

McLEISH ORLANDO

## Gaining Competitive Advantage through a Practice Management and Paperless Office Solution

“I only want the best and most powerful tools because this is a very competitive business. That’s why I choose Animate Inc.”

– John McLeish, Partner

### THE CHALLENGE

As one of Canada’s top personal injury law firms since 1999, McLeish Orlando needed an IT partner that understood their business and could deliver a turnkey software solution that would help their staff stay on top of their files and better manage the high volumes of litigation documents typical to their practice. And, with over 60 people using the software and an ever-increasing number of cases being opened each year, the firm needed its solution to be fully supported by a responsive and proactive IT company.

“The people at Animate know how we run our law firm and how we think,” says John McLeish, Partner. “We have been in business with Animate since the beginning because we needed our IT to be set up properly. I have always been very fussy about the end-product and who we use. I only want the best and most powerful tools because this is a very competitive business. That’s why I choose Animate.”



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## THE SOLUTION

Animate quickly realized that the firm would benefit from a two-pronged IT solution based on practice management software and a paperless office solution.

Animate started by implementing Time Matters, practice management software that centrally organizes all client and matter information, and provides comprehensive tracking so lawyers can quickly ascertain the status and progress of their files. Some examples of these tracking capabilities include: assigning and monitoring tasks; quick access to all communications, documents, notes, and contacts relating to a file; as well as firm-wide calendars that allow lawyers to effectively manage their key dates and deadlines. Animate also augmented the solution with over 200 document templates to ensure document creation across the firm was always consistent and complete.

Next, Animate set up the hardware and software the firm's lawyers required to easily scan and search through millions of pages of evidentiary and other document content. This paperless office solution also provided:

- Annotation tools so the firm's lawyers could more effectively share case analysis;
- A sync feature that allowed the lawyers to access and search documents while out of the office in Discoveries, Mediations or Trials; and
- A publishing tool that enabled the firm's lawyers to share documents with 3<sup>rd</sup> parties on CD.

## THE RESULT

With the practice management and paperless office solution in place, the partners feel their practice is running more efficiently and their lawyers are able to work smarter.

"With our system, there's no looking for files and nothing gets lost," says John. "Because you can look at a file so easily, you tend to look at it much more frequently and closely. You get to know each file much better, as opposed to when you have an accordion file dropped on the floor of your office that you have to rummage through. And, with Animate, you know the software is set up correctly, your staff is trained properly, and your firm is making the best use of the tool."

These two solutions have also reduced the firm's risk and increased its overall productivity. The practice management software provides the partners with the confidence that the firm's data is centralized and always accessible. As well, comprehensive alert and reminder features ensure that lawyers and staff are always aware of their key deadlines such as Limitation dates.

The partners are also very pleased with how the paperless office solution has amplified productivity, as their lawyers now spend less time searching through documents, and more time developing their files.

"We are always striving to increase our competitive advantage, and I believe this solution has helped us do that," says John. "With this solution, nothing falls through the cracks and our team works like a well-oiled machine."

**"It's great to know you have a company you can trust when you're not an IT person. I feel very confident calling them and asking them to research something for me. They give me their opinions and recommendations, as well as recommending new products. Then they come in and train us. We haven't ever considered looking at another IT company."** – Adele Latoria, Office Manager



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