Using Your Document Management Platform

Law departments will always need to work with external parties, whether it's outside counsel, legal process outsourcing companies, or general vendors. Typically, this means emailing drafts back and forth, losing track of current document versions and changes. HighQ is an intelligent legal operations hub, designed for corporate legal departments to manage documents and contracts, collaborate internally and with outside counsel, and automate workflows. Here are a few ways that HighQ can help manage your document and contract workflows:

1. Review matter documents

Invite relevant internal and external stakeholders into a project site where all parties can collaborate on drafts, securely store and share files, and communicate using social tools. Store matter briefs, drafts, and concepts using HighQ's wiki and blog features. Provide feedback, redlines, and comments, keeping track of key deadlines by allocating tasks and milestones in events calendar. Use HighQ's enhanced document collaboration integrations with Microsoft® Office, G Suite™, and eSignature productivity tools to seamlessly increase your collaboration and efficiency while tying those documents directly to matters in Thomson Reuters Legal Tracker.

2. Work with cross-departmental teams

Legal departments often need to share documents or work with other departments or internal clients. Your legal department, for example, may need to manage various policies and notifications, such as data privacy or customer information, with other departments, such as compliance or human resources. Using HighQ, your legal department can add relevant stakeholders from other departments to project sites and work together as part of the same team.

3. Collaborate on projects

Avoid emailing drafts and files back and forth. Instead, store and transfer large files through your HighQ project site. Finalize the project quickly and simply by keeping everything in one place.

Communications are stored together with document versions and emails, so nothing gets lost at the bottom of your inbox.

4. Coordinate Requests for Proposals (or Information, Tender)

Draft an RFP for a new project in a dedicated project site. Everyone in the project team can review the document and project managers can sign off. Print the document directly to PDF ready to circulate to prospective vendors. Upload responses to the site and ask colleagues to review. Project team members can provide feedback in the comments and version control.
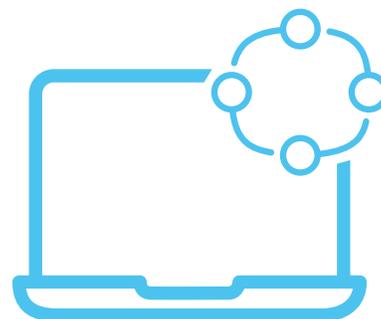
How Can You Ensure External Collaborators Use Your Legal Operations Hub?

Encouraging collaborators, both external and internal, to work within your legal operations hub can be a challenge, as it can be anytime people are learning a new way to work. Done properly however, this can be an opportunity for to strengthen your relationships with your internal clients and well as your law firms as you work more efficiently and deliver better results for your clients.

Here are a few key steps you should take to make the on-boarding process as quick and effective as possible:

1. Be upfront

Be clear from the outset that working on HighQ is the expectation moving forward. For law firms, they will need to know that to work with your department they'll need to work through this new system. For internal clients, let them know that this tool will increase your department's ability to turn projects, provide greater transparency to the business, and allow for better communication between the business and the legal department.

2. Train new users

Provide training opportunities for all new users to the system so that they understand both the technicalities of the platform and the benefits of the system, such as how it can help them to streamline their work and communications. Focus the training on the parts of the platform they need to use. Don't overwhelm them with instructions about parts of the system they won't ever visit.

3. Give them a handbook

Create a quick how-to guide or FAQs that they can refer to if they get stuck. Make it as easy as possible to work collaboratively, instill confidence and comfort in new users, and they will be more likely to use the system.

4. Commit fully

Only communicate with your external collaborators through HighQ and make sure your whole team does too. New users will quickly understand this method of working if they see others doing it and will feel comfortable interacting in this unfamiliar format.

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