

PROLAW CASE STUDY
TOWN PUMP INC.

PROLAW BUSINESS PROCESS REVIEW
UNLOCKS EVEN GREATER POTENTIAL



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SECURELY MANAGING CRITICAL DATA

Town Pump Inc. is a privately held company operating convenience food stores, truck stops, car washes, hotels, casinos, propane services, and petroleum delivery operations exclusively within Montana. In order to keep up with an ever-changing economy, Town Pump is in relentless pursuit to be productive and efficient in everything it does.

With nearly 200 locations and several new doors opening each year, Town Pump's in-house legal department is responsible for organizing and maintaining a vast amount of legal documents. Until 2004, the legal department was managing entities, including property records, licensing requirements, and liquor and gaming licenses, on a shared network, which created an environment of manual and inefficient processes.

A growing magnitude of case and matter information prompted the decision from the six-person legal department to put a reliable, central data repository in place. According to the Town Pump Associate Counsel Valerie Wyman Paul, "The demands of our legal department are a lot different than those of a typical law firm, and we needed a solution that would enable us to cross-reference and relate specific matters."

The legal department ultimately implemented ProLaw®, the leading One Office™ solution from Thomson Reuters Elite to provide a secure infrastructure that would improve day-to-day operations. The department upgraded to ProLaw .NET in 2012 for more comprehensive profiling and reporting capabilities, as well as a new user-friendly Dashboard. Wyman Paul says, "We thought the transition to ProLaw .NET would not only provide advanced functionality, but also prompt us to use the solution more fully."

ProLaw is an integrated 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 the upgrade to ProLaw .NET, Wyman Paul and her team "were blown away" when they attended a Business Process Review seminar at a User Conference that demonstrated how a team of ProLaw experts can uniquely optimize the solution to increase efficiency. Conducting a Business Process Review would provide an on-site workflow analysis and review of existing business processes to identify opportunities to revise internal procedures and protocols. A project manager would make recommendations on methods to improve work cycles, reduce redundancy, automate repetitive tasks, and identify processes no longer providing value.

"We uncover more and more of ProLaw's capabilities with each User Conference we attend, but we realized a Business Process Review would be the best way to optimize the solution to meet all of our needs," Wyman Paul explains. "We decided it would be extremely beneficial to have an expert of ProLaw review all of our business processes and indicate what we were doing right and where there was room for improvement."

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Valerie Wyman Paul
Associate Counsel
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UNEXPECTED ACCOMPLISHMENTS

Although she had been eager to learn more of the capabilities available in ProLaw, Wyman Paul didn't expect the project manager to "actually implement tangible improvements during his on-site visit." She elaborates, "I thought that we would learn potential new ways to use the solution to our advantage, but then have to make the changes ourselves."

TOWN PUMP INC.

Town Pump Inc. is a privately owned and operated business dedicated to providing excellence in customer service and hospitality.

OBJECTIVE

The company's legal department conducted a Business Process Review to take full advantage of the functionality available in ProLaw®.

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

- Optimized efficiencies of existing workflows
- Uncovered new ways to streamline data
- Increased accuracy with automated reporting
- Provided ongoing technical support

After submitting a list of issues and inquiries, “I was pleasantly surprised that our project manager worked with us to complete many of the items from start to finish,” she says. “It was impressive how quickly he was able to pick up on our use of the solution.”

Wyman Paul adds, “Our project manager did an excellent job at both tailoring the solution to resolve many of our concerns and providing detailed training so we could finish the remaining items ourselves.”

Even three months later, Wyman Paul was still able to work with her project manager to complete the final adjustments. Before the Business Process Review began, she and her team received an estimate of how many on-site hours it would take to accomplish each of their identified items, leaving additional time for off-site assistance. She explains, “Since our on-site training is now complete, we are using our extra hours to finish remaining changes with our project manager over the phone. He will also be on hand to help us when we are ready to design our final reports.”

“We had hoped that the Business Process Review would uncover a better way to make the solution work for us. It turned out that ProLaw already had everything we needed and more.”

Wyman Paul
Associate Counsel

STREAMLINED LICENSING AND LITIGATION

One of Wyman Paul’s major goals for the Business Process Review was to organize hundreds of renewal dates within different jurisdictions for each of the company’s licenses. Only after the Business Process Review, was this crucial data tracked in ProLaw.

The firm had outgrown the way it had originally set up ProLaw to store data, and “we were at a standstill in creating workarounds.” Wyman Paul explains, “In fact, we reached a point where we considered implementing separate software just for managing licenses. With all the information already in ProLaw, we had hoped that the Business Process Review would uncover a better way to make the solution work for us. It turned out that ProLaw already had everything we needed and more.”

According to Town Pump Legal Administrative Assistant Kathy Pitman, the Business Process Review revealed a more efficient way to track and manage data with ProLaw’s rules-based docketing and event class features. Although their intended use is to schedule appointments and calendar critical dates, dockets had originally been set up to sort files of information. “A key focus of the Business Process Review was to optimize ProLaw to better support data management,” says Pitman.

She continues, “It was determined that the best course of action would be to use event classes to organize different categories of information and sort them by date. Using dockets to calendar license renewals enables us to effortlessly monitor all of our pending renewals, and we shouldn’t miss any deadlines using this docketing system.”

Litigation was also a main area of focus during the Business Process Review. Previously, the legal department was limited by how information could be sorted. Pitman says, “We needed a more streamlined report so we wouldn’t have to reinvent the wheel every time a new report needed to be processed.”

“The project manager understood what we were trying to achieve with the existing reports, and he taught us how to move forward more easily and efficiently. Together we developed a whole new litigation report that we think is very slick,” Pitman adds.

Litigation status and property reports were previously saved as spreadsheets outside of ProLaw, and the legal department needed a more accessible structure. “Creating and managing spreadsheet reports was an onerous task, requiring us to email updated versions throughout the legal department each time a change was made,” explains Wyman Paul.

The Business Process Review led to the development of a custom tab to monitor the status of all open cases. “We just have to click a button, and the report is updated, which is a huge timesaver,” Wyman Paul says. “With ProLaw’s automated reporting features, we can count on the information to always be accurate and completed on time.”

Wyman Paul plans to convert all of the legal department’s spreadsheets to automated reports in ProLaw. “Our project manager started the transfer process, and I’m happy to say we are well on our way towards having 100 percent of our reports in ProLaw,” she says.

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“The Business Process Review provided many more tangible and timesaving benefits than I ever would have expected. We anticipate conducting more Business Process Reviews on a regular basis.”

Wyman Paul
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JUST THE BEGINNING

According to Wyman Paul, the Business Process Review brought the legal department where it needed to be, faster and more efficiently than she and her team ever could have done on their own. She concludes, “The Business Process Review provided many more tangible and timesaving benefits than I ever would have expected. We anticipate conducting more Business Process Reviews on a regular basis.”

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

