



Hinshaw & Culbertson LLP

Hinshaw & Culbertson LLP selects Sword Policy Manager to ensure continuous regulatory compliance and high levels of accuracy in audits

SWORD
GRC

Background

Founded in 1934, Hinshaw & Culbertson LLP is a U.S. law firm headquartered in Chicago with 21 offices across the United States and in London. With nearly 450 lawyers, the firm has a national reputation for its insurance industry work, its representation of professionals and law firms, and its closely coordinated business advisory, transactional and litigation services. As part of its operations, it manages and monitors policies and procedures to ensure good governance and compliance.

The Challenge

The last few years have seen drastic changes in the compliance and regulatory space including HIPPA, HITECH, PCI and in May 2018 the introduction of GDPR. Hinshaw, like many companies, has a number of regulatory requirements that employees are requested to review and formally certify their agreement to the policy.

Achieving regulatory compliance and governance is paramount and Hinshaw wanted to maintain their high standards. The law firm required a solution that could establish consistency in policy creation, have clear accountability in policy management and improve policy review and management processes. The company also wanted to automate their current manual and labour-intensive system. Lastly, Hinshaw wanted to eliminate multiple units operating in silos with multiple versions of the same policy documents being stored in different parts of the organization.

The Solution

After evaluating three other solutions Hinshaw selected Sword Policy Manager as it exceeded the project requirements offering:

- Monitoring of the entire lifecycle of policies and procedures.
- Complete control over policy content with a comprehensive document workflow.
- A single, centralized repository for all documents including policies, procedures and work instructions.
- Simple intuitive access and modern user interface.

"Sword Policy Manager employs a user-friendly and intuitive interface. Implementation of the solution has been seamless."

Eric Haas, Director of IT and Customer Experience, Hinshaw & Culbertson LLP

Business Benefits

The Sword GRC solution, Sword Policy Manager, will enable Hinshaw to improve management of policies and realise significant business value and efficiencies across the company in the management of corporate governance. The business benefits include:

- Demonstrating compliance and best practice to clients, stakeholders, auditors and regulators, ensuring good governance and mitigating any liability against Hinshaw and its employees.
 - Improving response time to business tenders through greater visibility of company-wide compliance and ease of audit reporting.
 - Standardizing processes for managing policy creation, dissemination, review, testing and employee acknowledgement.
 - Reducing non-conformance and complexity by digitising the paper-based process through setting automatic reminders and escalations.
 - Greater control around policy creation, dissemination, review and acknowledgement for audit reviews and investigations.
 - Increasing efficiency by eliminating data silos, reducing duplication, increasing control and maximising resources.
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The Future

Sword Policy Manager will be deployed across all 21 Hinshaw offices, ensuring good governance and best practice across the entire business operations.

"Digitizing a previously manual and labour intensive process opens up new possibilities thanks to Sword Policy Manager. Although cost saving was not a primary goal of this project, we are already experiencing efficiency benefits, as a result of staff being able to focus on higher-value projects. Additionally, by digitizing records we have reduced our use of offsite storage facilities."

Eric Haas, Director of IT and Customer Experience, Hinshaw & Culbertson LLP

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