believe in using the most modern technology to assist in delivering prompt and personalized legal services. They recently merged with another firm and needed a solution that enhanced their files and document organization and communication capabilities. They turned to Creospark to implement Microsoft 365, which involved planning a new information and security architecture, migration strategy, governance process, and creating an adoption, change management, and training strategy for their organization.



The solution

Creospark implemented the Microsoft 365 platform to bolster document organization and communication among Kay Law employees. The new platform helped automate many of their manual processes that were previously done through email. For instance, OneDrive's Request Files capability which gives employees the ability to collect and share documents in Teams quickly and easily, even with external users who do not have OneDrive. Additionally, there are fewer barriers to collaboration since other users can send content easily without requiring a subscription to the service. Another advantage of OneDrive is it provides enhanced security for each document. When requesting files, it can prevent others from seeing the submission of other collaborators, and lock access to edit or view files; this ensures that access to documents is strictly governed and privacy is protected.

Kay Law was previously using the G Suite platform and needed all their data and content to be migrated. Creospark also handled transferring all the client files and cases to Teams to allow Kay Law to use their new Microsoft 365 cloud system. Creospark saw the delivery of the solution through to the end. After implementing the Microsoft 365 platform, we handled all the business protocols of using the new applications. This included providing guidance and training for all the Microsoft 365 services that they migrated to including OneDrive, Teams, and SharePoint helping Kay Law easily adopt the new information architecture system and use it effectively.

The results

From implementing the Microsoft 365 platform to training, adoption, and change management, Creospark successfully created a full solution to aid Kay Law in improving their document organization and communication capabilities. The result is a 50% increase in productivity when compared to their previously used G Suite as well as much happier end users. Creospark is happy to support Kay Law's mission of delivering legal services with the Microsoft's modern technology.

Technologies



Communications, documentation, and collaboration are often decentralized within physical offices. If you're having issues transitioning to a hybrid or fully remote model, don't worry! We can help.

**Book your
consultation**