LEGAL PRACTICE MANAGEMENT OVERVIEW

Properly implemented legal software gives you significant benefits in terms of productivity, efficiency and client services. However, many law firms consider technology as a costly investment and overhead to their business without looking for a long term return. Legal software for your firm’s integrates all important information and makes business processes easier. Legal software is not like a one-time deployment that will make each and every process to work perfectly overnight. It is a platform that gives you an opportunity to operate your firm in an organized way and matures over the time and becomes an indispensable tool for attorneys and staff. It does not matter if you are new or well-established firm; you will find implementation of legal management software as time and cost saving and will realize benefits and return on investment over the period of time.
The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings. The overall Customer Success ranking is a weighted average based on 3 parts:

**Content Score** is affected by:

1. Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
2. Customer reference rating score
3. Year-over-year change in amount of customer references on FeaturedCustomers platform
4. Total # of profile views on FeaturedCustomers platform
5. Total # of customer reference views on FeaturedCustomers platform

**Market Presence Score** is affected by:

1. Social media followers including LinkedIn, Twitter, & Facebook
2. Vendor momentum based on web traffic and search trends
3. Organic SEO key term rankings
4. Company presence including # of press mentions

**Company Score** is affected by:

1. Total # of employees (based on social media and public resources)
2. Year-over-year change in # of employees over past 12 months
3. Glassdoor ranking
4. Venture capital raised

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### Customer Success Report Award Levels

#### Market Leader

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.

#### Top Performer

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.

#### Rising Star

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.
2019 Customer Success Awards
Check out this list of the highest rated Legal Practice Management software based on the FeaturedCustomers Customer Success Report.

Market Leaders
- Thomson Reuters ELITE
- Zola Suite

Top Performers
- Aderant
- LEAP
- mycase
- Smart Advocate
- TIMESOLV

Rising Stars
- cloudlex
- HoudiniESQ
- PracticePanther
ABOUT ABACUSNEXT

The largest Technology-as-a-Service (TaaS) provider for the professional services sector, AbacusNext helps legal and accounting professionals achieve ultimate success and peace of mind through the delivery of a complete suite of compliance-ready technology solutions designed to support a secure and cloud-enabled practice at a cost they can afford. Their portfolio of turnkey solutions includes hardware, software and infrastructure on a pay as you go model; Practice Management, Client Resource Management (CRM), Payment Processing, Email, Desktop-as-a-Service, and Managed IT.

"Some of its pros are its ease of use and keeping cases organized, making work flow over all a lot easier. It’s very user friendly and I am always happy with the customer support."
Arianna Drulias
Lessem, Newstat & Tooson, LLP

"If you want to capture all of your lost time, this is the program to ensure that all of your time is accounted for. The only way to make sure your time is not billed is to ignore the program features."
Adam I. Skolnik
Law Office of Adam I. Skolnik, PA, Law Office of Adam I Skolnik, PA

"I love that I can either print a report based on certain dates or certain cases and that I can name or rename certain fields. I also like that all of the county rules are updated automatically. When you are busy like I am -- it’s easy to forget until it’s too late."
Serena Broussard
Walker, Hamilton, Koenig & Burbidge, LLP

"AbacusLaw gives us everything we need. With improved billing practices from AbacusLaw, we’ve been able to increase our monthly revenue by $15,000. AbacusLaw gives us everything we need to handle this increased business in one fully-integrated platform."
David C. Stone
Law Office of David C. Stone
ABOUT ADERANT

Aderant, headquartered in Atlanta, is a global provider of comprehensive business management software for law and professional services firms. With a 35-year history as a global industry leader, Aderant supports 3,200 clients in more than 30 countries. Its clients represent 70 percent of the world’s largest firms and 77 percent of the Am Law 200 across all segments of the legal market. Among these clients, Aderant has maintained a combined customer retention rate of more than 98 percent.

"The impact of Aderant Handshake on our business has been incredible. When we set out to change our portal system, we were striving to create a better environment for the legal team to increase profit and productivity. Aderant Handshake was clearly the best foundation to build BakerNet."

Meredith Williams
Chief Knowledge Management Office, Baker Donelson

"We were impressed with the intuitive nature of the software; our ability to customize it using the extensive set of rules already built in; the willingness of CompuLaw to make revisions to the software based upon our needs and demands; and that it integrated with existing software (Microsoft Outlook, Elite, and Autonomy’s Interwoven line)."

Chris Gierymski
Director of Docketing, DLA Piper

"The integration of the front and back offices is pretty flawless. Double-entry is eliminated. Cash, case costs, and trust accounts are always in balance. Printing and voiding of checks is smooth and charging to the correct case is seamless."

Nancy Pugh
Controller, Allen, Allen, Allen & Allen

"We can keep clients fully informed, flag up any issues early, and make more accurate projections of cost."

Paul Colvin
Chief Financial Officer, Bird & Bird
ABOUT CLIO

Clio is the most comprehensive cloud-based practice management platform for the legal industry. Produced with the cooperation and advice of Bar Associations and Law Societies worldwide, Clio is web-enabled, mobile-friendly, and built specifically for the legal profession. It delivers all the tools modern law firms need to run a successful practice: calendaring, time tracking, note-taking, document management, task management, legal accounting, bookkeeping, and billing.

"Clio has become one of the pillars of our practice. It allows us to focus on what we want to do: representing our clients as best we can.”

Brian Monaghan
Monaghan Safar Ducham

"Clio provides document management, bank grade security, timekeeping, simplified billing, task scheduling and is 100% web based. This will be a true benefit to our members.”

Meg Wickham
Kansas Bar Association

"Clio makes my office look really good by ensuring that every member of my staff knows what is happening with every case at any given time.”

Jessica Yañez
Immigration Attorney, Yañez Immigration Law

"The best thing about Clio is their commitment to constantly improving their product. I know that Clio will be better next year than it is today, and it's damn good now.”

Greg McLawsen
Sound Immigration

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Customer references from happy Clio users

VIEW ALL REFERENCES
ABOUT CLOUDLEX

CloudLex® is the innovator of the Legal Cloud®, a revolutionary cloud-based legal platform designed exclusively for plaintiff personal injury law firms. CloudLex® enables attorneys to build, manage, and grow their legal practice through its comprehensive suite of visionary applications. With thousands of users spanning across 30+ states, CloudLex® is the next big thing trial lawyers across the country are raving about.

Customer references from happy CloudLex users

"CloudLex has brought our law firm into the 21st century! I am able to run my practice from anywhere. My staff finds CloudLex easy to use and intuitive, while the customer service and support are second to none. Above all else, CloudLex has become a trusted partner in managing, securing and growing my practice."

Angelicque Moreno
Avanzino and Moreno, PC

"I completely and unequivocally recommend CloudLex. I have been using CloudLex from the very beginning and the amount of improvement and utility is unbelievable. They have helped to take me to the next level as an attorney. The ease of the use of the product is the main benefit to any practitioner. The menus and options are self explanatory and…"

Michael Skiber
Skiber Law

"I have been using CloudLex for three years. It is easy to use and very affordable. I looked at many other programs before I made my choice to use CloudLex. I found these other more expensive systems to have features that I knew neither my staff nor I would use. I also have been very happy with how responsive the staff at CloudLex have been in…"

Patrick L. Falcon
Falcon Law Firm, LLC

"I chose Cloudlex because it is a web based system that allows you to use it anywhere you can connect to the internet. The system is easy to use and required very little training. The staff is friendly and quick to respond to any questions that I have had over the past year. Great customer service."

Patrick O’Hara
O’Hara Law Firm
ABOUT COSMOLEX

CosmoLex is the one fully integrated solution that lets solo attorneys & small law firms manage their practice, billing, AND accounting with one login (No QuickBooks™ required). Law firms running on CosmoLex can eliminate the need to maintain multiple programs because CosmoLex does it all -- including time & expense tracking, billing, business accounting, trust (IOLTA) accounting, calendaring, task, email & document management -- in one web-based application. Start to streamline and secure all of your client communications by using the built-in Secure Client Portal. And increase the ease and speed of receiving payments with CosmoPay, compliant credit card processing powered by LawPay.

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Customer references from happy CosmoLex users

VIEW ALL REFERENCES

"Once you master an understanding of and gain familiarity with the program, it is fairly simple to use. I am pleased with the program and like that it is linked up with my calendars. The customer service is fantastic as well."

Frances Nicotra
Attorney at Law, Frances Nicotra Law Firm

"Most important is the integration of client management with accounting/billing functionality. Not needing to integrate outside accounting software, like Quickbooks, was the most important factor in the decision to get CosmoLex."

Monet Binder
Monet Binder Law

"When started my new firm, an all inclusive software was a must. CosmoLex was an easy choice. CosmoLex lets me have the bigger picture in one piece of software. I can easily see how my business is doing from the dashboard."

Deborah Reed
Partner, Reed Legal, PLLC

"So far I am pleased with CosmoLex’s software and the ease of its use. I like the fact that it is all-inclusive; Conflict check, client management, Billing and accounting."

Jorden Piraino
Law Office of Jorden J Piraino LLC
ABOUT HOUDINIESQ

HoudiniEsq is a powerhouse of features yet, it is very simple use. HoudiniEsq Legal Practice Management. In the Cloud or On-premise. Manage Calendars, Dockets, Documents, Clients, Staff, Email, Trust, and more. Integrates w/ Adobe, QuickBooks, Word, Excel, & Outlook.

15 Customer references from happy HoudiniEsq users

"I’ve been using HoudiniEsq for a couple of years now. Overall, I have to say I’m extremely happy with the product and the customer service.”
Matthew Murillo
Legacy Counsel

"I love the functionality of Houdini. While some of the features are not the EASIEST to use, the customer support to walk you through it is amazing, and done on the spot. The program itself is amazing, works exceptionally, and their support is the best I’ve ever seen!”
Christopher McWhorter
Tennyson & Wigginton, PLLC

"It’s been seven years since we made the switch from Time Matters to HoudiniEsq, and we’re not looking back. HoudiniEsq has provided us with an easy to use system to manage our law practice.”
James Doan Esq
The Doan Law Group

"The way HoudiniEsq runs on the iPad is phenomenal. I would say the price of the iPad is justified even if you just use it for the HoudiniEsq App. It will pay for itself. I walk into court with just my iPad now.”
William Burns Esq
Bartlett Burns LLC
ABOUT LEAP LEGAL SOFTWARE

LEAP practice management software has grown from the belief that it should be fast and easy for legal practitioners to manage matter documents, accounting and billing, so they can focus on practicing law. LEAP is the world’s largest provider of legal practice management software for small firms; with clients across the United States, United Kingdom and Australia.

“"We changed to LEAP to move our technology forwarding allowing for access remotely so we could service the client more efficiently. Change is difficult, but I’m happy to report we are very satisfied with the program.”"  
Tanya Helfand  
Helfand & Associates

""LEAP certainly helps our cash flow. It is also helpful for me to use the LEAP time recording functionality to have a better understanding of my staff’s productivity. It is very easy to generate reports. I would recommend it to other law firms for its versatility and the ability to have everything in one place. I can also access documents from home and my iPhone...""
David J. Burbridge  
Shareholder, Knudsen Burbridge P.C.

""There are so many aspects of this software that help in the day to day operations. Everyone in the firm stays up to date and it has definitely helped in keeping things organized. It was an extremely easy transition for our firm to switch.”"
Anthony Allen  
Anthony Allen & Associates

“"LEAP allows me to save money because I do not need another office space for file cabinets. With a LEAP, I have a virtual office that allows me to have my practice in the car, home, or actually anywhere.”"
Frank J. Materia  
Attorney at Law, The Law Office of Frank J. Materia
ABOUT MITRATECH

Mitratech is the leading provider of fully integrated enterprise legal management solutions for more than 750 global legal departments of all sizes, including almost 40% of the Fortune 500. Mitratech’s offerings include integrated matter management, e-Billing, legal hold, contracts management, entity management and compliance solutions. Mitratech clients are able to prove demonstrable value creation for their organization by automating legal workflows, improving business outcomes through actionable data and insight, increasing collaboration with external partners, and reducing overall legal spend.

“Lawtrac gives us a way to show our value. As the number of litigation matters goes down, it shows the university the value of our pre-litigation advice, resulting in less litigation.” Eric Bentley
Associate General Counsel, University of Houston

“[Mitratech] absolutely understood the issues we have integrating with our Complex IT platform, took them on board and resolved them.” Willa Mawhinney
Compliance Manager, Allianz Ireland

“If not for DataStore and the Mitratech team, the process of providing sight of original documentation, and ensuring regulatory compliance would have been an impossible task.” Mike Pitts
ICT Director, Charles Stanley & Co.

“We now have the ability to see the entire legal department on a single platform.” McDonald’s

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Customer references from happy Mitratech users
VIEW ALL REFERENCES
ABOUT MYCASE

MyCase is a complete case management solution for your law firm, providing the tools you need to improve organization, increase efficiency, and scale your firm operations. With MyCase, all of your important case details - documents, contacts, calendars, emails, tasks, invoices - are available in a single, organized location. Try a free trial (no credit card required) at mycase.com.

"MyCase made it possible. I love to talk up MyCase to other solo lawyers because it really has made such a difference in my practice."
Thomas C. Orr Law Offices

“MyCase is a very affordable solution—and a powerful, full-featured one. It increases productivity by providing the ability to track progress on each case, thus ensuring the quality of work being performed.”
Derrick Watson
CEO, Watson Legal Support LLC

“MyCase tracks our clients and all their payments — it’s automatic. We don’t have to make sure things get entered or reconcile payments into Quickbooks. It makes our lives a lot easier.”
Cameron Hagen
Office Administrator and Legal Assistant, Boutique Law Group APLC

“Online payments has been a major benefit of MyCase. We send our bills out on Monday and our clients respond almost immediately.”
Curt Rogers
Office Manager, Foster & Rogers LLC
PracticePanther goal was to create a software so easy and intuitive that virtually no training or support was needed. Little did they know, but those goals carried and shaped them to who they are today. The original idea was to create an all-in-one business management software for all professions and industries. After months of hard work, writing thousands of lines of code, they finally released their first minimum viable product into the market in their beta phase. They received their first raving fans that helped shape who they are today. These early adopters and innovators gave them a lot of hope, and a lot of changes. So went back to the drawing board and kept innovating. They finished 2016 with a 97% satisfaction rating. With thousands of attorneys now in over 35 countries, and over 6 languages translated, PracticePanther needed a well-deserved UI update to support the new international attorneys. They revamped the entire user interface to make it even more user friendly, intuitive, and easier to use. The colors are simplified, and the pages are easier to navigate. All features and functionality are the same, just easier to use!

"I honestly love the intuitive design and user-friendly search functions. It just makes matter management and billing an absolute breeze.”

Jacqui Walker
Business Attorney, J L Walker Law

"My favorite thing by far is the intuitive interface. You can't overstate how important ease of use is in technology when it comes to legal professionals.”

Ross D. Gardner
Business Attorney, The Law Office of Ross D. Gardner

"The service is available anywhere and we can access and share our matters without losing the ability to work one-on-one with our clients.”

Warren R. Markowitz
Corporate Attorney, The Markowitz Law Firm

"It has helped save time and money because it keeps my firm’s calendars and finances all perfectly in sync with my open cases all in one place.”

Michael Ruttle
Immigration Attorney, Ruttle Law PC
ABOUT ROCKET MATTER

Rocket Matter helps law firms increase their revenue by more than 20% and offer better client service. Founded in 2008 as the first cloud-based product on the market, it offers an all-in-one legal practice management platform with the most powerful, easy-to-use time and billing software in the industry. With award-winning customer service based in the United States, it’s no wonder thousands of law firms love Rocket Matter.

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Customer references from happy Rocket Matter users

VIEW ALL REFERENCES

“Using Rocket Matter, our firm gained up to five hours of billable time per attorney per month”

Jeff Lewis
Attorney Broedlow Lewis LLP, Broedlow Lewis LLP

“I needed something intuitive, not complicated, and still loaded with features that I could grow into as my practice grows. Rocket Matter had all those things.”

J.J. Walker Seifert
Seifert Law, PC

“Moving to Rocket Matter from another system was really easy. It wasn’t complex and we transitioned fully in less than a week.”

Joseph W. Booth
Lawyer, Booth Family Law

“With Rocket Matter, my timekeeping woes are a thing of the past as I can enter time in my phone right from the courthouse. Billing only takes two minutes instead of the whole day, and bills are ready to be emailed or mailed to clients at a moment’s notice. Clients really like the detailed, itemized statements Rocket Matter produces, and the staff is...”

McKenna Cox
Herndon, Coleman, Brading and McKee
SmartAdvocate® is a fully integrated case management system designed for personal injury and mass tort litigation practice. Designed by personal injury lawyers who understand the challenges of case management in today’s fast-paced, highly competitive and technologically demanding world, SmartAdvocate® is a revolutionary software that will increase your practice’s efficiency and profitability. SmartAdvocate® combines the best database for managing personal injury files with internet-based features, most of which are not available in any other case management system. These software features will enable you and your practice to manage, store, track, classify and communicate in order to achieve the highest level of success.

"After an exhaustive search, our office chose SmartAdvocate® for our case management needs. It is a program designed by attorneys, specifically for personal injury litigation practices.”
Jessica M. Rurey
Paralegal, Stanley Law

"You guys are the best. I can’t begin to tell you how terrific your program is. I love to show my colleagues how I now manage my cases. Unbelievable. I am working with a law office consultant who has been blown away by the functionality of the program. She is recommending it to all her law firm clients. I am loving SmartAdvocate and I have customized it..." 
Michael P. McCready
McCready Garcia and Leet, P.C.

"It’s a great program. It is very user friendly and give a lot of options. The reports are great for keeping track of cases and their statuses. Note section is really awesome because we can pretty much note anything that is important for the case. We are really happy with this program! We have not had any huge issues with anything. It is easy to learn.”
Tanya Stevens
Buckley & Associates

"SmartAdvocate® has features that have changed the way we manage our cases and law firm, request and track medical records, track schedules and clients, and work in and out of the office.”
Sean Kelly
Senior Partner, Gruenberg Kelly Della

15 Customer references from happy SmartAdvocate LLC users

VIEW ALL REFERENCES
ABOUT THOMSON REUTERS ELITE

Thomson Reuters Elite is the leading global provider of end-to-end enterprise business management solutions that allow law firms and professional services organizations to run all operational aspects of their firms, including business development, risk management, client and matter management, and financial management. For over 60 years, they’ve demonstrated that they understand the business and financial aspects of firm operations with proven tools to increase visibility into performance and streamline processes for greater efficiency across the organization.

“We set out to gain more knowledge about our business and 3E has definitely helped us achieve that.”  
Kevin Hall  
General Manager, Al Tamimi & Company

“3E provides a solid, flexible framework, backed by the reliable, ongoing support we needed to make our goals a reality.”  
Mary Fraizinger  
Chief Financial Officer, Gardiner Roberts LLP

“Our lawyers now receive proformas in minutes, and because they are able to edit them electronically, they can return them for billing in a matter of hours. Without Design Gallery, we wouldn’t be able to include key information on our proformas. Attorneys have fewer follow up questions because the data is right at their fingertips.”  
Stephanie Ward  
Financial Systems Manager, Moore & Van Allen

“It is going to be easier to evaluate attorney productivity with 3E, because reports are more reliable and truly reflect the real-time status of our operations.”  
Steve Bassinger  
Director of Accounting, McKool Smith
ABOUT TIME SOLV

TimeSolv is developers of time billing software. Since 1999 they have been providing user-friendly invoicing, time tracking, and project management software. Their software works in the cloud, as well as on MACs, PCs and mobile devices, which means you can work both online and offline.

Customer references from happy TimeSolv users

"TimeSolv has made keeping track of billable time and the invoices extremely easy. Everything you could need is included with TimeSolv. It is easy to navigate and user friendly."

Jason Shoup
Hanor Law Firm

"Easy to use, the billing process is super fast. I moved from a slow and buggy desktop legal practice program, while functional was utterly infuriating to TimeSolv, which has been a revelation. By far, the best time and billing product I have used or reviewed."

Avi Firsch
The Law Office of Avram E. Frisch LLC

"We've loved working with TimeSolv to help build out our billing and compensation infrastructure. They're extremely responsive and willing to help guide us through features, and even build in features that we request and they think will add value to their user base."

José Añer
Egan Nelson LLP

"We rarely encounter any difficulties with using TimeSolv (and when we do, it's usually something we have overlooked.) But when we need help, that help is there immediately. They are meticulous, thorough, and courteous. It is a pleasure to work with them."

Janice Bader
Symbus Law Group
ABOUT ZOLA SUITE

Zola Suite is a comprehensive, cloud-based legal practice management software that brings next generation capabilities to solo, small and mid-sized firms. Within this intuitive interface, you can operate your law firm like a business with cloud 2.0 features including built-in email and accounting, robust calendaring, document automation, document and matter management, and dedicated mobile applications. Propel your practice with the Power of ONE.

"We researched what program to switch to for a long time before we decided on Zola. It has all the functions in one place that we require for our law firm. We absolutely love the customer service. Any time we have an issue or notice a function that we wish Zola had they immediately take care of it and even add the functions we prefer."
Kasondra Smith
Smith Law Firm

"Zola gets rid of a lot of duplicate effort and trips across the office to talk about what's been done because everything is just right there."
Sam Cannon
Managing Member, Cannon Hadfield Stieben & Doutt, LLC

"Zola is perfect for firms that are looking for an end to end solution. It's very easy to use and implement. Email integration makes it a game changer. Other features we really like are ability customize searches and reports, creating custom workflows and checklists and business card scanner on the mobile apps."
Michael Kohan
Kohan Law Group

"As a practice management solution, Zola offers us an attractively designed, comprehensive suite of tools integrated into one browser window (or mobile app), available on-the-go, from any location with access to the Internet. Getting started with Zola was easy and, unlike other products we've used, did not require the added expense of expert consultants to..."
Ben Brouwer
Lennington Law Firm, PLLC