

PROLAW CASE STUDY

WARNER ANGLE HALLAM
JACKSON & FORMANEK

PROLAW STREAMLINES BUSINESS EFFICIENCIES
WHILE REDUCING COSTS



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ENLIGHTENING NEW TECHNOLOGY

Since its inception, Warner Angle Hallam Jackson & Formanek PLC has delivered the highest quality of legal representation, tailoring innovation solutions to address the needs of its clients. The firm's success, stability, and longevity can be attributed to the internal cohesiveness of its highly skilled team of lawyers and its expertise in a broad range of legal areas.

Although the full-service firm has represented businesses and individuals throughout Arizona and surrounding states for half a century, much of its technology advancements have actually taken place within the past few years.

When Firm Administrator Sandra Haislet joined Warner Angle, she made it priority to boost productivity by introducing more cutting-edge technology that could increase day-to-day efficiencies among staff. One of her first initiatives was to consolidate the firm's practice, financial, and case management processes, and she had a single solution in mind.

Throughout her previous work experience, Haislet became very familiar with ProLaw® from Thomson Reuters Elite, a fully integrated management software solution designed to automate the practice and manage the business of law. 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. Shortly after ProLaw began operating on the Microsoft .NET platform, Haislet saw a huge potential in the solution to simplify the practice and enhance productivity firm-wide.

"The biggest advantage ProLaw presented to our firm is that it is an all-in-one solution that fully integrates with the Microsoft products we rely on daily," says Haislet. "In the past, I struggled to get our lawyers on board with our various systems, and some were reluctant to use technology of any kind. We selected ProLaw because the flexible .NET platform gives users more freedom to make their own decisions about how they want to work."

Haislet notes that lawyer buy-in is one of the hardest things to achieve when introducing new applications at her firm, but she attributes her firm's positive reception to ProLaw to the Elite implementation. The team worked with the firm to successfully develop a strategic deployment and thorough training process designed to increase acceptance and adoption of the new solution. To this day, the firm's staff participates in ongoing refresher sessions and classes to ensure they are getting the most out of ProLaw each day.

"I would absolutely recommend the training session provided by the Elite team," says Haislet. "Without a doubt, our operations are more streamlined and our business runs much more efficiently because our staff have learned how to optimize efficiency in managing their caseloads."

"Every Microsoft application we use with ProLaw now works so much better for us—it's unbelievable."

Sandra Haislet
Firm Administrator

OPTIMIZING OPERATIONS WITH MICROSOFT INTEGRATION

ProLaw has become the solution for all business operations at Warner Angle. With more than 20 lawyers practicing in diverse areas of law, having a business management system that accurately tracks all aspects of case management while providing customization and interoperability with Microsoft applications has proven to be of utmost importance for the firm.

In fact, Haislet claims that ProLaw has enabled her firm to get greater usage out of its Microsoft applications. For example, she can now Pro File directly from Outlook® and customize and export report templates directly from Excel®.

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Warner Angle has served the Phoenix community for more than 50 years, providing legal representation in areas including corporate and business law, construction law, divorce and family law, estate planning, tax and probate law, real estate law, commercial and civil litigation, and appeals and personal injury.

BUSINESS CHALLENGES

The firm needed a business management solution to modernize its operations and improve efficiency.

WHY PROLAW?

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

- Higher level of interoperability with Microsoft applications
- Real-time access to critical documents with remote accessibility
- Reduced staff and overhead expenses
- High adoption rate with responsive customer support

“Since implementing ProLaw, we have benefited from a dramatic reduction in staff expenditures, reducing our secretarial staff by half and our administrative team by more than 25%.”

Sandra Haislet

“Every Microsoft application we use with ProLaw now works so much better for us—it’s unbelievable,” says Haislet. “The solution is so user friendly that anyone with minimal Office experience can learn how to take advantage.”

Using drag-and-drop reporting features, Haislet can leverage ProLaw to easily capture a snapshot of real-time data at a moment’s notice and present financial information in ways that are most valuable to partners. In the past, the process was much more cumbersome, requiring Haislet to export financial data to Excel and then spend a lot of time cleaning up the report. Now with ProLaw, the exported documents are ready to print. “I have never encountered that with another system,” she claims.

Additionally, ProLaw enables Haislet to send all of the financial reports to partners electronically. Because of the sensitive nature of the content, it is crucial that ProLaw enables her to control who is given permission to run reports.

The integration between Microsoft and ProLaw has also yielded significant cost-savings for the firm. “Since implementing ProLaw, we have benefited from a dramatic reduction in staff expenditures, reducing our secretarial staff by half and our administrative team by more than 25%,” explains Haislet.

IMPROVED EFFICIENCY AND CLIENT SATISFACTION

Before implementing ProLaw, pulling paper-based historical reports and data proved to be challenging. Copious amounts of paperwork that amassed during the firm’s five-decade operation meant that it could take days before a single document was retrieved from an outdated filing system.

With just under 50 lawyers and staff, this obstacle became quite burdensome and resulted in rising client costs. However, ProLaw was able to resolve the issue with an unprecedented level of flexibility and ultimately became a catalyst for improving client service.

In particular, the firm was better able to meet client needs with its transition of accounting to a paperless environment, which gave Haislet and her team unparalleled levels of remote accessibility to serve its clients on-demand. With ProLaw, staff has access to pertinent, real-time information, from wherever they are, with just an internet connection.

“With ProLaw, we no longer have to wait until Monday morning to ascertain where clients stand financially or whether matters are being managed properly because we have the information available at our fingertips,” explains Haislet. “Now, with just a click of a button, our lawyers can easily retrieve vital files and documents—from invoices, to emails, to reference materials—whether they’re on vacation or out of town on business, which means we can respond to our clients in the most efficient manner.”

“ProLaw not only increases our billable hours, it helps us secure repeat business.”

Sandra Haislet

Another substantial benefit of ProLaw is its ability to securely house digital financial and case management documents in one database. This feature has enabled the firm to eliminate more than 1,500 offsite storage boxes and instead use ProLaw as its central repository for critical documents. By having all documents centrally housed, staff can streamline the retrieval and assembly of documents.

“When we have lawyers and staff working on different aspects of cases, it is imperative that they have access to the most up-to-date information available, and it maximizes their usage of time” explains Haislet.

Such time-saving benefits have enabled the firm to meet the direct needs of its clients at a faster pace. Haislet continues, “The less time we have to spend locating information, the more time our attorneys can allocate to their client cases. ProLaw not only increases our billable hours, it helps us secure repeat business.”

RESPONSIVE SUPPORT FOR OPTIMAL SUCCESS

To enhance its 50-year tradition of providing excellent legal representation to its clients, Warner Angle has certainly benefitted from embracing new technology to optimize its business practices.

Having a software as intuitive and as up-to-date as ProLaw has helped uphold the firm’s reputation and high-quality standards. As systems change and update, ProLaw maintains technological compatibilities with applications used by firms around the world, providing a seamless user-experience.

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“The needs of our firm change as our clients’ needs change. With ProLaw, we have been able to keep up with that dynamic to manage our business better,” states Haislet.

The firm has benefitted the responsive, knowledgeable customer care provided by Elite—not just at launch, but throughout ongoing developments. It is that type of personalized service that Haislet values so much.

“When I’ve needed to reach out to customer service, they have been consistently responsive. We have so much confidence in ProLaw knowing there is reliable support whenever we need it,” says Haislet.

Additional support features, such as the Elite Knowledge Base, have been a key benefit in providing Haislet and her team with training resources. The staff also relies on user groups and community sharing features, which provide a forum to exchange ideas, expertise, and troubleshooting tips.

“A huge benefit of ProLaw is that I have access to all of the training I could ever need at my fingertips,” Haislet elaborates. “ProLaw encourages a community of users that I can share with and learn from, and that is one of the biggest assets I could ever have.”

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

