



SIMPLE LEAD TRACKING FOR LAW FIRMS

CASE STUDY

I joined the Reaves Law Firm in Memphis after working for several years as an attorney for a Silicon Valley tech company. My first impression of the firm's operations was how little we were using technology to increase efficiency, particularly as it related to intake. We had a case management software with an intake "feature" that amounted to nothing more than data inputs. No triggered follow-up tasks, no scheduling capability, and little to any meaningful data output. The result was a lot of post-its and, presumably, lots of lost opportunity.

I quickly started the search for a better intake solution. We demo'ed several of the leading brands but I just wasn't terribly impressed with any of them. Perhaps I was spoiled, coming from the tech mecca of the world, but I expected software to be simple and to do things on its own instead of just respond to user inputs. I came across Lead Docket at a trial conference in Miami and was immediately impressed by the interface of the software. Everything was intuitive and easy to navigate. Lots of software has bells and whistles but with Lead Docket, I could easily identify how each feature would increase efficiencies in our intake process. I started to realize how much business we had been wasting and within a week or so, we signed up for Lead Docket.

Eric and the team have been nothing more than fantastic. As a smaller company, they've always been incredibly flexible and willing to make changes (quickly) based on my feedback. Most software companies respond to a feature requests (even a seemingly basic and obvious one), with something like "it's on our developer's radar for sometime next year" and I know it's unlikely to be implemented at all. With Lead Docket, if I request a sensible feature, it gets built right away. If I get push back, I get an explanation as to why it doesn't make sense. It's honestly a delight dealing with the Lead Docket team.

Our firm has been growing rapidly over the past few months and I can't even imagine how much would have gotten lost if not for Lead Dockets. We particularly love their scheduling software - clients get several automated text reminders and instead of no-shows, we are able to close on business. I'd recommend Lead Docket to any firm, regardless of size. It's leaps and bounds better than anything else I've seen.



FOCUS

Personal Injury Law

TIMEFRAME

March 2018 - Present

LOCATION

Memphis, TN

CASE MANAGEMENT SYSTEM

Filevine

Attorneys

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CONTACT

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