



"We've long had a department that focuses on client service delivery and innovation, and we're always making sure that we are delivering what clients want, when they want it," says Kathleen Hogan, Director of Education and Knowledge Integration at McCarthy Tétrault . With more than 700 lawyers and 1,600 total employees working across five offices throughout Canada and offices in New York and London, McCarthy provides a full suite of integrated legal services, with specialties including business, litigation, tax, real estate, and employment. One example of client-focused innovation at McCarthy is its five "MT>" divisions. These business lines are designed to offer new ways to serve different verticals of clients.



The proof of concept work also has included using HighQ iSheets to develop client portals that can present and manage financial and portfolio data. As Hogan notes, “data visualization is something that more and more of our in-house counsels are asking for.” The data that McCarthy can convert into charts, graphs, and other illustrations using iSheets includes the number of open matters and how many matters a lawyer has closed in the past year. This can provide the firm’s lawyers a sense of how long closing a particular type of matter might take. And if one type of matter is open longer than is typical, that would suggest a new approach might be needed.

In 2021, McCarthy will begin taking many of its proof of concept sites live. The site most likely to go live first will be used by the MT>Ventures business line, which provides serial entrepreneur clients with services including legal advice and networking connections. In time, this HighQ-powered site could include questionnaires to help clients address the common legal issues that entrepreneurs face, such as choosing a jurisdiction for incorporation.

McCarthy also hopes to launch a HighQ-based site within its MT>3 e-discovery business line that would allow lawyers and their clients to improve litigation case management. The site’s data visualization capability would be able to help clients see how well their casework is performing compared to the project’s budget.

In sum, McCarthy Tétrault will be introducing HighQ to its already extensive client service capabilities. As Hogan puts it, “HighQ is now part of our spectrum of innovation.”

This nationwide Canadian firm is constantly searching out new ways to better serve its diverse client base. The multiple capabilities of HighQ are allowing McCarthy lawyers and staff to work in closer partnership with those clients — and with each other.

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