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Fennemore Craig avoids conflicts of interest with Ultimus process, reducing the client screening process from days to hours.



Ultimus, the leading provider of Business Process Management (BPM) and Workflow Automation software and services that enable the shortest time to value, confirm that Fennemore Craig, a full service law firm with over 150 attorneys in Arizona and Nebraska, is using the Ultimus BPM Suite to automate its case intake process.

Since implementation, the process that previously took days can now be completed in hours; 40 percent of attorneys' submissions are now addressed automatically, based on rules set by the client screening committee, freeing staff to focus on client issues.

Fennemore Craig is engaged in diverse areas of practice across a wide range of industries and prides itself on coupling legal talent with the latest technologies to work quickly and efficiently on behalf of its clients. One of the most critical processes for this law firm is reviewing and accepting new clients and new business.

The challenge is to ensure that the firm's resources will meet the needs of the client request and to avoid conflicts of interest that may occur when an attorney unwittingly accepts representation for a person with interests adverse to an existing client.

The firm's Client Screening Committee recognized that the existing procedure for accepting new cases was cumbersome. There were several forms that needed to be submitted, each circulated through various committees. With hundreds of new requests processed each week; the Client Screening Committee members were spending considerable time reviewing client acceptance requests. Secretaries lacked direct access to the database while the records department spent eight hours each day inputting the same data into the database that the secretaries had already typed during the initial memos phase.

"The client screening process was awkward," said Dean Seiveno, I.S. Administrator, Fennemore Craig. "We needed a mechanism for building a distributed system around our existing centralized client management system. Ultimus provided a powerful addition to our infrastructure, allowing us to drive tasks throughout our organization in a structured manner."

For further details please contact info@bluerave.com



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With the vast amount of paperwork that passes through this law firm on a daily basis, BPM was a logical step for Fennemore Craig to improve cycle times. Employees across the firm - lawyers, secretaries, records management - are now freed up to focus on clients and to provide value-add to the processes currently in place.

Since Fennemore Craig began identifying and automating critical business processes, approximately 40 percent of the submissions are approved with only a single partner's review. Secretaries are now able to initiate the conflict check in conjunction with each client acceptance request, thereby reducing duplicate data entry. Attorneys are prompted to participate when necessary and can access process incidents from anywhere they can access the network. Committee members now spend their time reviewing just the new clients or matters that demand attention and can be approved within hours.

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