



Case Study

CLIENT

Enhancing transactional support through digital transformation

FARRER&Co

Farrer & Co is a leading independent London law firm with a long-standing reputation for legal excellence and client care. With a deep heritage and a modern, forward-looking approach, the firm advises a wide variety of clients, including businesses, institutions, individuals and families. Their Private Capital team is known for handling complex M&A transactions and providing comprehensive company secretarial services to a large portfolio of private companies.





Farrer & Co's Private Capital M&A team comprises 20 lawyers focused on delivering transactional and administrative support to clients. With more than 100 companies under administration, much of the company secretarial work is handled by a dedicated in-house expert, who has been with the firm for over 30 years. As demand for responsive, digital services grew, the firm recognised the need to evolve its processes—particularly those still reliant on paper records and manual filings.



Challenges faced:

Before implementing Kudocs, Farrer & Co managed statutory books manually, using hard copy registers stored physically on-site. Office relocations posed logistical challenges, and maintaining up-to-date records required duplicate effort: filings to Companies House were followed by manual updates to in-house registers.

The firm needed to modernise, not only to improve efficiency but also to maintain a high level of client service in a post-COVID landscape that required flexibility, speed and digital access to key information



Objectives:

Streamline company secretarial operations: Digitise statutory books and reduce double-handling of data by integrating record keeping and filings.

Support hybrid and remote working: Ensure continued access to company secretarial records and services regardless of location.

Enhance client responsiveness: Meet growing client expectations for quick turnarounds and immediate access to documentation.

Reduce risk of error: Minimise reliance on paper-based processes to lower the chance of human error and rework.



Solution:

Farrer & Co chose Kudocs from a parade of digital solutions. A key factor was the platform's legal pedigree, having been developed by former lawyers, including a former Farrer & Co solicitor. This gave the team confidence that the software would meet their practical and compliance-related needs.



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Kudocs enabled the firm to digitise its statutory books, eliminate duplication of filings, and access records online. The CoSec team from the implementation, found the software intuitive and appreciated the hands-on customer support provided by the Kudocs team.

The ability to suggest improvements—and see those enhancements adopted—reinforced the collaborative partnership between firm and provider.

With Kudocs, multiple users across the firm can now access records when needed, providing more agile support to partners and clients during live transactions or urgent queries.

It has also enabled same-day incorporations and rapid turnaround on filings, which was previously dependent on in-person trips to Companies House.



Results and outcomes:

Significant time savings: Incorporations and filings that once took days—or required in-person submission—can now be completed in under an hour. The CoSec team estimates an 80–90% time saving on company formations.

Better support for hybrid working: With records accessible online, the firm continued company secretarial operations seamlessly during COVID-19 and maintains flexibility for remote working.

Improved client service: Lawyers can now access and share documentation instantly, even during meetings, enabling quicker decision-making and a more responsive client experience.

Increased job satisfaction: With routine manual tasks digitised, the team have more time to focus on higher-value work. The adoption of Kudocs has contributed to greater role satisfaction and team engagement.

Enhanced operational efficiency: Kudocs has reduced physical storage needs and allowed the firm to reallocate resources from administrative processes to client-facing tasks.

Conclusion:



Farrer & Co's adoption of Kudocs represents a strategic step in modernising legal operations to meet evolving client needs. By streamlining company secretarial work, the firm has improved efficiency, accuracy and service delivery—without compromising its high standards. As the regulatory landscape continues to evolve, tools like Kudocs position Farrer & Co to remain agile, compliant and client-focused, while empowering staff to do more meaningful, rewarding work.



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