

# Time Matters®

## Law Firm Practice Management Case Study

LYNN M. MYRICK

“Oregon attorney steps up from “dark ages” firm to creating a “well-oiled machine” with Time Matters.”

Before opening his own law firm in July, 2002, Lynn M. Myrick worked as an attorney with a law firm that was “stuck in the dark ages,” utilizing no form of practice management software whatsoever.

Myrick understood how essential a comprehensive case and matter management system with billing and accounting capabilities could be and was frustrated that a firm with six attorneys and a dozen staff would not invest in something so critical to productivity and the bottom line.

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“They didn’t have case management or accounting software and there was no integration.”

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According to Myrick, “Everything was separate and was created by a word processing system, with nothing to tie everything together.”

Ultimately, it was that kind of inefficiency that played a big part in Myrick’s decision to leave his old firm and start his own practice. “An integrated case management system is a must in the practice of law of any sized firm,” he said.

The first order in setting up his new firm was to find “the best practice management technology available” in order to optimize efficiency and create a “well-oiled machine.”

Myrick set out on his mission by evaluating many products on the market, as well as talking to other lawyers and even CPAs for recommendations.

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“The clear consensus was that Time Matters® is the gold standard, and that’s proven to be true.”

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Myrick’s goal was to create an ultra-organized and efficient firm by using Time Matters from the very beginning, so it was imperative to have it up and running before opening the doors. And after accumulating over 20,000 client and contact names over an expansive 38-year career, it was also essential that he have a client directory ready for conflict-checking from day one.

Myrick called on Certified Independent Consultant Robin Lee to convert all his existing client data into Time Matters. “We always perform a conflict check immediately, before we receive any confidential information from a prospective client,” said Myrick. “Detecting a conflict after the representation has started may harm the client and us, so we don’t take any chances.

“Time Matters makes it easy to enter information into our database when a new case is opened, including info on opposing parties and third parties,” he said. “It’s all done right up front. Because each contact is linked to a file or matter, we get a full picture of the relationship at a glance.”

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“We’re creating a forever client record that I can access years later and know that everything will be there.”

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Myrick’s law firm relies on Time Matters throughout the entire lifecycle of a case, so they’ll always have an instantly searchable database in case of questions down the road.

After the initial conflict checks, all notes are then recorded in the Time Matters Notes section (“not on a legal pad like before”) and the first phone call and messages are added to the matter file.

Myrick always keeps his laptop close at hand to keep organized and easily access case information. “When a client comes in, I can look at everything related to their case and I don’t have to hunt down documents or search for answers,” he says. “It’s all right there in front of me on a very user-friendly interface.

“As we’re meeting, I am making notes on the calendar, such as court hearings that the client has scheduled, and even determining mark-ups and inputting billing for the consultation.”

Even when he’s out of the office, he’s never out of touch. Myrick depends on Time Matters Mobility to enter billable time, check his calendar and dictate documents right on his smartphone.

But the increased productivity from being able to work from anywhere only scratches the surface of how Time Matters benefits Myrick’s firm.

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“Time Matters delivers excellent return-on-investment.”

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No matter where Myrick is working, “Time Matters is available for my staff to collaborate on all aspects of a client matter, which is a huge benefit. This functionality increases staff productivity – no twiddling the thumbs waiting on me,” he said.

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— Lynn M. Myrick | Owner and Attorney, Law practice of Lynn M. Myrick

“For example, if I send an email to a client, my staff will see it and act on it, such as setting up a timeline or outline or creating memos which populate Time Matters ToDos and so on. So not only does Time Matters help eliminate downtime, it ultimately increases my bottom line by keeping everyone in the firm working and productive.” The reverse scenario is also true in keeping the ball rolling at Myrick’s firm.

“They always have their case notes with them. They can send me a message and update me, then go on without waiting for me to talk about it with them in person. It saves an incredible amount of time because they’re not waiting around for me. And we all know that time is money.”

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“No one has ever written out a time-slip here, because we’ve been fully automated with Time Matters from the get-go.”

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Everyone enters their own time and billing information into Time Matters at Myrick’s firm, which has been the case from the very beginning.

It is these types of time- and money-saving features that explain why Myrick “prefers Time Matters over the competition.

“We tried a demo of Rocket Matters recently, and although it has a powerful web interface like Time Matters, we really love the convenience of having all the features we’ve come to rely on for the full cycle of a case all in one product,” Myrick explains.

“I prefer Time Matters. It’s a tremendous value.”

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“The best support of any software I’ve ever been with.”

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Myrick also sees great value in the Time Matters annual maintenance plan (AMP), which keeps software current and provides online training and live technical support.

“I consider it to simply be the cost of doing business,” he said. “Technology is always changing, so I want to be sure my firm is ahead of the curve and utilizing every feature possible to keep us efficient, accurate, and fast. I wouldn’t want to be without it.”

For live technical support, Myrick uses WebEx™ to get immediate answers from Time Matters experts. “I’m a visual person, so being able to actually see the screen on WebEx as they guide me through it really helps me to understand. The support is fabulous.”

## Case Study Summary



### LYNN M. MYRICK

Owner and Attorney  
Law practice of  
Lynn M. Myrick

#### CUSTOMER PROFILE:

The law practice of Lynn M. Myrick is a recognized leader in divorce and family law in South Oregon, having provided quality legal services for over 35 years. Myrick was raised in the business of law and continues his father's tradition of integrity, common sense and realizing the value of mediated settlements.

#### BUSINESS SITUATION:

Coming from a law firm that didn't have any form of automated practice management software, Lynn Myrick started his own firm determined to settle for nothing less than the very best client, case, contact and document management program available. It was also important that the software be ready to go from the moment he opened his doors. After accumulating over 20,000 client names and contacts over an expansive 38-year career, he didn't want to take a chance beginning any new relationships without having a complete client directory for conflict-checking ready to go from day one. The firm prides itself on using the latest technology to prepare all cases with speed, efficiency, and accuracy.

#### SOLUTION:

After doing an extensive search of the top practice management programs on the market, Myrick chose Time Matters® from PCLaw | Time Matters™. After he talked to a number of lawyers and other business professionals such as CPAs, "the clear consensus was that Time Matters® is the gold standard, and that's proven to be true."

#### PRODUCT SUMMARY:

Award-winning Time Matters practice management helps legal offices of all types streamline workflow and improve productivity in the office or on the go. For 25 years, Time Matters has given attorneys and support staff centralized searchable access to everything from documents to docketing information, contacts to calendaring and so much more, so they can devote more time to legal work instead of sorting out administrative details

Time Matters®

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