



**Locke Lord Improves Docketing
Efficiency and Accuracy with
ALN's eDockets**

Case Study

October 2019



The Firm's Docketing Challenge

Inheriting disparate IT systems is par for the course in law firm mergers and acquisitions. Integrating legacy systems into new solutions that support a firm's growing needs is a major challenge that impacts attorneys and staff alike.

Am Law 100 firm Locke Lord understands this challenge all-too-well as one of the law firms most active in pursuing M&A opportunities. After several acquisitive years, the firm found itself burdened with four different docketing systems. Each system focused on different jurisdictions, did not integrate with other platforms and had very different capabilities.

Operating across multiple systems with various processes was a challenge for Locke Lord. The firm was managing multiple systems and calendars. Further, it also was becoming unsustainable to maintain the technology and training needed for multiple systems, particularly for a docketing team supporting more than 400 litigators across the global firm.

The Solution

It was clear early in the evaluation process that none of the legacy docketing systems had all the capabilities Locke Lord required. The firm needed an all-in-one platform with regional solutions that could support multiple jurisdictions; offer seamless document automation with the courts; improve calendaring functionality; and operate based on current and accurate court rules. During the comprehensive evaluation process, only one system significantly distinguished itself as the solution that fit all of the firm's criteria: ALN's eDockets.

"We have a large population of attorneys who have come to trust eDockets because it is so accurate and on point. It's quite dynamic."



- Eric Boyd
Director of Litigation
Support and Docketing,
Locke Lord, LLP

After a multi-month implementation process due to multiple conversions, the eDockets system proved to be an efficient and accurate solution nearly right away.

According to Eric Boyd, Locke Lord's director of litigation support and docketing, "eDockets is streamlined and intuitive. When court documents are downloaded, they are automatically saved into our document management system, attorneys' calendars are updated, and all individuals involved in the matter are alerted to changes by email."

The fact that ALN employs its own group of licensed attorneys who research, analyze and disseminate court rules and write documentation weighed heavily in eDockets' favor. While other docketing firms outsource this function, the Locke Lord team felt more assured with the ability to interact directly with a court rules attorney team tied to the product they support. "This makes us more confident because it shows they have more skin in the game," Boyd adds.

The Locke Lord team noted that the court rules contained in the eDockets system have proven to be current and accurate. In one instance, an office managing partner compared a mail service deadline in eDockets against another source as it reported inconsistencies; after a detailed analysis provided urgently after business office hours, eDockets proved to be correct.

Overall, eDockets has improved the ability of Locke Lord's docketing team to focus on more strategic initiatives and less on process. Similarly, feedback from attorneys and other users has been extremely positive. With the ability to pull up accurate documents faster, find useful links embedded in their calendar invitations, and customize alerts to their preferences, the firm's attorneys are able to be more efficient and provide greater value to clients.

"eDockets has increased our efficiency and made our jobs much easier by decreasing the amount of time and effort necessary to docket a matter accurately," adds Boyd. "ALN's technology makes us feel more confident."

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