

Welter Law Firm chooses Legal Files to support a growing, national litigation practice

Background

The Welter Law Firm, located in Herndon, Virginia, represents and advises employers on all aspects of the employment relationship and represents businesses in commercial and franchise litigation. In 2000, the firm's principal, Eric A. Welter, started the firm which now services a wide range of clients from Fortune 500 companies to business executives. The firm takes pride in the quality of its work and service; so it was no wonder that when Eric began his search for case management software, he selected a vendor with a similar outlook and approach.

The Challenge

With a growing, national litigation practice, Eric knew he needed to put in place the infrastructure that would support a larger caseload and, just as important, a system that could grow with the firm. He also wanted a system that was browser based so he could access data from anywhere. He wanted to deliver the same quality service the firm always had, but also have the ability to manage more cases. He knew he needed help.

"I began conducting some research on the Internet and found a list of legal software products. After looking through them, I went to your web site. For what I needed and wanted to do in the future, Legal Files made a lot of sense," Eric said.

"My experiences with Legal Files and the company have been very good. The whole process was non-threatening, even the sales process was comfortable. I was given all the information I needed [to make a decision]," he said. "We ran into some issues with the way I wanted to configure the system, but Legal Files technical support was very helpful. A Legal Files technician worked with me, my IT person and even an outside software company to get my configuration up and running."

The Results

"We've been using it less than a year now, and it's still been a great experience," Eric reported. "At first, we were just using it to set up case files and for pleadings and discovery. Then we found out we could use it to keep time and export the entries to my billing system. That was great. We can put

(more...)

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Eric A. Welter,
Welter Law Firm

Customer Profile

Welter Law Firm

- Law firm represents businesses in commercial and franchise litigation
- The focus of the firm is on providing clients with high-quality legal representation in a cost-effective manner
- One office in Herndon, Virginia

Challenge:

- Support growing, national litigation practice
- Provide quality service, and support a larger caseload
- Access data from anywhere

Solution:

- Implement browser-based version of Legal Files case management software
- Configure software for firm's specific operations

Results:

- Access calendars, tasks and documents remotely
- Provide a client extranet
- Leverage collaboration tools
- Record and track time more conveniently

The Results

in time entries from anywhere. If I'm on the road, I can still enter my time."

Another big plus for this road warrior is the ability to access documents remotely. "Depending on the client, we may use some forms repeatedly. I can be sitting at a conference table anywhere, download a settlement agreement form and revise it right there at the table," Eric said. "I don't have to carry around disks any more."

The collaborative nature of Legal Files is also a benefit the firm enjoys. "First, the ability to create, edit and save a Word document directly into the system is such an advantage. Everyone has access to it, so different people can update it. But my favorite thing is how Legal Files synchs with Outlook. If my assistant enters my calendar appointments and my to-do's, I can have them on my desktop, and then on my cell phone. So, in basically five minutes, I can have my whole calendar and all my to-do's on my cell phone and they can travel with me."

A visitor to the firm's web site may notice another advantage of Legal Files—a client extranet. "Some in-house counsel [attorneys] are very interested in that and like using it. It's like having the case file at their fingertips," Eric explained. "And I didn't have to spend \$100,000 to get a client extranet."

"As we're getting used to it," Eric said, "I keep finding more uses for our Legal Files system, such as correspondence or for managing e-mails, and then when I'm offsite, I have access to what I need. Just a few weeks ago a Legal Files trainer telephoned to inform me of some of the new features that were now available. I was impressed with that. You expect new features, but the call was proactive and very thoughtful."

The Bottom Line

"Based upon what I was looking for, Legal Files really meets my needs. It's a great product, and it's affordable," Eric said. "I'd recommend it, and the best thing is that I don't think I got sold something, then you folks disappeared. That's a great feeling."

