



LAW FIRM ALIGNS BUSINESS OPERATIONS TO
CLIENT NEEDS WITH A CENTRALIZED, FIRM-
WIDE SYSTEM FOR IMPROVED PRODUCTIVITY

BACKGROUND

Acrowire collaborated with Hunoval Law Firm to provide strategic, firm-wide guidance and tactical execution through improved process and technical capability. During a time of a weakening economy, business savvy clients and alternative fee arrangements, Hunoval Law Firm sought to alter their structure and operations in order to meet client expectations.

Hunoval services clients seeking default legal services, real estate closings or creditors' rights in Virginia, West Virginia, North Carolina and South Carolina. Hunoval's infrastructure must be flexible enough to accommodate the way they interact with each account.

The existing IT infrastructure was functional, but partners were frustrated by service incidents that ranged from unexpected outages to deleted emails. Locating documents and managing internal communications was cumbersome and problematic. The firm lacked transparency in communications, causing severe breaks in workflow and oftentimes, the firm's attorneys and support staff were out of sync because they lacked a robust shared calendaring system.

There were no set processes making it difficult to identify and remove errors and minimize variability. Continuing to upgrade their technologies put Hunoval at risk of lengthened downtime, and their overall platform did not support new business growth.

HUNOVAL LAW FIRM CASE STUDY

APPROACH

With multiple business functions in need of change, Acrowire was engaged to evaluate the existing technical environment and design a solution to empower users and deliver tangible benefits to the firm. Acrowire focused on three key areas: collaboration, process innovation and document management. The following tasks were identified:

- Improve service delivery by implementing an extranet for vendors and suppliers
- Implement an internal portal to deliver information and resources in a consistent and unified manner across the organization
- Increase efficiencies and reduce the time cases move through the steps in the resolution process
- Enhance the ability to track and monitor key operational metrics such as case resolution time and document defect rates
- Develop a more robust, yet easily accessible document management system



THE HUNOVAL LAW FIRM

Number of Offices: 3

Firm Size: 90 Employees

The Hunoval Law Firm, PLLC services clients in North Carolina, South Carolina, Virginia and West Virginia. The firm specializes in default legal services for banks, lenders, servicers & investors as well as real estate closings. Clients range from Fortune 500 companies to private equity funds of all sizes. The Hunoval Law Firm leverages cutting-edge proprietary technologies and Six Sigma process analysis to deliver best-in-class operational efficiencies and provide cost effective solutions that strengthen their clients' bottom line.

ARCHITECTURE

Collaboration: To facilitate internal and external messaging and communication, Acrowire implemented Microsoft Office 365™. The Office 365 platform is a cloud solution which streamlines the firm's email management, instant messaging and collaboration. Acrowire helped Hunoval consolidate their operational reporting, Intranet, and Extranet on a single web-based platform.

Process Innovation: Using the Six Sigma© framework, Acrowire created a disciplined, data-driven approach and methodology to eliminate defects in processes, while continuing to improve processes to meet a higher quality level.

Document Management: SharePoint Online within Office 365™ was implemented enabling workflow, version control, audit trail, and backup/recovery. A centralized portal provides easy access to documents and information and are automatically saved to create less downtime.

OUTCOME

Acrowire integrated SoftPro©, Perfect Practice©, and client data feeds onto one platform for secure and easy-to-use solutions. A new level of flexibility and performance was realized, all with decreased cost of production and increased efficiencies. By moving to Office 365™ and leveraging Microsoft's cloud offerings for Exchange, SharePoint and Lync, Hunoval is able to recover up to 60 IT hours each month of time spent supporting and managing the on-premise server infrastructure and reduce maintenance and support costs by 37%. Internal and external teams are now interconnected decreasing redundancy. Collaboration is enhanced through new capabilities to develop detailed timelines, reduce errors and better business process visibility.

Hunoval now operates within a more productive, transparent and efficient environment allowing the firm to meet the demands of the changing economy and client expectations.

