

**PROLAW CASE STUDY**

CAPEHART SCATCHARD,  
A PROFESSIONAL ASSOCIATION

PROLAW STREAMLINES DETAIL-INTENSIVE PRACTICE MANAGEMENT



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# CAPEHART SCATCHARD

## PROLAW STREAMLINES DETAIL-INTENSIVE PRACTICE MANAGEMENT

### MAINTAINING HIGH TECHNOLOGY STANDARDS

Founded in 1876, Capehart Scatchard is one of the oldest law firms in New Jersey. The firm credits technology as a critical element to success, second only to the high quality of its staff. Their official technology creed is "Our primary goal is to respond to our clients' needs with the highest quality work product, created in the most efficient way possible, as quickly as possible." If any part of Capehart's technology platform falls short of this standard, then a change is mandatory.

The IT staff at Capehart made such a change in its practice management system in 2005. With 50 attorneys practicing in two offices in nearly 20 major areas of law, the firm needed a flexible yet comprehensive practice management system that addressed a wide range of needs. They found that their previous system lacked much-needed customization per practice area and per client, along with the ability to add case items and report on them quickly. This, in turn, made it difficult to give immediate feedback to its clients.

### MEETING THE UNIQUE NEEDS FOR WORKERS' COMPENSATION

The previous database limitations were particularly problematic for the firm's workers' compensation practice. Workers' compensation is all about the details: capturing very detailed information using a tremendous number of documents. This process is continually evolving, and Capehart's clients also require intensive status reporting.

ProLaw® addressed these issues – and more – for Capehart. ProLaw's built-in flexibility not only facilitates customization to fit the needs of the firm and its clients, but it also streamlines case management for increased productivity.

"ProLaw stood out during our evaluation because it was obvious how we could tailor it to fit our needs," says Mark Wiltshire, Director of Information Technology at Capehart. After three years of working with ProLaw, the staff is still amazed with how responsive it has been to their needs.

"Virtually everything I do is in ProLaw. I can honestly say there hasn't been a practice management request that ProLaw can't deliver on," adds Lora Northen, Co-Chair and Shareholder, Workers' Compensation Department at Capehart.

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**Lora Northen**  
Shareholder  
Capehart Scatchard

### CASE MANAGEMENT EFFICIENCIES CREATE NEW STANDARDS

Northen has practiced workers' compensation law at Capehart for the past 20 years, giving her a unique perspective on how technology has evolved to meet the department's needs. While the meticulous capturing of case details can easily overwhelm lesser practice management solutions, ProLaw's database platform is well-suited to managing everything from case data to forms to reporting.

"I open ProLaw first thing in the morning and work in it constantly until I go home. Oftentimes I open it once I am at home, too! Because ProLaw has been optimized for our specific workflow needs, it is absolutely essential to the practice," says Northen.

### CAPEHART SCATCHARD

Capehart Scatchard is a 132-year old firm with a rich history of providing high-quality legal counsel in the New Jersey area. With 50 attorneys in two offices, the firm was recently named a "Go To Law Firm" by a Fortune 500 General Counsel.

### CHALLENGE

Meet the varied practice management needs of a full-service law firm across nearly 20 practice areas.

### WHY PROLAW?

ProLaw can be customized to the exact needs of the firm's practice areas and the individual needs of its clients.

### BENEFITS

- Increased productivity through streamlined case management
- Enhanced client communication with flexible reporting and queries
- Automated processes reduce need for large support staff

For example, if a client calls and requests a report, Northen can simply look up the file name or number on the spot and pull everything related to that case. "I can quickly look at what the status is without ever getting out of my chair. Then I can send an email with that status straight to my client with a click of a button. And that correspondence is automatically tracked in the system."

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**Mark Wilshire**  
 Director of IT  
 Capehart Scatchard

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**Database Flexibility to Capture Details**

Wiltshire and his team have developed 60 custom case management fields specifically for the workers' compensation department to capture all the details related to a case. ProLaw allows the IT department to easily add new fields and immediately drag-and-drop those fields into new forms and reports. Because workers' compensation cases are extremely fact-sensitive, the team is constantly discovering new details to add.

In fact, they've recently added more detail to their doctor records. Attorneys can now comment on just about everything regarding the doctors they've worked with, such as testimony on the witness stand, areas of expertise, effectiveness of sworn testimony, and so on. This data provides a powerful ratings system invaluable for a new attorney cross-examining a doctor for the first time, as well as the seasoned attorney who need to find the perfectly-suited doctor for a claim.

The ease of adding fields is a huge advantage for Capehart. "We love the ability to add a field, immediately capture data in that field and run a report on that information – all without outside programming support," says Wiltshire. "ProLaw has a very short learning curve because it is so intuitive."

**Powerful Queries Find Details in a Haystack**

Capehart's immense detail-rich database is valuable only if the staff can easily access the data in their day-to-day operations. Mark and his team can query on very specific information, requiring multiple criteria by using simple natural language search terms. "If I need to find a case where someone tore an Achilles tendon by falling off a chair, ProLaw allows us to find that exact information," says Northen.

**Built-in Form Creation Saves Time**

The advantage of creating an extensive forms library in ProLaw saves Capehart staff time and human error. Attorneys can easily select from more than 250 tailored forms, such as discovery requests and hazard rate ratio forms. All essential information is automatically populated, including claim number, judge's names and electronic signatures – attorneys just need to fill in the updated status information, hit the email button and send to the client.

"Built-in form creation speeds up our processes and saves a tremendous amount of time," says Northen.

**Advanced Reporting for Status Updates**

ProLaw's reporting capabilities enable staff to effectively respond to everything from customized, ad hoc reports to regular status update reports. Capehart has taken advantage of ProLaw's integration with Crystal Reports Service from SAP BusinessObjects® for more powerful flexibility.

Workers' compensation clients often require reports on very specific information on a tight turnaround. For example, some clients need a court status report within 48 hours. Like the form templates, Capehart has developed report templates to help automate the process as much as possible.

Plus ProLaw adjusts to the amount of detail each client wants. "We've developed specialized fields in ProLaw to generate a brief overview report for certain clients. Other clients want more in-depth information, and we are easily able to provide both," comments Wiltshire.

The firm also runs several internal reports to keep track of their own case status. They call their Trial List Report the "Cliff Notes Report" because it pulls up the date and judge's name for each file and provides key summary information. Attorneys are able to work the cases in court using that list without having to take the entire case file.

The Top Client Report ranks Capehart's clients based on the total number of files, how many files were open or closed and a month-to-month comparison to highlight any trending data. "This report allows us to analyze why an increase or decrease of case work has occurred and plan accordingly," says Northen.

### Outlook Integration Efficiencies

ProLaw's bi-directional integration with Microsoft® Outlook® has been extremely beneficial for Capehart. Attorneys can easily link emails and their attachments to the relevant case in ProLaw – without leaving Outlook. "I get hundreds of emails a day, so I love the ability to keep all my cases in order with up-to-the-minute information. I simply have to click a button in either ProLaw or Outlook to attach the email correspondence by file number," says Northen.

*"ProLaw's flexibility and adaptability are essential to our practice. It allows us to meet so many of our clients' individual and specific requests. Plus, it continues to grow with the size and needs of our firm."*

**Lora Northen**  
Shareholder  
Capehart Scatchard

### BUSINESS BENEFITS

One of the most apparent benefits of using ProLaw in the workers' compensation department is the transfer of support-staff tasks. They have been able to cut their support staff in half, while increasing billable staff by nearly 20 percent. "We have streamlined our practice to the point where we are using support staff more productively. ProLaw enables us to easily absorb additional administrative work through automation and workflow efficiencies," says Northen.

Capehart is preparing to upgrade to ProLaw Version 11 to ensure they can take advantage of the latest efficiencies available.

ProLaw has enabled Capehart to keep its high standard of leading-edge technology. "I often hear other attorneys say how they couldn't work without ProLaw," shares Northen, "ProLaw's flexibility and adaptability are essential to our practice. It allows us to meet so many of our clients' individual and specific requests. Plus, it continues to grow with the size and needs of our firm."

### Taking ProLaw to Court

One of the reasons Capehart selected ProLaw was the ability for remote access made possible through the firm's Citrix® servers. ProLaw has become so integrated with the staff's daily workflow that it was essential that it could be accessed anywhere, at anytime. The entire ProLaw database is available to attorneys in court or on the road with a laptop using a wireless card.

For more information about ProLaw or to schedule a demo, please call **(800) 977-6529** or visit **[prolaw.com](http://prolaw.com)**.

