



Saving Over 20 Hours, Per Lawyer, Per Month with Colligo Email Manager



Customer

Independent Office for Police Conduct

Website

www.policeconduct.gov.uk

Customer size

Enterprise: 1,000+ employees

Country

United Kingdom

Industry

Government, Legal

The Independent Office for Police Conduct (IOPC) oversees police complaints in England and Wales. It investigates serious misconduct, ensures accountability, and promotes public confidence in policing. The IOPC handles cases involving deaths in custody, corruption, and excessive force, working independently from the police to uphold fairness and justice.

Challenge

The Independent Office for Police Conduct (IOPC) needed a reliable and efficient solution for email and document filing within their case management system. Their previous plugin was unreliable, causing issues with document organization and accessibility. Lawyers found it difficult to use, leading to inconsistent adoption and delays in filing case-related communications. Key challenges of the old system included:

- It frequently failed, making lawyers hesitant to use it.
- Limited flexibility in how documents were named and stored, leading to disorganized records.
- Extracted images and logos cluttered document storage, making it difficult to locate important files.
- No ability to work collaboratively on documents in real time.
- Lawyers fell behind on email filing, leading to outdated case records and inefficiencies in business planning.

To address these issues, IOPC sought a solution compatible with Office 365 that would streamline document storage, enhance collaboration, and improve filing efficiency.



www.colligo.com

info@colligo.com



www.tricostar.com

info@tricostar.com

Legal Document Management Transformed

Solution

IOPC implemented Colligo integrated with SharePoint Online, providing a seamless and efficient email and document filing experience for their legal teams. The solution enabled:

- **Improved reliability:** Lawyers could trust that all emails and attachments were properly saved and accessible.
- **Enhanced organization:** The ability to rename files, apply metadata, and conflict-check documents ensured better structuring and retrieval of case-related information.
- **Cloud-based access:** Users could work from anywhere without needing on-premises infrastructure or lengthy upgrade cycles.
- **Bulk filing functionality:** A major time-saving feature allowing lawyers to process and categorize large volumes of emails efficiently.
- **Collaboration & version control:** Lawyers could now work on a single version of a document, reducing duplication and ensuring consistency.
- **Integration with IOPC's case bundling system:** For the first time in 15 years, seamless document sharing between Colligo and their legal case bundling system was achieved.

Customer Benefits

Since implementing Colligo, IOPC has seen tangible improvements in efficiency and workflow management. Key benefits include:

- **Significant time savings:** Each lawyer now saves approximately one hour per day on email filing. This totals around 25 hours per day or 500 hours per month across the organization.
- **More up-to-date case files:** Automatic scheduling ensures emails and documents are consistently filed, preventing backlog.
- **Reduced duplication:** Built-in conflict checking prevents unnecessary duplicate records.
- **Improved search functionality:** Enhanced metadata tagging and structured filing make retrieving case documents much faster.
- **Better user adoption:** Lawyers find the system intuitive and less cumbersome than the previous solution.

Result

Colligo has transformed IOPC's legal document management process, addressing long-standing inefficiencies and improving case continuity. By leveraging its integration with SharePoint, IOPC now benefits from a more structured, accessible, and efficient document management system, enhancing the overall effectiveness of their legal operations.

"The bulk filing feature alone has been an absolute game changer, saving our legal team hours of admin work every week. Colligo's integration with SharePoint has made document retrieval and organisation seamless, making our case files far more reliable and accessible."

- Allison Eccles, Practice Manager, IOPC



Preferred
Content AI