Singapore based boutique law firm boosts efficiency using Microsoft Teams

GHOWS LLC helps Singaporean and international clients solve challenges related to intellectual property (IP) and technology, data protection, commercial disputes, and transactions. Despite its recent founding in 2019, GHOWS has established itself as an innovative firm, starting with something that most of the legal industry is hesitant to adopt—digital technology. The firm uses Microsoft Teams and SharePoint to edit, review, share, and store documents that contribute to efficient workflow. Armed with solutions implemented by local Microsoft technology experts Axiom IT Solutions, the firm can now operate at truly modern speeds.

GHOWS LLC

Customer
GHOWS LLC
Website:
www.ghowsllc.com
Country: Singapore
Industry: Professional Services
Customer size: Small (1-50 employees)

Customer profile
A progressive and technology-driven Singapore based law practice committed to providing high-value services to its clients, GHOWS LLC specializes in intellectual property and technology work.

Software and services
Microsoft Teams
Microsoft SharePoint

"Using Microsoft Teams improves our efficiency and enables us to close client cases quicker, which ultimately reduces costs for our clients."

Venessa Phoa,
Lawyer,
GHOWS LLC

Set up in 2019 by renowned Singaporean intellectual property and technology law figure Bryan Ghows, GHOWS LLC has swiftly established a reputation for expertise in everything from technology, intellectual property prosecution, protection and enforcement, commercial arbitration to data protection, and commercial and corporate transactional matters.

But as one of its lawyers, Venessa Phoa notes, the fast-growing company had already started to experience latency when it comes to what matters most—helping the businesses that need its advice. "We noticed some problems communicating swiftly and efficiently internally and with clients, especially over email," she explains. "We also wanted to make it easier to collaborate on legal matters together, and documents and information have to circulate quickly and efficiently between the lawyers."

Efficiency of a digital workplace

To streamline communication and collaboration, the team asked the firm's IT services partner Axiom IT Solutions to implement a digital way of working for GHOWS.

This solution centers on extensive use of Microsoft Teams. According to Phoa, "Teams allows us to communicate quickly internally via chat, and with clients via audio and video conferencing, with screen-sharing functions. This greatly cuts down the 'back and forth' in communicating with clients, which we found especially helpful during the COVID-19 health crisis. Using Microsoft Teams improves our efficiency and enables us to close client cases quicker, which ultimately reduces costs for our clients."

After starting to use Teams for a long time, with the help of Axiom IT Solutions, the team at GHOWS is already recommending the collaboration tool to other members of their profession. "Much of the legal industry is hesitant to adopt new technology. But based on our success with Microsoft Teams, we would definitely encourage our peers to adopt it. With modern tools like Teams, we can streamline communication and improve our workflows, which not only benefits us, but our clients too."

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Digital transformation to:

- Empower employees
- Optimize operations
- Transform business

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