

**PROLAW CASE STUDY**  
PHILLIPS LAW LLC

PROLAW XII UPGRADE PROVIDES INCREASE IN  
BOTH PRODUCTIVITY AND BILLABLE TIME



# PHILLIPS LAW LLC

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### MEETING GROWING NEEDS WITH PROLAW

Phillips Law LLC is a Seattle-based firm that specializes in criminal, personal injury, civil litigation, employment, and commercial cases. However, if you asked Phillips Law team members, they would tell you that the firm specializes in the human aspect of the law by putting client needs above all else. In order to drive success for its clients, the firm relies on technology to accurately and efficiently handle matters from document creation, to time tracking, and beyond.

Only a few years after the firm's inception, its key decision makers began to find the firm's manual process of tracking time to be inefficient and unreliable. In order to meet this growing need for automated time capture, they began to evaluate industry solutions. According to the firm's Business Manager Krisztina Phillips, she and her team found many solutions to be either not equipped with the necessary functionality or not user-friendly. Although the firm is smaller in size, it handles many complex cases, and Phillips only found one solution that could meet its every need—ProLaw®.

ProLaw Version 11 was originally implemented in 2007 and had been a key component in the firm's success. In 2011, Phillips and her team made the decision to upgrade to ProLaw XII.

According to Phillips, the implementation of ProLaw XII was as simple as the selection process itself. She says, "The implementation went surprisingly smooth. We had our IT technician online with ProLaw support, downloading the solution and finalizing settings without any complications."

ProLaw is an integrated software suite designed to automate the practice and manage the business of law. Comprehensive features simplify, streamline, and coordinate the work of attorneys and staff in small and mid-size law firms, corporate legal departments, and government law offices. Built entirely on Microsoft™ .NET®, ProLaw combines case and matter management as well as time entry, billing, and accounting capabilities within a single integrated solution. ProLaw and the new ProLaw XII are fully

integrated with Westlaw™ and new WestlawNext™ featuring WestSearch™ technology to streamline docketing and provide convenient legal research directly from the context of a matter.

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*"Since implementing ProLaw XII, our productivity and billable time have increased substantially. ProLaw makes it easy to capture every aspect of time spent on each activity—from initial phone calls to follow up emails. Those activities would be difficult to capture without ProLaw."*

**Krisztina Phillips**  
Business Manager

### MORE SOPHISTICATED FEATURES FROM THE SAME PLATFORM

Although no stranger to ProLaw's robust time tracking features, Phillips had more to learn from the "faster and smoother functionality" of ProLaw XII. After receiving online training, Phillips and the team quickly became well-versed in the new capabilities. "A major benefit was that I was able to thoroughly comprehend the changes and adjustments after a few training sessions," Phillips explains. "I took the information I had learned and shared it with my team, making the transition easy and time efficient for us."

She continues, "Although we were able to grasp the new concepts with ease, ProLaw support was only a call away had it been more difficult. The ProLaw team really wanted to make sure that we understood the system fully before going live, even offering to hold repeat sessions with us if necessary."

### PHILLIPS LAW LLC

Phillips Law represents clients in criminal, personal injury, civil rights litigation, employment, and commercial cases. The Seattle-based firm has represented clients nationwide since 2004.

### OBJECTIVE

The firm upgraded to the newest version of ProLaw for enhanced functionality from the same trusted solution.

### WHY PROLAW XII?

Built from the ground-up on a single database, ProLaw combines case and matter management as well as time entry, billing, and accounting capabilities within a single integrated solution.

### BENEFITS

- More efficient time capture and increased productivity
- Higher level of interoperability between Microsoft applications
- More advanced custom reporting capabilities

Because ProLaw XII is built upon the Microsoft .NET platform, it provides a higher level of interoperability between Microsoft applications, such as Outlook®, Word®, and Excel®. Phillips considers this a key benefit as the firm relies heavily on these applications in accomplishing day-to-day operations.

The improved view of ProLaw XII enables Phillips and her team to access ProLaw directly from Outlook. From there, they can capture time automatically and save attachments to the relevant matters with one click. “We really take advantage of the deeper level of integration with Microsoft applications. Features such as being able to Pro File emails directly from Outlook are added conveniences for us,” she adds.

“Since implementing ProLaw XII, our productivity and billable time have increased substantially,” says Phillips. “ProLaw makes it easy to capture every aspect of time spent on each activity—from initial phone calls to follow up emails. Those activities would be difficult to capture without ProLaw.”

The contacts database is another one of Phillips’ favorite features. By having critical contact information centralized in a single location, Phillips can “simply search for a client and ProLaw instantly provides the phone number, mailing address, and all pertaining matter information. Having easy access to that data also streamlines document creation,” she adds.

*“In part, because of the indisputable information from ProLaw, the arbitration ended positively for us.”*

Krisztina Phillips

### UNANTICIPATED ADVANTAGES

The drill-down and customizable reporting features in ProLaw have made generating reports even easier. Phillips can print the basic reports she needs, as well as custom reports for fixed-fee arrangements and other special circumstances. “The nice thing about tailoring reports is that the client information still populates automatically,” Phillips explains.

About a third of the firm’s cases fall under the Criminal Justice Act. With these cases, reports are submitted on a federal level and specific protocols must be adhered to. However, with ProLaw, “The time we are now able to capture and bill in these cases has significantly increased.”

*“ProLaw has so many great features that in one year alone, we haven’t even begun to explore everything. I can’t wait to see how the additional features will benefit our firm in the future.”*

Krisztina Phillips

She continues, “Accurate time tracking and reporting are crucial with Criminal Justice Act cases, and ProLaw helps us with both. We are able to produce accurate reports of time spent on each activity within ProLaw, which is required to receive proper reimbursement.”

Phillips and her team also appreciate the reliability of the solution, especially under unanticipated circumstances. When the firm was selected for a random audit by the IRS, Phillips used ProLaw to produce an accurate and detailed expense report. “There’s really no room for error with the IRS, but we had nothing to worry about with ProLaw. We printed financial reports straight from the system, and that took care of the situation,” she explained.

Another instance of ProLaw helping the firm in an unexpected situation was during mediation over legal fees. “The opposing counsel requested a report to show how time was spent on a particular matter right then and there. Within five minutes, I was able to find the document in ProLaw and send it to our counsel’s smartphone. In part, because of the indisputable information from ProLaw, the mediation ended positively for us.”

### TAPPING INTO THE PROLAW POTENTIAL

In the year that Phillips Law has been using ProLaw XII, Phillips and her team have taken advantage of many of its robust features, and they look forward to “unlocking even more potential.” Phillips is eager to explore the document management system, as well as the practice libraries. She plans to learn more about these features by attending workshops at the upcoming ProLaw User Conference.

She says, “ProLaw has so many great features that in one year alone, we haven’t even begun to explore everything. I can’t wait to see how the additional features will benefit our firm in the future.”

For more information about ProLaw, please call **(800) 977-6529** or visit **prolaw.com**.

