



Briggs and Morgan: How Partnering with Casepoint Increased Law Firm Value

Overview

Briggs and Morgan is one of the Midwest's most trusted names in business law and litigation services over its 135-year history. The firm's 150 attorneys represent regional, national, and international clients in virtually every industry segment, managing approximately 50–100 litigation, transactional, and regulatory matters every year. Briggs follows a practice philosophy that emphasizes concrete, practical legal solutions for its clients. In recent years, the firm has undertaken targeted initiatives aimed at client service and brand recognition. They have carefully researched and deployed new technologies all intended on enhancing the client experience.

A Stepwise & Deliberate Technology Transition

As part of that broad effort, four years ago, the firm transitioned its eDiscovery technology from a mix of Summation and CaseMap to Casepoint, a cloud-based platform designed for seamless and comprehensive eDiscovery across the phases of the Electronic Discovery Reference Model (EDRM).

Client Profile

- ✎ Briggs and Morgan
- ✎ 150+ attorneys
- ✎ The fifth largest law firm in the Twin Cities area
- ✎ Known for its strength in business, finance and real estate law, energy and litigation

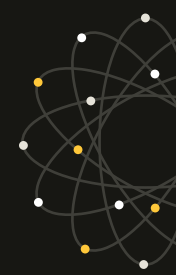
The Solution

- ✎ Seeking cloud-based technology to enhance the client experience
- ✎ Using a technology stack consisting of Summation and CaseMap
- ✎ Transitioned from a tech stack to Casepoint for a seamless, end-to-end solution

“Casepoint’s software is intuitive, but I think it’s fair to say most top-tier software is intuitive. Casepoint stands out by doing a superior job of keeping it intuitive and is always making improvements.”

James Keuning

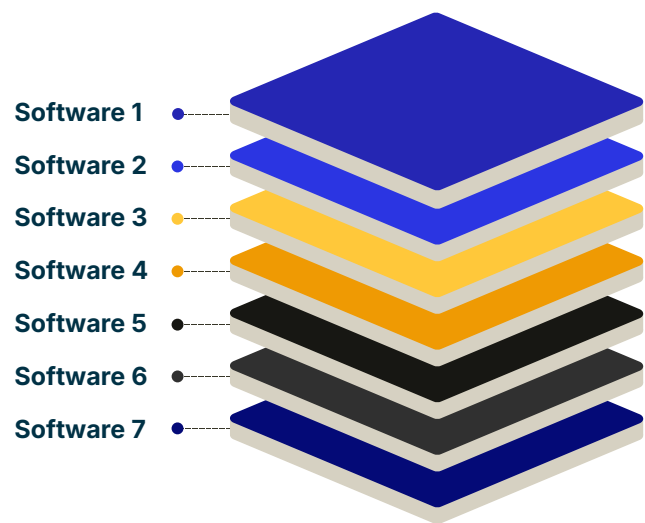
Director of Practice Support, Briggs



Casepoint was selected after an extensive evaluation of several competing platforms. Once Casepoint was engaged as the firm's primary eDiscovery technology provider, closed cases were archived in Summation, and data from live and new matters was moved to Casepoint. At any given time, the firm may be working on 30 different active matters.

Working closely together, Briggs and Casepoint developed a long-term strategy for implementation. The first six months were focused on the transition, and data migration was completed in a year. To ease the transition, Casepoint conducted several onsite training sessions, educated the firm's employees on the many benefits of switching platforms, and provided valuable hands-on assistance to lawyers, litigation support teams, and paralegals in making the most of the new technology.

Much of that initial period was focused on establishing buy-in across the firm and educating employees about the benefits of the technology from multiple perspectives – including IT, cost, workflow, and efficiency. Gradually, with collaborative assistance from the Casepoint support team, the transition enabled new synergies that are now helping Briggs provide value and consistency of experience for its clients. Approximately 100 of the firm's attorneys currently use the Casepoint platform on active matters.



► The Unexpected Benefits of a Close Partnership

Since the initial migration, Briggs has renewed its services agreement with Casepoint every year. But the story of this unique engagement does not end here. While James Keuning, the firm's Director of Practice Support, consistently endorses Casepoint for its utility as a powerful and easy-to-use platform for managing electronic evidence, he is more interested in talking about the collaborative partnership between the two organizations.

A key takeaway from the partnership between Briggs and Casepoint is the importance of working together to add value to the client experience. The collaborative mindset embraced by both organizations reflects the management style of Ann Rainhart, Briggs' COO, who joined the firm when the transition to Casepoint was just getting underway. Rainhart has overseen many of the firm's recent branding and modernization initiatives. Rainhart's leadership was instrumental in achieving the cohesion among departments that proved essential to the success of the partnership with Casepoint.

Additional Benefits of the Switch to Casepoint

Speed & 24/7 Service

It's not unusual that we need to get data out of our database and give it to an opposing party, with very little notice," says Keuning, "and we might be here late getting the production prepared. It's nice to know that we can hand it off to the Casepoint team and our people can go home. Casepoint can perform the work around the clock; we know the production will be accurate and we can have it at work the next day. Their people are extremely fast and accurate.

Accuracy

This is not something we take for granted. Casepoint doesn't make assumptions. Their calculations and data volume estimates are always accurate. Also, over the years we've had a number of special requests – like exporting certain documents from the database – and the Casepoint team is always responsive. When our paralegals ask for something, they get exactly what they need.

Pain-free Project Initiation

Initiating new projects with Casepoint is seamless, requiring little paperwork and/or back and forth. Generally, the database is up and running the same day. "This is not something that is universal," Keuning points out. "With other vendors, there's typically a four-page intake form to fill out, and that's time-consuming.

Keuning has worked with a number of eDiscovery platforms, including Ipro Eclipse, Summation, Xera iCONNECT, Relativity, CS Disco, and Everlaw. Casepoint is unique in his experience because of its razor focus on service and ongoing enhancements to its product.

