

Client Experience

Economic Laws Practice

An IT bench at the back office of Economic Laws Practice (ELP)

The Business

Profile: Law firm into advisory and litigations

Product range: Direct and indirect taxes, anti-trust, international trade & World Trade Organization (WTO)

Operations: Four offices

Situation

Business issues

- **Fees management:** Tracking timings and billing of its consultants
- **Consultation:** Tracking case-cycle -resources, citations and hearings
- **Client confidence:** Timely sharing and processing artifacts

IT roots

- No single software to cover case lifecycle
- Users did not have automated access to shared artifact, no notification system

The IT as a Service way

Back-office modernized

Ironically, a lawyer's office looks most elegant when there are files and folders stacked in the back-wall. Those would hold all the assets,

from client cases to history of citations. Yet, those secured folders become the main bottleneck for modern practitioners like ELP. Their profession is changing in form with the internet. Digitizing back-office was the first step.

A Document Management System (DMS) was deployed to keep each case, either as forms or scanned documents. It had tagged information about client profiles, court of jurisdiction, hearing stages, and practitioners who handled the case. DMS folders, unlike the physical ones, could be searched like Google.

Electronic documents were then flown into processes

But how could a practitioner know when the next hearing is?

The matter management module allowed ELP to plan out their case hearings using the event calendar. It also enabled creation of cases, and captures all related information about the case. In addition all planning for the case including creation of tasks, allocation of resources, tagging related expenses, enter time sheets could be done.

And when the hearing was over, overall bill including the practitioner's fees and expenses incurred could be generated.

It also gave a single-enterprise view of critical information of time and expenses enabling the monitoring of operations more closely.

To summarize

- Practitioner could switch across cases, within minutes
- Searchable artifacts, organized within and across cases
- Notifications on pending actions
- Better visibility and proactive information sharing

Relevant part of the software

Professional services solution

Workflow

Document management system

Finance & Accounting

Bottom line: Clients and practitioners wrapped in stacked folders; took hours to trace

"We at ELP have been able to standardize our business processes, leading to increase in productivity, effective tracking and managing of our matters, time utilization & expenses."

Suhail Nathani
Partner,
Economic Laws Practice



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