



# Case Study



CLIENT

Enhancing company secretarial services through innovative solutions: a case study of Mishcon de Reya

Mishcon de Reya is an independent, international law firm with offices in London, Cambridge, Oxford, Singapore and Hong Kong (through its association with Karas So LLP).





Mishcon ENTITY is Mishcon de Reya's company secretarial and governance support practice. Mishcon de Reya's objective was to improve its processes and systems to (i) provide better client service and (ii) improve how colleagues throughout the firm could access and interact with their clients' corporate information (so that everyone could easily stay up-to-date with client developments).

Mishcon ENTITY did not previously have a specific entity management system and felt that there were opportunities that could result from making use of the systems available in the market.

This was particularly important because, as well as further supporting existing clients, Mishcon ENTITY wanted to expand the scope of its practice, without creating additional burdens on its team or colleagues.

### Client Objectives:

Mishcon ENTITY recognised a clear potential for growth in its company secretarial practice as well as offering wider services to support their existing clients.

To do so, it aimed to streamline workflows, centralise information, improve collaboration & visibility and enhance compliance. Mishcon ENTITY's aim was (and is) to offer an efficient and effective entity management service, so that their clients can focus on growing their businesses.

### Solution:

Mishcon ENTITY evaluated various available providers in the market and chose Kudocs. Unlike other options which had high upfront costs and time-consuming implementation, Kudocs impressed with its tailored pricing, ease of implementation and range of functionality.

Kudocs' portfolio management tool is particularly beneficial to Mishcon ENTITY, enhancing its ability to serve clients efficiently in an easy-to-use system. Additionally, Kudocs' integration with Companies House saves time and cost when completing corporate transactions: forms and updates can be seamlessly made from the Kudocs' infrastructure, directly into Companies House. This ensures accuracy across the board.



### Implementation:

Kudocs assessed the team's needs, customised the platform as necessary and supported set up of comprehensive training and ongoing support to ensure the Mishcon ENTITY team had proficiency in key features. Kudocs was easily and quickly integrated into operations, boosting efficiency and client service. Mishcon ENTITY immediately began using Kudocs to improve internal collaboration, compliance and optimise its company secretarial practice.



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### Benefits:



**Client Growth and Retention:** Mishcon ENTITY's company secretarial practice has experienced 125% growth and maintained a client retention rate of >90%. This demonstrates the trust and satisfaction of its clients, as well as the effectiveness of Kudocs in supporting the team's evolving needs.

**Enhanced Operational Efficiency:** Kudocs has played a pivotal role in streamlining the company secretarial practice. Tasks can now be completed with ease and speed.

**Client service & practical and commercial support:** Using Kudocs has enabled Mishcon ENTITY to provide even better service to its clients. This in turn enables both the firm and the client to prioritise the client's commercial success. Kudocs bears the weight of the administrative work so the Mishcon ENTITY team can focus on the client's business, providing substantive advice and support for growth.

### Conclusion:



The successful implementation of Kudocs is a significant enhancement for the practice. Kudocs supports Mishcon ENTITY's ability to navigate complex compliance requirements with ease, simplify corporate administration whilst ensuring that Mishcon ENTITY remains at the forefront of legal excellence and client-focussed service.

*"Kudocs is the perfect blend of a simple and easy to use platform, with the firepower of a sophisticated system. We have used Kudocs since 2021 and find they offer a great platform alongside very personal service and support who spend the time to understand their users and the business.*

*Kudocs is great because it is to the point and on point."* - **Mischon de Reya**