

Holland & Hart's Employment Attorneys Leverage Practical Guidance to Provide More Effective Counsel to Clients

Overview

The Need

Holland & Hart is an Am Law 200 firm whose attorneys demand fast access to reliable legal information.

The Solution

In order to provide client advisory support in various practice areas, the firm chose Practical Guidance. The tool promotes collegiality and collaboration across the firm's several offices by giving its attorneys equal access to the same information.

The Benefit

Practical Guidance helps Holland & Hart attorneys provide fast and insightful counsel to clients. The tool enables their lawyers to be more responsive to their clients' needs for counsel, which has significantly improved client service and satisfaction. The firm also regards Practical Guidance as a tremendous value that can be monetarily measured.

Am Law 200-ranked firm Holland & Hart has experienced improved client service and satisfaction as a result of Practical Guidance. Bryan Benard, partner at Holland & Hart and leader of the firm's Labor & Employment Practice group, explains.

Situation

Holland & Hart's Labor & Employment Practice draws on the expertise of more than 40 lawyers across the firm who have significant expertise in virtually every area of labor and employment law. The lawyers provide counsel to clients to ensure that best practices are in place and legitimate business reasons motivate employment decisions.

"It's important for us to be responsive to client inquiries and this often requires fast access to current statutes and regulations governing employers in various states."

—Bryan Benard, partner at Holland & Hart and leader of the firm's Labor & Employment Practice group

"We lacked a comprehensive information tool to help provide that level of information in a way that was accessible to all of the lawyers in the group regardless of their office location," Benard continued.

The library services team at Holland & Hart encouraged Benard to explore a new technology tool the firm acquired to provide client advisory support in various practice areas: Practical Guidance.

Solution

"I was immediately impressed by how comprehensive the content was that I could find in Practical Guidance Labor & Employment information library."

"I realized right away that this was a tool I could use multiple times per week to support the counsel I am asked to provide to my clients," said Benard.

Before rolling out the tool to his colleagues, Benard requested one-on-one training and dug into the product so he could learn its features and functions. He quickly identified a wide array of information resources within Practical Guidance that provide high-value guidance to employment lawyers, including practice notes, checklists and annotated forms. These features help lawyers more confidently advise clients, prepare attorneys for all stages of employment litigation, negotiate and draft terms of agreements, and develop valid and effective employment policies in each state.

"One key use that surfaced for me is in the area of non-compete or non-solicitation provisions in employment agreements," said Benard. "Many employers use these provisions, but the statutory language varies from state to state. Practical Guidance provides the current language for each state and helps me to quickly understand what is required for my client in their specific location."

Benard also identified a powerful use regarding the need to provide real-time counsel to clients on hiring and firing employees.

"I get phone calls every day about unforeseen events going on with clients and I often find myself jumping on Practical Guidance in real-time while I'm on the phone to find out the relevant state laws governing the termination of employees," Benard explained.

"Practical Guidance gives me fast insights that I can be confident are based on current laws in each of the 50 states. The State Law Comparison Tool on Practical Guidance is easy to navigate and that saves me time."

Based on his personal success with integrating Practical Guidance into his daily workflow, Benard rolled out the tool across the entire practice group and began to encourage his colleagues to take advantage of the complimentary LexisNexis training.

Results

Now that Practical Guidance has become a key information tool across Holland & Hart's Labor & Employment Practice for more than a year, Benard has observed a number of important benefits from the product:

1 Easy access

"All of the lawyers in our practice have equal access to the same information tool and resources, regardless of the size of their office and where they are located at any given time," said Benard. "This is important because it promotes collegiality and collaboration across the practice group."

2 Comprehensive content

The firm's employment lawyers have noted that Practical Guidance contains valuable resource materials and counseling insights that are comprehensive across all 50 states. One partner said he found the information in the tool to be structured in a way that makes it easy for him to extract what he needs, from a quick piece of regulatory insight to a complete 50-state survey of statutes.

3 Efficient workflow and cost savings for clients

"In my 20-plus years of practice, this is the only tool that I've ever been able to use in real-time while I'm on the phone with a client to get fast, accurate information that helps me answer their questions right on the spot," said Benard. "This saves time and expense for our firm, which translates into cost savings for our clients."

4 Client service and satisfaction

Holland & Hart has found that Practical Guidance enables their lawyers to be more responsive to their clients' needs for counsel related to labor and employment matters. This has significantly improved client service and satisfaction.

Benard also reports that the firm regards Practical Guidance as a tremendous value for its reasonable subscription price and that his team has been very pleased with excellent customer support from LexisNexis.

"Practical Guidance is the best tool I have come across in my career for helping me provide fast and insightful counsel to clients for their labor and employment matters."

About Practical Guidance

Practical legal guidance is available from Practical Guidance across 20+ practice areas. All Practical Guidance practice areas are infused with content created and regularly updated by more than 1,100 attorney authors, representing more than 400 firms, ensuring the guidance provided is expansive, relevant and current.

To ensure seamless workflow, Practical Guidance is integrated with multiple LexisNexis products and services, including Lexis®, Lexis® for Microsoft Office® and Search Advantage. Using embedded links, the practice areas furnish deeper supporting content only available through LexisNexis, including excerpts from Matthew Bender treatises.

About Holland & Hart

Founded in 1947, Holland & Hart is a full-service Am Law 200 firm with offices in eight states and in Washington, D.C. We deliver integrated legal solutions to regional, national, and international clients of all sizes in a diverse range of industries. For more information, visit www.hollandhart.com or on Twitter: @HollandHart.

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