

# A legal tech ecosystem for in-house lawyers

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How Shoosmiths' **matters+** helped Premium Credit's team align more closely with the wider business priorities.

# Introducing matters+

Premium Credit's Head of Legal & Company Secretary, Elizabeth Annys, explains how matters+ has helped during lockdown and will keep her legal team ahead in the new normal:

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## What initially prompted you to implement a legal operations tech platform like matters+?

Shortly after taking the Head of Legal role, around 18 months ago I started to look into what legal tech existed to help us to support the business more efficiently. As a fintech, we have continually invested to improve our technology for our customers and partners, and I naturally wanted to do the same. I was open-minded on the type of tech that might have the biggest impact. And when I started looking, there were an awful lot of different types of legal tech out there. But matters+ really stood out for me. We had no matter management tool at the time (we just used email folders). And we certainly had no means of gathering data and creating analytics on the work we were doing. So, it offered something that could immediately add a lot of value.

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It was the only system that worked straight out of the box.

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## How did you find the implementation of matters+? Is it easy and intuitive to use? Did that help with its implementation?

That was one important factor why we chose this solution. It was the only system that worked straight out of the box. Other suppliers were telling me they would need to be on site for two months in order to design the right solution! When we discovered that matters+ can be set up and working in just half a day, it was a breath of fresh air. And when it had been set up for us, we found it was so easy to use and intuitive. Those factors made the implementation seamless. It hit the perfect sweet-spot of having great functionality and analytics while being really simple and quick to use.

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## Have you found matters+ to be particularly useful during lockdown? Has it helped you and the team while you have all been working remotely? Have the analytics been useful?

Yes, absolutely. Normally, when we were in the office, we'd liaise constantly to know what each of us was doing. As soon as we had to work from home we effectively continued to have that environment virtually through matters+. While everyone was working out how to communicate in lockdown, I could still easily allocate work and keep track of workloads. But more than that, with this system I was also able to analyse how productivity was holding up during lockdown. Which was just as well, as our Exco was asking all internal teams to demonstrate they were maintaining output while working remotely. Without matters+ the Legal Team would have struggled to show objectively how we were doing. As it was, I could demonstrate that our people were in fact even more productive and still meeting timelines while working from home.



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## Do you think that matters+ will play a valuable part in Premium Credit's 'new normal'/'building back better'? Will it continue to help with more remote working in the future?

Definitely. It's already part of our new way of working. Like every business, Premium Credit wants to apply the lessons learned during lockdown to make our customer experience, as well as our internal practices, more efficient going forward. Obviously, having this system means that we in Legal will be able to operate highly efficiently while continuing to work more remotely in future. But also, as the business moves into a new rhythm of different ways in which it does things, I'll be able to track the effects on the Legal Team to ensure we continue to provide the support where and when it is needed.

## Has matters+ raised the profile and perception of the Legal Team in the business?

Our internal clients particularly like the fact that, even working remotely, each one of the lawyers can answer their questions on any matter (rather than having to say that it is someone else's matter and they will have to get back to them). It has helped to further bind the team and increase the visibility of the work we do, especially during this period of home working.



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As a team, we are better connected with better visibility of all activity.



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## How has matters+ helped make you more effective as a Head of Legal?

This is really important. With matters+ I've demonstrated that the Legal Team has moved firmly into the 21st century and improved our efficiency by adopting technology that fits perfectly with Premium Credit's purpose to proudly support our community of customers and partners in creating opportunities through convenient payments. We can expect that, increasingly, management will want to see facts and figures supporting our performance and I am now fully equipped to do that.

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## So what would you say are the top 3 benefits of using matters+?

1. Being able to demonstrate productivity objectively, and to show where we are adding value to the business.
2. Having a one-stop-shop view of everything that is going on in the team.
3. Freeing up time for me and everyone in my team so that we can focus more on strategic support for the business.

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## Finally, do you think the investment in matters+ has been worth it?

Absolutely! We get all these benefits from a system that is so intuitive and user-friendly. I simply could not go back to working without it.



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### Contact us

To discuss how matters+ can help you transform your in-house legal function or to request a demo, please contact us at [www.mattersplus.com](http://www.mattersplus.com)



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