

Concordance® FYI™ Success Story: Kelley Drye & Warren LLP

Overview

Location: New York

Industry: Legal

Customer Profile:

Founded in 1836, Kelley Drye & Warren LLP represents some of the world's most accomplished businesses and organizations. The firm has more than 375 attorneys and professionals throughout its offices in New York, Washington, D.C., Chicago, Stamford, Conn., Parsippany, N.J., and Brussels, and an affiliate office in Mumbai.

Business Situation:

When Nick Eglevsky joined the firm in 2006 as litigation support manager, the litigation department was using a well-known litigation support software product, but Eglevsky quickly discovered there was widespread disappointment with the performance of the product. When he explored the reason for these negative reviews, he discovered that it had more to do with the difficulty that Kelley Drye's lawyers and paralegals had using the software than with the functionality of the product itself.

Solution:

Based on the success he experienced with Concordance® at a previous law firm, Eglevsky was able to persuade his colleagues at Kelley Drye to consider replacing their software with the Concordance® FYI™ litigation support software. Eglevsky established a carefully planned phase-in conversion to FYI and, once the product proved to be as easy to operate as Eglevsky had predicted, Eglevsky began to gradually move all matters in the department to FYI.

Benefits:

- 60 percent increase in captured billable hours for Practice Support
- More effective document searching
- Convenient use of tagging
- Streamlined file management

Litigation Services

- Concordance FYI

Importance of Ease of Use

A number of studies over the past two decades have documented the importance of “perceived ease of use” when it comes to the adoption of software in an organization. The fact is that, if a software product or information system is perceived as difficult or time-consuming to operate, adoption rates will suffer as users simply gravitate toward the software tools with which they're more comfortable.

When Nick Eglevsky joined New York-based Kelley Drye & Warren in 2006 as the firm's litigation support manager, the litigation department was using a well-known litigation support software product, but Eglevsky quickly discovered there was widespread disappointment with the performance of the product. When he explored the reason for these negative reviews, he discovered that it had more to do with the difficulty that Kelley Drye's lawyers and paralegals had using the software than with the functionality of the product itself.

“One of the things I've learned in my career is that the most powerful software in the world is worthless if the professionals for whom the product was designed find it too difficult to use,” explained Eglevsky. “I knew right away that we needed to replace the software we were using with a product that would be easy for our legal professionals to learn and simple for them to operate.”

In Eglevsky's previous job, he had served as litigation support manager for another New York law firm, Brown Raysman Millstein Felder & Steiner. While at Brown Raysman, he became acquainted with the Concordance®, software product from LexisNexis® that 65,000 litigation professionals in the U.S. rely upon for electronic discovery, litigation document management and litigation support.

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Eglevsky recalled how everyone from the senior partners to the entry-level paralegals found Concordance incredibly easy to use from the first day of training.

So, based on the success his prior firm had with using the product, Eglevsky was able to persuade his colleagues at Kelley Drye to consider replacing their software with the Concordance FYI™ litigation support software for law firms and their clients.

The Phase-In of FYI

FYI extends the reach of the industry-leading Concordance litigation support software by delivering Web-based remote access to the Concordance database from both the convenience of a Web browser and the installed Concordance software at the office. This empowers lawyers and other legal professionals with the ability to stay connected to their litigation repository from any location and at any time.

“Concordance FYI is built with a very intuitive design that is easy to learn and quite simple to put to use,” said Eglevsky. “Our lawyers and paralegals were able to be trained on the product in just 20 minutes, which meant they were up and using the product less than an hour after they saw it for the first time.”

Eglevsky established a carefully planned phase-in conversion to FYI by initially implementing the software exclusively for new litigation matters. Once the product proved to be as easy to operate as Eglevsky had predicted and the Kelley Drye legal professionals expressed their satisfaction with the new software platform, Eglevsky began to gradually move over the other matters in the department to the Concordance FYI database.

Eglevsky was able to secure the participation of the complete cross section of professionals in Kelley Drye’s litigation department in this transition, from the paralegals and junior associates to the senior partners and even the firm’s clients, who use FYI as a collaboration tool with outside counsel. From the outset, he

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received tremendous feedback from all parties, who routinely told him how simple the new software was to use, eliminating any hurdles that needed to be cleared before they could jump in and start using some of the powerful tools and features in the product.

“As we phased-in Concordance FYI over a span of several months, we saw the adoption rates of our litigation support software gradually rise, which put us in a position to really capture the efficiency benefits that accumulate with the use of a powerful litigation support software platform,” he said.

The Results: Better Lit Support, More Profitability

By switching to FYI as the litigation support software platform for Kelley Drye, the firm has realized three major benefits that have improved the firm’s practice efficiency and client service:

- **Document searching**

The search capabilities in FYI are convenient and user-friendly. Kelley Drye’s litigation professionals appreciate the simplicity of being able to conduct all of their document searches from one location inside the software. Moreover, the user-friendly design in the style of the Google™ search engine is ideal for even the most technophobic users.

- **Tagging**

Eglevsky has received positive feedback from his colleagues at the firm who find the tagging feature in FYI to be very easy to understand and put to use. In addition, the software’s multi-level tag “foldering” allows users to group facts by category for quick retrieval.

- **File Management**

Kelley Drye has also benefitted from the streamlined case organization and file management that is a hallmark of the Concordance software. The firm’s litigation professionals report that they are now able to quickly locate individual matters and specific documents within the database, with very little effort or difficulty. This makes them more efficient and produces better client service.

There is one other significant result that Kelley Drye has realized from the implementation of FYI.

“With the increasing economic challenges in recent years, we have put in place an overall firm strategy to capture as much billable time as possible, and this business objective has been assigned to our ‘Practice Support’ team as well,” explained Eglevsky. “The conversion to Concordance FYI was a key part of the technology strategy we deployed to try to achieve this goal.”

According to Eglevsky, in the past two years, Kelley Drye has been able to increase the number of captured hours in its Practice Support department by roughly 60 percent, which has made a direct contribution to the firm’s bottom line.

“This illustrates the seriousness that we place on leveraging technology solutions, such as Concordance FYI, to serve our clients better and with greater efficiency,” he explained. “By moving to a litigation support software platform that was much easier to use, we were able to realize the tremendous practice efficiency benefits that are produced when busy professionals have the confidence to take advantage of the technology we implement in law firms. Concordance FYI has improved the efficiency of our litigation department and helped our team become more profitable by better serving our clients.”

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