

CASE STUDY
LEGAL



CLIFFORD CHANCE

How BlackBerry® enables greater client service.

 **BlackBerry**

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CLIFFORD CHANCE

Unlike other practices that use affiliates to offer international client service, Clifford Chance is a law firm that offers a truly global service. This gives their clients, the world's leading financial institutions and multinational businesses, a unique offer – a truly seamless legal service.

CHALLENGE

Clifford Chance put their success down to the quality and commitment of their people. They relentlessly seek out and deliver ever-higher standards of customer service, developing new improvements in productivity and responsiveness to stay ahead.

In an industry that bills by time spent working on a brief, Clifford Chance wanted to find a way to improve their client service and increase the daily productivity of their lawyers. They chose BlackBerry® Enterprise Solution.

SOLUTION

By providing their lawyers with BlackBerry smartphones, Clifford Chance found a way to deliver both better client service and the productivity of their lawyers. BlackBerry Enterprise Solution helps maximise the amount of chargeable time spent working on client cases. It also enables lawyers to stay in touch with clients, making them more responsive and better able to react quickly to client needs. Naturally, this efficiency allows Clifford Chance to increase billings proportionally.

Clifford Chance has now rolled out BlackBerry Enterprise Solution worldwide, with over 1200 smartphones in the US, UK, Germany and Hong Kong. IT departments report very low levels of technical enquiries from users – a brief training session is usually enough to make even the most non-technical lawyers comfortable with their device.

The benefits that BlackBerry Enterprise Solution has brought the firm are so clear that Clifford Chance has not felt the need to conduct a formal return on investment analysis – they're too busy enjoying their newly gained productivity.

" BlackBerry is a real business productivity tool. Once people start to use it, they soon find they can't live without BlackBerry. Partners saw the handhelds and immediately recognised that it would make their working lives easier".

Dave Turley, Global Manager of Back Office Systems and Electronic Messaging

Find out more at www.blackberry.com/cliffordchance

BENEFITS

FASTER RESPONSES TO CLIENTS

INCREASED BILLABLE HOURS

RAPID RETURN ON INVESTMENT

SIMPLE TO INSTALL AND ROLL OUT

