

Case Study

Law Firm Regains 10,000 Billable Hours and Improves Client Services



Eager to access the expertise at Goodmans LLP, clients have embraced the new communications options that enable them to collaborate more efficiently. Goodmans can easily and accurately track each client contact and bill for the value they deliver.

About Goodmans

Goodmans LLP is recognized as one of Canada's premier transaction law firms. It has approximately 500 employees and offices in Toronto and Vancouver. The firm has notable practice areas in Business Law, Litigation, Real Estate Law, Tax and other areas of specialization.

Goodmans' Challenges

Goodmans wanted to make it easy for clients and experts to connect. Connect by phone, connect by email, connect with online meetings. They needed reliable technology that was simple to use by everyone. After all – time is valuable for the professionals on both sides of the desk – and they wanted it tracked automatically so that clients are billed accurately for the value delivered.

The Solution

CallTracker is an ideal enhancement to the Goodmans unified communications platform, enabling busy professional services firms to easily trace all client communication, accurately reflecting the true value of the relationship. Automated and secure, it provides a detailed representation so that billable hours are accounted for correctly.

The Rewards

The company reports reduced teleconferencing costs, improved work-life balance for lawyers, and easier internal training. Navantis (now a Datavail company) CallTracker is projected to help Goodmans recoup as many as 10,000 unbilled hours annually. There is also more flexible and easier to use collaboration tools.



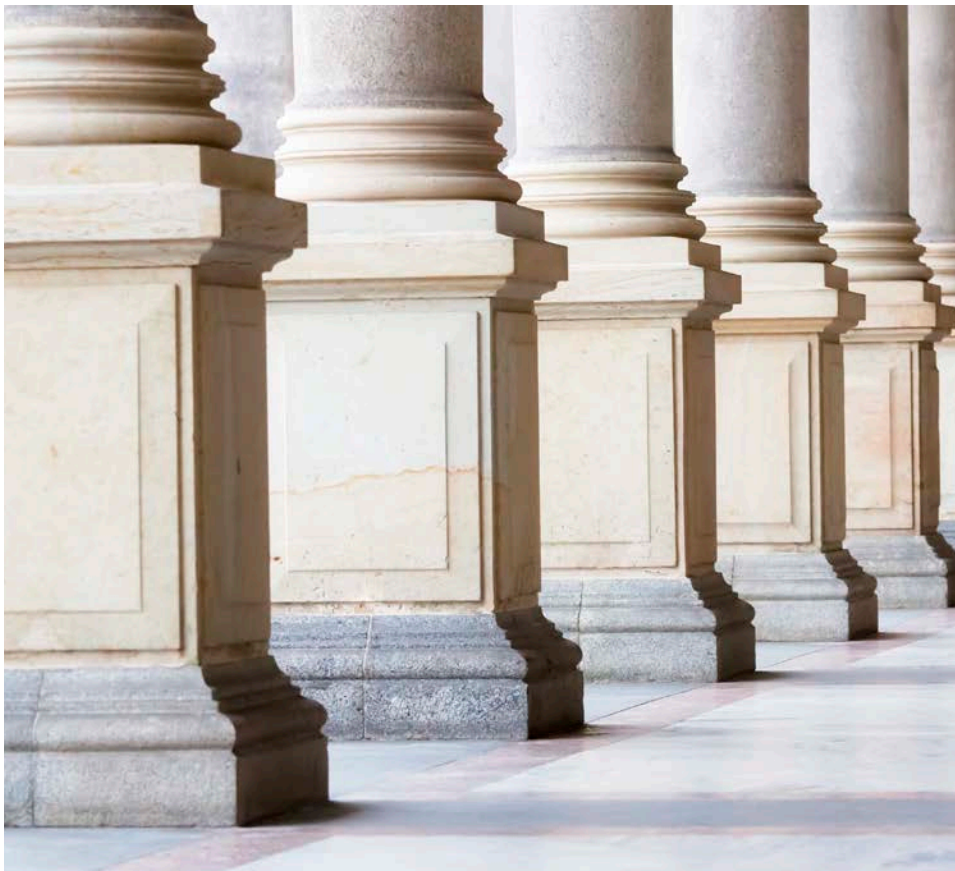
Reduced
teleconferencing costs



Improved work-life
balance



10,000 unbilled hours
recouped per year



With Office Communications Server R2 and Navantis CallTracker, we estimate that each of our 200 lawyers could regain as many as one unbilled hour a week, or about 10,000 hours per year.

Director,
Technology Goodmans LLP