

PMN LAWYERS CASE STUDY

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ESTABLISHING A MODERN LAW FIRM

Palios Meegan Nicholson (PMN Lawyers) is an Adelaide law firm with expertise and proven track record in winning compensation and damages for people injured at work, in public places, as a result of motor vehicle accidents and through medical negligence.

Their previous practice management system was dated and not well integrated with document and digital communication management. The firm felt they could not adapt to the modern methods of legal firm file management, communication, document production and delivery with the system they had used since 1999.

KEY TECHNOLOGIES

PMN Lawyers work more efficiently with:



**COLLABORATIVE
WEB PORTAL**



**COMPREHENSIVE CONTACT
DIRECTORY**



**AUTOMATED WORKFLOW
FUNCTIONALITY**

PMN Lawyer's set an objective to acquire a reliable on-premises system that would enable the firm to have comprehensive, fully digital matter files

"After initially discounting other systems for various reasons, we were very impressed with our initial demonstration and consultation with PracticeEvolve. All of our base criteria were met, and the ease of use and intuitive interface made the choice easy," stated Domenic Scambiaterra, IT Manager at PMN Lawyers.

HOW PMN LAWYERS PINPOINTED A SOLUTION

PMN Lawyers wanted to modernise their document and digital communication management. The firm's key focus in evaluating practice management systems included criteria and capability in the following areas:

- Integrated document and communications management
- Key date and workflow management
- Transition to fully digital matter files
- Automation of document production
- Contacts management
- Flexible reporting

PERFORMANCE-BOOSTING FUNCTIONALITY IS KEY

PMN Lawyers were very specific in their functionality requirements, choosing PracticeEvolve based on ease of document management, automation and built-in ability to file email communications.

“The deciding factor contributing to our choice of PracticeEvolve was the overall integration of all aspects of running a modern law firm in a single system. We were particularly impressed with the ease of document production and storage, and efficiency of e-mail communications management available within the system,” said Mr. Scambiatterra

The firm was particularly excited about:



Workflows – to support their long-term goal of automating as many processes and procedures as possible to increase efficiency and reduce errors.



Web Portal – to have a secure way of transferring information to clients and other parties as opposed to traditional, paper-based methods or external file-sharing applications.



Contacts Directory – to maintain and manage current contact information which is easily used and updated throughout the firm.

SEAMLESS ROLL-OUT AND ON-BOARDING

A key consideration for PMN Lawyers was the ability for PracticeEvolve to seamlessly migrate data from their old practice management system. They took the time to consider the steps required for a smooth transition and reviewed existing internal practices and procedures to facilitate the adoption of their new system.

Mr. Scambiatterra commented that *“The team at PracticeEvolve made the transition relatively painless in terms of the training provided, the migration of data and implementing our requested customisations. The group and one-on-one training were comprehensive and well-conducted.”*

Within the first four months of implementation, the firm has already seen improvements in its operations, noting fewer errors and increased efficiencies in document production as a result of having central storage for all key client and matter data.

“The concept of entering and maintaining data in only one place and re-using it throughout many processes is reducing errors and creating efficiencies we’ve not had before.”

USING AUTOMATION TO MODERNISE LEGAL OPERATIONS

PMN Lawyers wasted no time in putting the PracticeEvolve software to work, starting with tagging their many precedent letters and documents for automated production and filing.

Next on their agenda is to incorporate the build-in Web Portal for transfer of files and documents and develop workflows to automate some of the structured processes of managing personally injury legal matters.

“We are also developing more streamlined methods of matter file management which leverage the features of PracticeEvolve whilst maintaining our fairly unique practices in running cases,” concluded Mr. Scambiatterra