

# McGlinchey Stafford PLLC Automates Matter Management More Effectively with Time Matters® Practice Management Software

## McGlinchey Stafford PLLC

### Overview

#### Location:

Jackson, Miss.; Dallas, Tex.; Houston, Tex.; Baton Rouge, La.; New Orleans, La.; Monroe, La.; and Cleveland, Ohio

**Industry:** Legal services

#### Customer Profile:

McGlinchey Stafford takes pride in helping protect and grow its clients' businesses as if they were its own. With its business-law expertise, the firm works to anticipate client needs. It sets a high standard for client service, running a highly efficient and technologically advanced operation.

#### Business Situation:

The Jackson office began to search for a new case-management solution in 2006, due to stability issues with its previous software package. It needed a solution with advanced matter-management features and an industry-standard SQL back end for stability, scalability, and ease of support.

#### Solution:

Through a merger, McGlinchey Stafford gained a close-up view of Time Matters® software. McGlinchey Stafford leveraged a Time Matters feature called Feature Packages. The firm also worked with a 7 Second System Certified Independent Consultant to take advantage of its methodology and process of rolling out Time Matters to new offices.

#### Benefits:

- A feature package geared specifically toward the firm's needs
- Easier rollout because consultants and advanced users can bundle their configurations
- More effective matter management
- Enhanced ability to share information
- Increased software reliability

### Product Summary

#### Practice Management:

Time Matters software

### The Customer

Founded on an entrepreneurial spirit in 1974, the partners of McGlinchey Stafford set out to establish a different type of law firm—a firm focused on smart business solutions, new traditions of client service, and innovative legal approaches. McGlinchey Stafford PLLC is now a national law firm with offices in five states, employing more than 190 attorneys and 400 employees.

The firm sets a high standard for client service, running a highly efficient and technologically advanced operation. Chambers & Partner USA, an organization that ranks law firms and attorneys, named McGlinchey Stafford PLLC as one of the top law firms in the country in their 2009 guide *America's Leading Lawyers for Business*. McGlinchey Stafford PLLC strives continually to shape its clients' experience positively with communication, innovation, quality, and efficiency achieving the latter due, in great part, to the effective use of technology.

### The Problem

In 2006, after experiencing stability issues with their case-management software, the Jackson, Miss., office began searching for a new case-management solution. The McGlinchey Stafford technology team worked closely with the Jackson office employees to understand their needs and identify a new solution.

The Jackson office is highly focused on litigation and relies heavily on calendaring, synching to Outlook®, managing contact information and gaining access to and sharing information or attorney notes about a case with a very broad team. Specifically, the Jackson office needed a practice-management solution with advanced matter-

management features. Additionally, they needed a solution with an industry-standard Structured Query Language (SQL) back end to ensure stability, scalability, and ease of support. In mid-2007, the firm issued a Request for Proposal (RFP) to solicit vendor bids. They reviewed several solutions and went as far as piloting one solution before deciding it was not going to meet the needs of the office. They were back to square one looking for a practice-management solution and they were under more pressure than ever to get it implemented quickly.

### **The Solution**

In January 2008, the boutique law firm of Sieberth & Patty, LLC from Baton Rouge merged with McGlinchey Stafford. Sieberth & Patty specialized in Intellectual Property law and generated high volumes of case documentation which they managed using Time Matters. With that merger, McGlinchey Stafford was introduced first hand to Time Matters software and its advanced functionality.

Along with the introduction to Time Matters, the Jackson office was also introduced to Matt Stone, a Certified Independent Consultant (CIC) with 7 Second Systems. During a meeting with the firm's technology team, the CIC shared the methodology and process his firm uses to roll out Time Matters to new offices. This methodology included leveraging a Time Matters feature called Feature Packages, which allows consultants and advanced users to bundle their configurations to include user settings such as security, workflow, and screen and data entry form customizations.

Using the best practices learned from implementing Time Matters in nearly 40 law firms a year, 7 Second Systems developed a feature package specific to Time Matters and for litigators. The package decreases the time it takes for a firm to get up and running on Time Matters software and also minimizes interruptions to lawyers, i.e., no need for employee focus groups to gather common requirements to determine how to automate the case or matter documents. This feature package along with the Time Matters SQL back end and advanced case management feature set solidified the firm's decision to deploy Time Matters in the Jackson office.

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### **The Results**

The Jackson office now has a solution that allows it to automate matter management more effectively. According to Joe Moore, Application Manager for McGlinchey Stafford, the matter management features of Time Matters and the 7 Second System Feature Package improve significantly the ability to share information and manage documents effectively for the attorneys and staff. The customized matter dashboard makes it easy for users to manage all of the information around a matter. And Time Matters software performance has proven extremely reliable as well. “We have happier attorneys. And certainly from a more technical perspective, the reliability is so much better than with our previous system. We have to contact LexisNexis customer support very rarely,” states Joe.

Today, Time Matters is used in three of the firm’s eight offices. The firm has pre-ordered additional licenses in order to implement the solution quickly for another legal team or office as the need arises. “It takes discipline and a need to be involved with the system on a daily basis to benefit from a practice management solution,” says Joe. With the additional licenses, the firm is ready to hit the ground running when an office makes the decision to invest in a practice-management solution. When asked how the firm determines when to recommend Time Matters software as the practice-management solution of choice for an office, Joe answered, “When our employees begin asking for more sophisticated ways to store and share information beyond what can be provided with just a document-management system and Outlook.”

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