

PROLAW CASE STUDY KNIGHT OIL TOOLS

RESTRUCTURING CASE MANAGEMENT FROM THE
GROUND UP WITH PROLAW

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NO BETTER TIME THAN THE PRESENT

It would be an understatement to say that 2017 was a pivotal year for Knight Oil Tools. The world's largest privately-held rental and fishing tool company quickly reemerged after filing for bankruptcy in August, bouncing back before the end of the year—just in time to begin a major merger in 2018.

It was also the year that the company implemented ProLaw® from Thomson Reuters Elite to organize and optimally manage all files and documentation. This was done at the request of General Counsel Cole Griffin, who was hired specifically to restructure the legal department ahead of the filing.

The company had never implemented a formal case management system before, and the way it had been relying on its standard filing system was far from methodical. Without any consistent nomenclature or file organization to help him, Griffin was sifting through siloes upon siloes of mismanaged data.

"I had a very short amount of time to triage the legal department, and it quickly proved to be a massive undertaking," Griffin describes. "It was nearly impossible to locate anything within the multitude of file shares spread across the server. So, I knew I needed ProLaw to help me put a method to the madness."

Griffin made the case for implementing ProLaw, and it could not have come at a better time. As soon as the contract was signed, the company began planning to merge with another. Knowing that such a massive undertaking would be occurring in the near future, Griffin was able to work with the implementation team to do much of the heavy lifting during the initial rollout.

UNLIMITED CUSTOMIZATIONS

Prior to selecting ProLaw, Griffin did have one reservation and that was whether his experience with the system at an in-house legal department would be as effective as it was at

the law firm where he worked previously. However, he was quick to learn that the functionality of ProLaw can be used far beyond standard case management and docketing.

"We thought we might be throwing the ProLaw team a curveball because we aren't a law firm, but it didn't matter at all. What made this process so successful is the fact that the implementation team is incredibly knowledgeable and experienced. They provided valuable insight and best practices we adapted to utilize ProLaw in a method that isn't necessarily traditional but most effective for our needs."

Griffin can now say firsthand that with ProLaw, the type of law being practiced is irrelevant due to the fact that it is inherently customizable. He even jokingly describes himself as a "custom-tab-creating fool" for having designed a number of custom fields and tabs that fulfill the exact purposes that they are intended to serve.

"Customizations make life incredibly easy for my team; when someone needs me to create a tab, we work together to develop a query that will automatically capture information in the best possible way," Griffin explains. "I would even go as far as to say that the ability to create custom tabs for anything and everything is the greatest benefit ProLaw has provided."

A crucial use of ProLaw is keeping track of essential contractual provisions—such as warranties for rental equipment and customer contract terms—so whenever a deadline is approaching or an update is needed, Griffin can simply navigate over to the assigned tab and easily access all relevant information.

A specific example of this is how Griffin uses ProLaw to track deadlines for the company's automotive fleet. Without any software in place, tracking 150 vehicles across the country was entirely spreadsheet driven and, therefore, a time-consuming and risk-prone task. Today, ProLaw houses an entire set of custom tabs for all fleet matters, connecting employees to vehicles in their corresponding cities and states, inspections, registrations, maintenance, and mileage records.

KNIGHT OIL TOOLS

Knight Oil Tools' vision is to build upon its strong commitment to providing quality equipment and outstanding customer service, as well as continually expanding the company's abilities with innovative technology, knowledgeable personnel, and uncompromising service.

BUSINESS CHALLENGES

The company needed a case management system to organize and centrally store all files across the business.

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

- Centralized file organization and management
- Customizations to track and display data according to department
- Risk-free deadline tracking
- Business intelligence insights and reporting

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Cole Griffin
Knight Oil Tools

“Just by performing a simple query, I can generate a vehicle report with garaged city and state information to provide our insurance agent during renewal, and our fleet manager can check for upcoming expiration dates on the fly,” Griffin states.

Custom tabs are also used by the safety department to track data more efficiently than could ever be done via manual spreadsheets. Important emails and documentation can be Pro Filed to matters in an instant, and Griffin can monitor matter updates as they occur in real time.

“While the information being tracked hasn’t changed, there is so much more that we can be proactive and strategic about from a business intelligence standpoint,” Griffin claims.

As opposed to using a single spreadsheet to track all employee incidents that occurred in a given year, for example, ProLaw can be used to drill down much further to separate by injury class and even identify trends. If an injury develops into a workers’ compensation claim, Griffin already has all of the pertinent documentation at his fingertips.

Overall, Griffin says that ProLaw has helped the business establish a more collaborative environment by breaking down siloes and facilitating effective communication between departments. Such a seamless transfer of knowledge is especially valuable when it comes to employee departures.

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COMMUNITY-SHARED KNOWLEDGE

During the company’s recent merger, Griffin’s due diligence was to essentially centralize and integrate all legal documentation, and the task left him unfazed.

“With ProLaw, I smile because I know any information I could ever need is only a query away,” says Griffin. “What could have been a very painful experience during the merger was simply a matter of using the ProLaw dashboard to filter our files any which way. I could provide a same-day response to any request.”

As the dust settles, Griffin says that there will be a lot of post-merger agreement management to be done. He looks forward to using the calendaring features within ProLaw to track requirements and set up trigger notices for future deadlines. “The ProLaw customization continues to prove its value by facilitating the integration phase of the merger,” Griffin says.

Griffin’s overarching goal is to make ProLaw the total administrative backbone of the combined company because it can do so much to benefit the business in the long run.

“If you have this technology and aren’t using it to its fullest capabilities, it’s like driving a Ferrari only in first gear,” Griffin describes. “It’s worth taking the time to get under the hood to fine-tune what we are truly capable of achieving.”

Reflecting back on the past two years, Griffin says that there is no way that he could have organized and managed all data without ProLaw. “Without ProLaw I would not have any hair left,” he quips. “It truly is the gift that keeps on giving and worth every penny.”

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For more information about ProLaw, visit www.prolaw.com.

