

Downs Rachlin Martin, PLLC Achieves a Higher Level of Client Service with DocXtools Companion

Downs Rachlin Martin, PLLC is the largest law firm in Vermont and one of the largest firms in northern New England, employing more than 130 people, including approximately 75 attorneys and legal professionals. They represent clients nationally and internationally, offering a broad range of services ranging from business to energy and environmental law to trusts and estates. Despite the firm's growth and international expansion, Downs Rachlin stands by its rural roots and commitment to protect historic Vermont values: integrity, reliability, and hard work.

Challenge

Until recently, Downs Rachlin performed editing and cross referencing manually within Word. This was particularly challenging when a problem document would appear towards the end of the day and their team would have to scramble to find and correct all of the inconsistencies. Downs Rachlin knew Litera by their reputation for providing legal technology, but didn't realize they offered solutions that were affordable for smaller firms. It wasn't until the team at Downs Rachlin participated in a webinar of DocXtools Companion that they began to seriously explore a relationship. "During the webinar it became apparent how impactful this technology could be for our firm. We were 'wowed' by the capabilities and during the presentation we learned that it might be more affordable than we had expected," said Karen Norman, IT Director of Downs Rachlin.

Solution

They initially signed up for a small pilot for ten users with the thinking that they would test the product on a small scale and expand if they saw the value. "Frankly, we were a little skeptical. Demos always look good, so we wanted a proof of concept before fully buying in. Members of our firm kept saying 'this looks too good to be true'," said Norman. "When we received the product it was very easy to start using right away. As soon as our team used it, the skeptics fell in love with it. There are people in a law firm who aren't easily impressed and they were saying 'this is amazing.' It was catching errors and inconsistencies we never imagined software would pick up and it was doing it instantly," she added. Downs Rachlin tested it by giving it to those people that had the heaviest workload. It was used on long complex documents. "During the pilot phase we had a long document that an attorney used native Word on. It wasn't picking up the changes, so the secretary said, 'Let me run it through DocXtools Companion.' It picked up everything and we were totally sold," explained Norman.

By November, Downs Rachlin had expanded the relationship to provide user access to the entire firm. "What's great about working with Microsystems is that behind such great technology is an equally effective layer of customer support. Once, when our Word experts and trainers were out of the office, a few of us were having problems with a document and didn't know what to do. We sent it to the Microsystems DocER and they fixed the problem with incredibly quick turn-around time," Norman added.

About Downs Rachlin

The largest law firm in Vermont, Downs Rachlin has offices across Vermont in Brattleboro, Burlington, Montpelier, St. Johnsbury, as well as Lebanon, NH.

- Represents clients nationally and internationally, offering a broad range of services ranging from business to energy and environmental law to trusts & estates.
- Solution: DocXtools Companion
- Challenge: Downs Rachlin had been editing and cross referencing manually within Word. This was particularly challenging when a problem document would appear towards the end of the day and their team would have to scramble to find and correct all of the inconsistencies.
- Outcome: DocXtools Companion enables Downs Rachlin to do more, to be more efficient, and to deliver a higher level of work and service to clients. Now when they get a problem document late in the day, it goes out to the client on time without errors.

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Outcome

Downs Rachlin tested the software with a man-versus-computer test. In-house trainer Marcia Kuhn edited a document manually to see how long it would take. After more than an hour she ran the same document through DocXtools Companion and it caught every error in under 60 seconds. "That test illustrated the kind of time savings that DocXtools Companion delivers. It allows us to do more and be more efficient, but it also empowers us to deliver a higher level of work and to give our clients a higher level of service. Now when we get a problem document late in the day, it goes out to the client on time without errors. This gives everyone at our firm incredible peace of mind and it's why I recommend Microsystems to friends and peers at other firms." Norman concluded.

About Litera

Litera is the leading provider of software for drafting, proofreading, comparing, repairing, and cleaning documents in the legal and life sciences industries worldwide.

Our core products empower users to generate, review, and distribute high-quality content quickly and securely, from any device.

Today, Litera supports thousands of document-intensive organizations across the globe, helping them satisfy the complex demands of clients and regulators.

Karen Norman

IT Director
Downs Rachlin Martin, PLLC

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