

A hybrid intranet and knowledge sharing solution on HighQ

Corporate legal team in a global bank

This case study describes how a global bank uses Thomson Reuters® HighQ. The bank's head of knowledge management (KM) explains why the company chose HighQ and how the system enables his department to revolutionize internal collaboration and strengthen relationships with its legal panel firms. The client is the legal department of a multinational bank and financial services firm that provides support and legislative oversight to the company's banking and retail departments.

The challenge:

Connecting thousands of lawyers across jurisdictions

With more than 1,000 people in the in-house legal team, the bank is a massive organization with lawyers across many jurisdictions. Head of KM explains how the organization struggled with information silos: "In our legacy intranet we had separate domains for different teams, which meant that knowledge was siloed across the business. Certain teams couldn't access other teams' intranet sites, and even our central database wasn't accessible to all users globally."

The company sought a solution that could be a central point of access for every person within the organization. "HighQ Collaborate appealed to me because it is globally accessible," the head of KM explains. "Unlike our existing on-premise solutions like SharePoint, HighQ Collaborate is cloud-based so the same information can be accessed by anyone from anywhere in the world. This was really important to us as we are a global organization working with teams across a universal bank and external law firms in multiple jurisdictions."

The solution:

A hybrid intranet/knowledge sharing solution

HighQ is a complete solution that allows the bank's legal department to keep the large number of teams within the organization connected. "For us, HighQ Collaborate is a sort of hybrid between an intranet and a knowledge base," the head of KM says. "It's where we store all our data, documents, and information, such as training handbooks, but also where our teams can share knowledge and contribute to each other's projects. Our knowledge base site forms part of our initiative to bring teams together in one place and provide them with information that everyone can access."

The legal department have found their own unique way of using the platform which works for them, as the head of KM describes: "Instead of setting up separate sites for each team, we can keep everyone in one big site and assign each team a section of the wiki. We have broken the wiki module down into team hubs, so each team gets a top level page and sub-pages where they can link to documents, provide background information, and access training materials specific to that team."

"We use the advanced permissioning controls on HighQ Collaborate to ensure that only authorized users have access to information in particular hubs of the wiki," explains the head of KM. "It's easier to do it this way than setting up separate sites because it's less challenging to administer. Using system-level groups, we can simply set permissions on what access is given to each group of users, and this can be easily altered to give more or less access if necessary on a wiki-by-wiki basis."

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- **Head of Knowledge Management**

Separate sites are reserved for individual projects, and these are used more deeply than the knowledge base, as the head of KM explains: “When it comes to specific regulatory projects, project teams set up sites where they have discussions using the social tools, store documents in the Files modules and create project trackers using iSheets. The project trackers are particularly useful as they get filled in as people reach different stages in the project, and each separate project tracker feeds into one main tracking iSheet for all of the legal projects going on within our team.”

The result:

Connected teams, both internally and externally

The head of KM describes the benefit for the organization now that users have begun working in one unified platform: “[HighQ Collaborate] enables teams to share knowledge across jurisdictions and offices and actually know where the information is going. It’s not just flying off into the ether or being forgotten in untouched folders on a dusty hard drive. It’s going to specific people but is also constantly accessible by anyone else who needs it.”

As well as aiding internal communication, HighQ enables the client to share knowledge with external parties too. “We work with a large network of external vendors and panel law firms,” explains the head of KM. “They can add information directly into [HighQ Collaborate], which means they can feed in specific useful information to appropriate discussions or projects as they happen, instead of sending or receiving deluges of information in one go via email. Our extranet users can engage with us just as easily as our internal users, which really breaks down the barriers of communication and helps us work as a joined-up team.”

When it came to getting people to start using the system, the head of KM admits it wasn’t as easy at first. “Usage of [HighQ Collaborate] built very slowly at first, but it’s reaching critical mass now. The biggest barrier initially was having the login page but since we made the switch to single sign on we’ve seen a marked increase in people using the platform. We’re working hard to find new ways to get people engaged; we’ve listened to specific problems users are having and helping them to solve them and we’re periodically speaking to teams and offering training.”

The head of KM explains that although the platform is user-friendly by nature, there are a few tweaks they have made to help make the platform more familiar to their users. “We heavily branded the site with our branding, renamed some of the modules (wikis are called Pages or Team Hubs and blogs are called Updates), and we have structured each wiki page with breadcrumb trails so that it’s really easy for users to navigate the content. We’ve got plans for how we want to develop the wikis further to make them an even more useful resource.”

The conclusion:

Revolutionizing relationship with legal panel firms

The head of KM believes that HighQ has already changed the way the company’s teams access information and share knowledge with one another, but says that it has real potential to revolutionize the organization’s relationships with legal panel firms: “For us, [HighQ Collaborate] really is the swiss army knife of tools. It is so flexible, we can use it for almost everything when it comes to collaborating internally and externally. It has enabled us to create an interconnected relationship with our panel firms which has helped them become more deeply embedded within our legal teams where they work closely together.”

About HighQ

HighQ is a solution for secure document exchange and team collaboration. Used by some of the world’s leading law firms, investment banks, and corporations, HighQ enables enterprise-grade document management with the best corporate social tools. Securely exchange critical business information and collaborate with colleagues, customers, and partners in one unified space.

To find out how you can combine secure document exchange with the best enterprise social collaboration and publishing tools, visit tr.com/HighQ.