

The original All-in-One®
Software Suite for Case and
Financial Management



Case Study

Higgins, Cavanagh & Cooney, LLP Experiences Bottom Line Results

With a staff of over forty (40) employees, Higgins, Cavanagh & Cooney LLP ranks as one of the largest litigation firms in Rhode Island. Founded in 1951, the firm strives to deliver quality, efficient yet affordable legal services with a specialization in insurance defense. In addition to their commitment to providing quality legal services their clients have come to expect, as a member firm of ALFA International's global legal network, the firm helps businesses of all sizes achieve success in complex legal and business issues, within and across jurisdictions and national borders.

The Need for Change

A firm relies on their internal software on a day-to-day basis to assist with internal workflow and servicing clients. Software should grow with the firm and not inhibit its productivity. The technical limitations of HCC's software slowly became evident with its use but the firm remained committed to its purchase. But when technical support became difficult once their vendor was purchased by a larger company, the firm was concerned with both the software's ability to stay in stride with their practice and the product's future outlook. Therefore, the firm decided 2006 was the year to make a change with a software selection team led by Gerald C. DeMaria II, HCC's Firm Administrator.

After reviewing several resources, the firm narrowed their search to include Juris, Provantage, Omega Legal and PerfectLaw®. After further review, the firm realized it did not want to piece together different software to make one solution. "The truly All-in-One® nature of PerfectLaw® was exactly what we were looking for," says DeMaria. The firm ultimately selected PerfectLaw® from the list of vendors and within three months of signing the contract, the firm went live with the new software.

PerfectLaw
All-in-One®
Software

www.perfectlaw.com
1.800.749.6200

Bottom Line Results

Almost three years since HCC adopted PerfectLaw®, the firm continues to discover efficiencies within their firm. The firm has realized several improvements within the billing process especially as it relates to electronic billing. As a direct result of PerfectLaw®, the firm has reduced their processing time considerably and has been able to reduce their back office room by one. In addition to the electronic bill formats, HCC purchased the Billing Compliance feature to incorporate billing rules. "Using 'Billing Rules' has been extremely important," says DeMaria. "You can mimic your clients' guidelines in order to speed up billing and acceptance process for electronic billing."

In the front end, the firm has also experienced benefits with PerfectLaw®. As part of the Front Office Enterprise version, HCC received the Document Assembly feature which allows firms to generate form template to be merged with case information. The firm has only recently started using this feature but immediately began standardizing documents throughout the firm. Building a library of forms serves two purposes for HCC. Not only will it improve productivity with current staff, but future staff members will be able to immediately produce firm documents quickly upon being hired.

"[Document Management] has increased productivity and workflow throughout our office due to the fact that now all documents are easily accessible to everyone and all documents are intelligently stored with each individual matter. With the addition of Full Text searching, people can find just about any document they are looking for within seconds."

- Gerald C. DeMaria II, Firm Administrator, Higgins, Cavanagh & Cooney, LLP

The PerfectLaw® Document Management System (DMS) is another installed element of Front Office Enterprise. Initially, the idea of a document management system was met with resistance and skepticism but has since proven its worth. PerfectLaw® DMS has done this by increasing productivity, workflow and communication. "All documents are easily accessible to everyone and all documents are intelligently stored with each individual matter," says DeMaria. And with the additional Full Text Search feature, "people can find just about any document they are looking for within seconds."

While benefits in terms of increased efficiency, communication and productivity are already evident, HCC is determined to keep progress going by implementing additional software modules taking advantage of new technologies. As part of this process, HCC welcomes the opportunity to implemented newly

developed PerfectLaw® products. In fact, HCC was the first site of PerfectLaw® PLMobile™ in 2007 which allows users to work remotely, on or offline. "Our attorneys love the ability to view, edit and create documents while on the road," said DeMaria. And with the additional remote time feature, attorneys can "stay more current with their time because they can do it from home or while on the road." Possibly, capturing time that would have otherwise been lost.

Although HCC has utilized PerfectLaw® coming on three years, they realize they still have not used its growing list of product options and features to its full potential. But DeMaria is not worried. In fact, DeMaria believes this "is a good thing since PerfectLaw® strives to stay at the forefront of technology and constantly looks to improve their software."

The true original All-in-One® Solution

PerfectLaw® uses a single All-in-One® database for both Front and Back Office applications. This means you only need to enter data once and your information is available to everyone with security levels you define.

Installation, training, support, and maintenance costs are simplified with an All-in-One® solution. And, with only one vendor to go to with your questions, there is no finger pointing. With PerfectLaw® All-in-One®, there is no need to purchase other software packages for case or financial management; all you need is a word processor and an email program. That's it. You don't need to worry about importing and exporting data or integrating with other packages.

PerfectLaw® is the original All-in-One® solution with one database, one vendor to call, and one comprehensive suite of products for your law firm needs.

For more information or to schedule a demo, please call 1.800.749.6200 or visit www.perfectlaw.com.

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