

# Gilbert + Tobin

## Case Study



*“Our lawyers are always actively embracing different ways of working and thinking”*

**Gilbert + Tobin were recognised in this years Legal Innovation Index for their work in developing the Verification tool. Janders Dean spoke to Partner Caryn Sandler at Gilbert + Tobin on their process of discovery and the need for strong leadership to achieve exceptional innovation outcomes.**

The IPO verification process in the past has been a notoriously labour intensive process, with lawyers required to manually box-up statements in prospectuses, to subsequently assigns verification responsibility. The statements are then verified and sent back alongside a range of materials. The process had largely remained unaltered for a substantial period of time - not only for law firms, but any large public company or a company with substantial corporate governance will need to verify its documents. Through a process mapping exercise, Gilbert + Tobin identified the verification process as a pain point. Utilising the innovation team at Gilbert + Tobin analysed the market for solutions to solve this challenge - however the team found no suitable product to implement, and as such sought to develop their own in-house using the g+t team.

Having developed the Verification tool the team sought a patent for the product which was approved in October 2017. The product is now a fully collaborative portal, with workflows to track and sync verified statements in a master document. By enabling real time data, version history and the ability to sync verification changes back into a master Word document the tool has made substantial time and cost savings for G+T lawyers, which has subsequently improved the client experience of verification.

On measuring success of Innovation internally at Gilbert +Tobin, Caryn Sandler said “We have a number of ways of measuring success, we firstly have exceptional engagement internally. That starts with strong leadership, and lawyers who willing to embrace different ways of thinking and working.” The firm regularly utilise design thinking principles, and apply the concepts to their practice everyday.

On the Innovation Index, Caryn spoke of the firms internal journey, and her excitement at where the firm would end up. “Receiving recognition on the Index confirms that we’re doing the right thing.” When asked about the APAC region, Caryn felt that the region was highly innovative, and always looking for new options. This is driven by the need to differentiate as a firm. Due to the finite amount of work in the region, the need to differentiate and innovate is paramount.