



Case Study

**ARTHUR COX**

# **What matters to Arthur Cox employees is quickly serving clients' needs**

**Do what matters**

## CASE STUDY

What matters to Arthur Cox employees is quickly serving clients' needs

For Arthur Cox, the law firm of choice in Ireland, the days of expecting all employees to work from a common office are gone. [Microsoft 365](#) has allowed them to collaborate irrespective of where they're located. It means Arthur Cox can get the best people on any client project seamlessly and quickly and attract talent outside of Dublin. Now, all Arthur Cox employees, partners included, are staying connected using Microsoft 365 tools.

### Inspiring change: The challenge to evolve

The legal sector has a reputation for being resistant to change. But the pandemic challenged even revered reputations. For Arthur Cox, it accelerated an investment in infrastructure to replace unsustainable ways of working. "Our people are our best asset by a significant stretch, and we need to continue to equip and set all of our people up for success," says Geoff Moore, managing partner at Arthur Cox.

Looking for longevity beyond office shutdowns, leaders considered Microsoft products. "Microsoft has such a huge market share, is so strong on security, and we felt that was the kind of partner that would allow us to continue to scale over the next three, five, 10 years, to continue to be the law firm of choice," he says.

Security was a key consideration for Arthur Cox. It was critical that information was safe and accessible to the right employees at the right time.

### Driving innovation: Hybrid work without disrupting the day-to-day

Avanade started the Microsoft 365 project by identifying how tools like [Microsoft Teams](#), Exchange Online and SharePoint would change employees' day-to-day lives in their client and processing work, co-authoring or redacting text from documents.

Tools were rolled out over time to optimize employees' consumption. This strategy also gave employees the opportunity to adjust to new ways of collaborating, communicating and accessing information. Employees were motivated to adopt the new solution with the help of change management communications. For increased security, access controls prevent data loss and unauthorized access.

**Company Name:** Arthur Cox LLP

**Country:** Ireland

**Company Size:** 850+

**Industry:** Professional Services

**Solution:** Microsoft 365

We're helping Arthur Cox plan for the continued innovation Microsoft will push to the market through the Microsoft 365 platform.

**"We're a small tech team. Working with Avanade, we set out an implementation approach that chopped up all the work into phases. Taking that phased approach meant we delivered value to employees very quickly."**

**– Eileen Burns**  
Chief Digital Officer, Arthur Cox

"We went through the various processes that employees follow and identified how this new platform could benefit those, not just after this first step, but into the future once they brought digital tools into their environment," says Alex Ferreira, senior director of modern workplace architecture at Avanade. "We identified a number of key people across the business to be part of this. Any change and improvement that we plan to bring under this platform actually goes through this working group to get feedback and approval."

## **Achieving what matters: A best-in-class digital workplace**

Employees now have access to everything they need, all in one platform. This means they can dedicate more time to the important work they do for clients.

"We've managed to use the Teams platform to put an awful lot more discipline around how we communicate with each other," says Moore. "We're doing so in a more efficient manner, and that means we're delivering more efficiently for our clients, which is what it's all about."

"I'm not in the office five days a week. I'm on planes and trains and automobiles quite a bit. And the Teams platform in particular allows me to stay connected through one channel as opposed to three or four," he says. "It has meant that people can still do their jobs, but equally have the flexibility they need in their private life."

## **About Arthur Cox LLP**

Arthur Cox LLP is one of Ireland's leading law firms. We are an "all-island" firm with offices in Dublin and Belfast. We also have offices in London, New York, and San Francisco. Our practice encompasses all aspects of corporate and business law.



**North America**

Seattle  
Phone +1 206 239 5600  
America@avanade.com

**South America**

Sao Paulo  
AvanadeBrasil@avanade.com

**Asia-Pacific**

Australia  
Phone +61 2 9005 5900  
AsiaPac@avanade.com

**Europe**

London  
Phone +44 0 20 7025 1000  
Europe@avanade.com

**About Avanade**

Avanade is the leading provider of innovative digital, cloud and advisory services, industry solutions and design-led experiences across the Microsoft ecosystem. Every day, our 60,000 professionals in 26 countries make a genuine human impact for our clients, their employees and their customers. Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at [www.avanade.com](http://www.avanade.com)

©2024 Avanade Inc. All rights reserved. The Avanade name and logo are registered trademarks in the U.S. and other countries. Other brand and product names are trademarks of their respective owners.



**Do what matters**