

# BAKER BOTTS



## **Baker Botts Centralizes Docketing Process while Increasing Efficiency and Mitigating Risks with ALN's eDockets**

**Case Study**

July 2020



## **Background**

Baker Botts is an Am Law 100 international law firm that has been in operation for 180 years. Headquartered in Houston, Texas, the firm has approximately 750 lawyers throughout its 14 global offices. Since its founding, the firm has served leading industries and individuals while staying at the forefront of emerging technologies.

Baker Botts began working with American LegalNet (ALN) in 2017 as the firm established a need for a structured critical dates management tool and process. ALN's eDockets litigation docketing platform is cloud-based with a modern and flexible architecture which was a key factor in choosing the product.

## **The ALN Difference**

Selecting a new litigation docketing solution can be complex and difficult because of the number of factors that affect this important risk tool. These include technology, rules, and just as importantly, TRUST. In an industry with offerings that, at first, look and sound the same, our product will demonstrate that NOT all docketing providers are the same. There is a difference, and at ALN we pride ourselves on providing not only the most advanced technology and the utmost accuracy in our rules, but also continuing to build our reputation for outstanding support and partnership while adding unique value for our clients.

*“With ALN’s client-first approach, we are a trusted advisor helping our clients leverage technology to achieve their docketing objectives. By hiring only the best and the brightest we know that we are able to deliver more value to our clients. We believe in diligence, commitment, and unquestionable integrity, putting the needs of our clients first. We are often described as fanatical about our clients because it is such a core part of our passion and focus. We realize that at the end of the day, our success as a company is directly tied to our clients’ success. Although we are a technology company, we pride ourselves in knowing that the people are even more important than the technology. We are committed to being there for our clients, coming through for them - especially when they need us most,”* states Erez Bustan, Founder, CEO and President of American LegalNet.

*“At the end of our evaluation process the decision was made to go with American LegalNet’s eDockets. The ALN team committed the time to assess and understand our Firm’s litigation docketing needs and requirements and demonstrated ways in which their solution could complement our process and protocols. The system was set up and configured based on firm business and legal requirements, not forcing us to follow their workflow, but instead complementing ours.*

*eDockets rules-based calendaring has thus far been a success and the ALN eDocket Rules Team is very responsive to inquiries. Our litigation docketing department tracks hundreds of changing dates and deadlines for our litigators, and eDockets calendars all activity efficiently and can systematically provide Outlook calendar appointments and reminders.”*

– Lance Richards



**Lance Richards**  
Senior Manager of Business  
Intake and Conflicts, Baker Botts

## **Approach**

Prior to engaging ALN, Baker Botts utilized a decentralized litigation docketing process for docketing and calendaring events. Manual calendaring in Outlook was performed by legal staff who ensured dates were calculated consistently within the existing rulesets. The firm determined that a more structured process was needed to track and manage events due to the time-consuming effort taken to gather and process information from many people and departments. With this in mind, Tracy Hallenberger and Lance Richards looked for a solution to meet the Firm’s needs and requirements.



**Tracy Hallenberger**  
Chief Knowledge Officer, Baker Botts

*“The firm determined that a more structured process was needed to track and manage events due to the time-consuming effort taken to gather and process information from many people and departments.”*

## Solution

After speaking with several law firms and evaluating docketing software, Baker Botts determined that eDockets was the right fit for its business needs. The San Francisco office was the first location to use the software and has since expanded its use with the goal of docketing every litigation case with the new tool. Several factors led Baker Botts to choose eDockets, including the Firm's desire for a cloud-based solution with comprehensive, up-to-date rules. The Firm also preferred eDockets' interface and other user-friendly and user-focused features.

## Implementation



**Jennifer Chang**  
Senior Docketing Specialist,  
Baker Botts, Baker Botts

*"As with the implementation of most new systems, there were some challenges along the way, but the eDockets service and support team worked well with our team which resulted in meeting our project plan in terms of adopting the program and going live. We had to internally establish the appropriate workflows and policies, starting with IT and Security teams, and then move to the docketing particulars.*

*The Firm began the process by docketing a few cases while comparing the system's deadlines to eDockets rules sources to ensure they were correct. Once the Firm was satisfied the rules were accurately applied, we continued to add more cases and the transition went smoothly in part due to the tremendous aid provided by our ALN Project Manager."*

- Jennifer Chang

Post-implementation, ALN's support team has met Baker Botts' expectations. Participating in the eDockets User Group has also been very beneficial due to the large number of eDockets clients. The group offers an extensive network of peer resources to communicate collectively regarding eDocket's experiences and product roadmaps. Hands-on training and support have also helped with establishing the Firm's new centralized litigation docketing system. ALN's Kevin Pray, Senior Director of Product Management and a former Docketing Manager, provided on-site consulting support.

## Risk Management

Risk Management was a primary driver in the decision to implement an automated system and a major influence in choosing eDockets as litigation docketing and calendaring is a significant component of risk management for law firms. eDockets is one of many components of Baker Botts' risk management strategy.

### About American LegalNet, Inc.



American LegalNet (ALN) was founded in 1996 and is a trusted partner to law firms, empowering them with innovative workflow management technologies that help mitigate risks, increase operational efficiencies and reduce costs so they can focus on their core competencies. Today American LegalNet is the premier provider of “Desktop to Courthouse” workflow solutions that include eDockets, Docket Direct, Forms Workflow, Smart Dockets, Docket Alerts and eFiling Portal. American LegalNet is based in Los Angeles. For more information, visit [www.alncorp.com](http://www.alncorp.com) or email [sales@alncorp.com](mailto:sales@alncorp.com). Follow us on Twitter @ALN3, LinkedIn and Facebook.

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