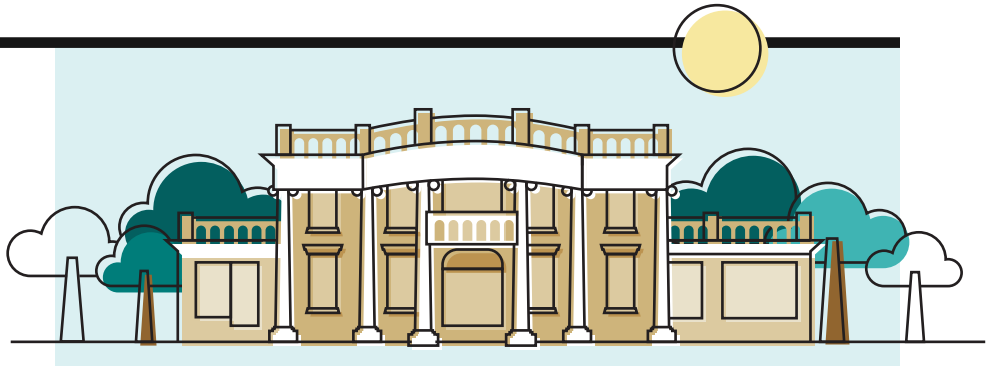
Filevine

Case Study

Gaining an hour a day of additional productivity

How a diverse firm increased daily productivity through cloud-based case management



TEDDY MEEKINS & TALBERT
ATTORNEYS

Year Founded: 1994

Location: Shelby, North Carolina

Practice Areas: Personal Injury, Criminal Law, Family Law, Social Security and Disability Law, Estates and Workers' Compensation

tmtlawyers.com

David Teddy is the co-founder of Teddy Meekins & Talbert, a North Carolina firm with a wide range of practice areas.

The Challenge

Can one case management system centralize and improve performance across a diverse firm?

The law firm of Teddy Meekins & Talbert offers their clients a broad range of services, including personal injury law, family law, and criminal defense.

A wide community has come to rely on the firm for nearly all of their legal needs. But this diversity brings its own challenges, as each practice area brings different needs, pain points, and goals.

That's what brought the firm to Filevine. With deep customizability, Filevine has unified the firm and increased success across all practice areas.

Customized workflows support diverse practice areas.

By working while waiting in court, lawyers gain an **extra hour of work each day.**

Cloud communication cuts **an entire day** off many steps in the workflow.

6 ways to harness the benefits of cloud-based case management:

1. **Enhance productivity by working during wait times:** David Teddy has been a criminal defense attorney for 3 decades. While he loves his work, it requires an hour or two of waiting in court nearly every day. That delay, in turn, sets other projects back further.

   Now, with a cloud-based legal operating core, David works on his cases while waiting in court. He checks in with his staff, communicates with clients, and assigns next steps for his cases. This has resulted in an additional hour's worth of completed work every day, and sped up several regular tasks by an entire day.

> Before Filevine, we would have to sit there, wasting time. It was agonizing. We'd get back to the office late in the day and only then could we share information and make assignments for next steps. That would add at least a day of delay to each and every case we were currently trying to resolve.
>
> Now, I'll be in court, but I'll have my phone, ipad, or laptop with me. That means I have my entire law office right there with me. While I'm still in court I make the assignment on Filevine. That team member has already finished the task by the time I get back."

2. **Impress clients with instant answers:** When information is centralized and cloud-based, it's always at your fingertips. The lawyers and staff at Teddy Meekins & Talbert has found this improves service to their clients and builds client satisfaction.

> Before Filevine, someone would call needing information, and we'd have to put them on hold while we found the paper file and thumbed through the stack. Now everything is scanned and organized in Filevine. All our information is right there on our screens. No time wasted. We're all able to say to whoever's calling: 'Sure, I can talk to you about it now!'"

3. **Go paperless to open up new efficiencies:** Several of the firm's practice areas require massive amounts of paperwork. By keeping those on the cloud, they keep their information organized, updated, and searchable. Reducing their reliance on paper with a cloud-based system has helped the firm cut out extra steps and simplify tasks.

> I used to print out important emails. Then I'd get a sticky note and write down an assignment to my team member to put this email in a particular file. Now I just forward the email into the case file. I don't have to print anything or ask anyone to file anything. It's right there."

4. **Have an ally in emergencies:** A cloud-based legal operating core is the most powerful tool to protect business continuity in the face of disasters. It is also crucial for handling smaller daily emergencies, such as sudden needs that arise when you're far from the office.

> When I go on vacation, I want to be able to respond in case of emergency. Now if something happens, it doesn't matter where in the world I am—I can pull up the file immediately. When I return, I can quickly see everything that happened while I was gone. That's a pretty powerful thing to have."

5 **Update your communication tools to please clients and free up staff:** The firm uses Filevine's text-to-case-file feature to keep clients updated.

> Everybody has a cell phone and is texting. It's faster for us and our clients love it."

6 **Customize your system for diverse practice areas:** With a wide range of practice areas, each member has different needs for their case management system. But they have all benefited from Filevine because of its deep customizability.

The firm tailored Filevine to their needs both before implementation and in the time since then.

> We spent quite a bit of time before we launched, thinking hard about how we wanted our screens to look. We're finding that Filevine is very receptive to the additional configurations that suit our specific needs."

"Overall, it makes everything more efficient, more timely, and more productive. We've happily dived head-first into Filevine."

See how Filevine can help your firm grow with a free demonstration.
Call us at 801-657-5228.

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