

**PROLAW CASE STUDY**

GARLINGTON, LOHN &  
ROBINSON, PLLP

CLIENTPAY FOR PROLAW BRINGS INSTANT  
AND LONG-TERM BENEFITS



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## CLIENTPAY FOR PROLAW BRINGS INSTANT AND LONG-TERM BENEFITS

### TAKING CREDIT CARD PAYMENT PROCESSING TO THE NEXT LEVEL

Garlington, Lohn & Robinson, PLLP (GLR) is the second largest law firm in the four-state area of Montana, Wyoming, North Dakota, and South Dakota, and has built a strong reputation for its full-service practice over the past 130 years. The 32-attorney firm excels in the resolution of complex and challenging litigation for individuals and businesses, as well as for numerous national corporations, health care institutions, insurance companies, and government agencies.

Over the years, management has repeatedly made smart investments that have long-term payoffs for the firm and its clients. For example, the firm utilizes technology to gain efficiencies in practicing law and managing the business. GLR has been a ProLaw® user since 2000 in order to streamline case and matter management as well as time entry, billing, and accounting capabilities within a single integrated solution.

In 2009, the firm engaged with a vendor to offer credit card processing for its clients. This arrangement was working just fine until Accounting Manager Bill Sawyer learned about ClientPay™ for ProLaw.

The fully integrated credit card processing solution with ProLaw simplifies clients' electronic payments and automates the population of journals through a single point of entry. Firms are able to process credit card payments and load those transactions directly into ProLaw's accounting system.

"When I read that ClientPay was integrated directly with ProLaw, it instantly caught my attention," says Sawyer. "This would immediately eliminate the need for dual entry in ProLaw and a third party credit card processing system, saving time and reducing any data entry errors."

Another consideration was the significant growth the firm was experiencing, not only in volume, but in the dollar amount for each transaction. From 2010 to 2011, the number of credit card payments doubled, and the dollar

volume grew by 300 percent. Additionally, the firm recently expanded its business transaction practice, which attracted the types of clients who prefer to pay with credit cards.

"We anticipate credit card payments will continue to grow exponentially and wanted a solution that would accommodate our needs well into the future," Sawyer adds.

The final deciding factor was the reduced fees that ClientPay brought to the equation. The solution is powered by BankCard Services Worldwide, the market leader in innovative payment solutions, which brings significant buying power to negotiations for favorable rates with credit card companies. Despite a higher monthly fee than that offered by the firm's previous solution, ClientPay has a lower overall cost due to lower fees per transaction.

When adding up all of these factors, Sawyer says, there was "no reason to look anywhere else."

Setting up GLR's ClientPay for ProLaw account was fast and easy. Sawyer received step-by-step, over-the-phone training and was able to train his staff with a very minimal time commitment.

### FAVORITE FEATURES

Now that ClientPay is up and running, Sawyer is most pleased with its simplicity. Once the billing department receives a credit card payment request, staff log in to the Web-based system and retrieve statement information from ProLaw. Payment is applied directly, and the journal entry is sent to ProLaw and automatically registered in the system.

Being able to view the statements in ClientPay is a nice advantage because it gives the staff options. Sometimes clients want to pay a partial payment or pay multiple statements. Other times, they provide the amount they want to pay, which is more than they owe. With access to ProLaw statements, the billing staff has all the latest information at their fingertips and can resolve any issues with the client on the spot—a feature they lacked with their previous solution.

### GARLINGTON, LOHN & ROBINSON, PLLP

The full-service law firm based in Missoula, Montana, is western Montana's largest law firm and one of the largest in the northern Rocky Mountains. For more than 130 years, the firm has met the diverse legal needs of a broad range of large and small Montana businesses, as well as numerous national corporations, healthcare institutions, insurance companies, and government agencies.

### STRATEGIC GOALS

To achieve maximum cost and operational efficiency when processing credit card payments.

### WHY CLIENTPAY FOR PROLAW?

The integrated solution provides a single point of entry for credit card payments and automatically loads into ProLaw, eliminating a time-consuming, manual process.

### BENEFITS

- With a single point of entry, time spent on handling credit card transactions has been cut in half
- Cost savings through reduced processing fees
- Instant return on investment (ROI)
- Better client service with improved visibility of financial status and convenient payment options

ClientPay also retains client credit card information in the system, which ensures GLR is compliant with PCI privacy and security standards to protect payment card data. "We have peace of mind that ClientPay is compliant with international standards, which also gives our clients the confidence to securely make credit card payments," Sawyer says.

Another advantage is the reporting capabilities ClientPay offers. Payment reports provide easy account reconciliation and a historical view of credit card payments to track their growth.

### THE PAYOFFS

Overall, it's the simplicity of ClientPay for ProLaw and the fact that it "just works the way it is supposed to" that are the main benefits for Sawyer and his team. Other benefits include:

**Labor efficiency** – With a single point of entry, staff has cut the time they spend on handling credit card transactions in half when compared to the previous system.

**Cost savings** – In 2011, GLR saved 5 percent on fees, and they anticipate that number to be significantly higher in 2012.

**Instant ROI** – The Web-based solution has already paid for itself since there are no significant up-front costs, and the firm is saving overall on processing fees.

**Better client service** – Because the staff has visibility into what the client owes, they can have more informed conversations at the time of payment. Plus, offering credit card payments gives clients a convenient option for outstanding invoices during collection calls.

### THE HOLY GRAIL: CLIENT SELF-PAY

Sawyer and his staff are eagerly anticipating client portal access for ClientPay, which BankCard Services and Thomson Reuters Elite are currently developing. This would give clients the ability to self-pay for invoices by credit card through a secure, customized portal. It would feature the same simple and intuitive interface that allows them to locate their existing invoices and complete the payment process. The back-end process would be the same where it is automatically applied as a journal entry in ProLaw, and staff would receive an alert when payment is received.

"A secure, self-pay portal is what we consider as the ultimate feature of ClientPay," says Sawyer. "It eliminates one more step for our staff, which increases efficiency, and it provides a huge convenience factor for our clients."

"Our investment in ClientPay for ProLaw is future-oriented," he continues. "We are taking all the necessary steps now to ensure we can manage the exponential growth in credit card payments. As we become increasingly paperless and our clients come to expect the option of paying via credit cards, we will be well positioned to take advantage of the efficiencies that come with electronic payments."

For more information, visit [ClientPayforProLaw.com/sales](http://ClientPayforProLaw.com/sales) or call (800) 838-9699.