How rapid implementation of technology has increased efficiency and kick-started automated client onboarding

Legl

Harold Benjamin

LEGAL MINDS *business thinking*

How rapid implementation of technology has increased efficiency and kick-started automated client onboarding for Harold Benjamin Solicitors

Looking to digitise client onboarding to meet today's client and lawyer expectations

Harold Benjamin Solicitors was impressed by the disruptive simplicity of Legl when they got to experience it first-hand. We speak with **Jamie Abrahams, Operations Director** at Harold Benjamin Solicitors on how he has successfully created efficiency in processes through the adoption of Legl's solution.

Jamie Abrahams
Operations Director at
Harold Benjamin Solicitors

Jamie describes Harold Benjamin as a tech heavy organization and, being a techy himself, he's used to leveraging technology to improve processes - setting his sights on digitising client onboarding. "About 2.5 years ago, we actually started working on building our own technology in order to increase our efficiency. At some point though, we came a bit overtaken and we only had limited resources to focus on it, and the system was not processing enough volume to learn new formats of ID verification through AI technology."

The solution wasn't perfect, but the need to onboard clients faster, and create efficiency in Harold Benjamin's processes, remained acute.

Jamie selected Legl after coming across the solution by chance, when he was paying another law firm via that firm's Legl checkout. **"I was impressed by how simple it was** and ever since we started using it, this hasn't changed. We got it to work pretty quickly."

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Jamie was impressed by the speed and simplicity of getting set up with Legl. "It's usually extremely difficult to do any hook up from a technical perspective, but this experience was totally different. We had a look at the demo, and all commercial aspects of the solution were described to me in about one sentence.

That was it - no commitments, no minimum amounts. We didn't even bother to start with the tool on a trial basis: **there was literally no risk involved.** We signed the contract and had it running within a week."

Though it may sound obvious, the simplicity around Legl's contracting was a key differentiator for Harold Benjamin.

"For every other player in the market, you'd be dealing with fixed contracts of up to 36 months, detailed predictions on how much you're planning on using the tool, having to pay more if you end up using more, etc. To be fair, some have great products but their approach is simply too pushy."

> **"I have been chasing the holy grail of data providers for 10 years now, and I have never come across the service and flexibility that Legl offers."**

In terms of deciding whether or not Legl was the way to go, Jamie needed little advice. "With Legl and the flexibility that they offer, there was literally nothing to lose. I can't stress how important this is in this marketplace - I have been chasing the holy grail of data providers for 10 years now, and I have never come across the service and flexibility that Legl offers."

Overall, working with Legl has made the firm much more efficient as they are able to get through the client onboarding process a lot faster, which has been particularly valuable during the Covid lockdown. **"It was actually one of the busiest weeks of the year and we were seeing successful results all of the time.** There was little to no failure or query in the data sets."

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Looking to the future

Since the partnership started, Legl and Harold Benjamin Solicitors have worked together to make further improvements to the solution and ensure its functionalities help to go through processes quicker and quicker.

Legl has been so open and receptive to the feedback we give - even if it's just simple things that seem so minor. But when you're going through processes in high volumes, even the smallest updates... can make a big difference."

3 Reasons to work with Legl, according to Jamie Abrahams

- Simplicity in client usage
- Flexibility around commercial agreements
- Security of payment gateway

About Legl

Legl gives law firms the tools to grow and succeed in a digital-first world. From digital client onboarding to better payment options, Legl's easy-to-use workflow tools help law firms give their clients a great experience while making operational processes more efficient.

Top-100 UK law firms use Legl to engage with thousands of clients and process millions of pounds in payments. Legl has won the LexisNexis Award for Legal Supplier Innovation (2020), the Modern Law Award for Business Growth (2019) and was chosen by the leading law firm network, LawNet as a Preferred Supplier.

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