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- Glenn Koszka,
Executive Director,
ChamberlainD’Amanda

**Success with RainMaker - CASE STUDY:
New York Firm Cuts Billing Process by 25% and Saves on Maintenance Costs**

With offices located in Rochester, Syracuse, and Penn Yan New York, ChamberlainD’Amanda is a mid-sized general practice law firm established in 1879. Now, more than 125 years later, ChamberlainD’Amanda’s team of attorneys has expanded and are able to assist with a wide variety of business related legal issues including; Corporate, Creditors’ Rights, e-Commerce, Intellectual Property, Litigation, Non-Profit, Real Estate, Securities, Succession Planning and Tax Law. Additionally, the firm services individuals in; Bankruptcy/Debt Relief, Elder Law, Family Law, Litigation, Personal Injury, Real Estate and Trusts & Estates. Additionally, ChamberlainD’Amanda provides counsel in a wide variety of labor matters including; Labor Law, Employee Benefit Plans and Employment Litigation.

The Challenge: What Are the Options?

ChamberlainD’Amanda was running a time and billing system, and like many other firms, they were not happy with the software’s capabilities. The financial reporting system was not intuitive, and there was inflexibility within the financial management modules (the core software for the accounting department) and the firm incurred an incredibly high cost for maintenance. With clearly defined goals, the firm began evaluating software providers for a new system.

One of the most important goals to remember when implementing new time and billing software relates to the accounting department and their ability to shorten the billing cycle; in other words, getting the invoices to clients in a timely fashion. Additionally, the firm’s accounting department needed a way to simplify and streamline the entire billing process. Efficiencies such as flexible bill preparation, centralized billing, monitoring of bills and past due worksheet progress were on the list of desirables. The accounting department was spending far too much time on the “steps” necessary to complete simple bill generation and not enough time actually billing.





One of ChamberlainD’Amanda’s new software requirements was for the ability to format custom bills to respond to client and shareholder needs. The firm’s administrators were unable to generate custom bills or reports from “on-demand” requests. With the former software, the firm had to contact the software vendor in order to reformat a standard invoice type. As a result, they incurred additional charges and delayed billing cycles.

The firm also needed a software vendor to be able to provide flexible and customizable reporting. The firm wanted the ability to create and save monthly reports per attorney. The accounting staff spent an excess amount of time re-keying and transferring information into spreadsheets. They were locked into a redundant process of generating the same custom reports each month, but they could not save or even update the reports with the latest information.

ChamberlainD’Amanda wanted to accomplish more with the resources available. At the time, the firm did not have “best practices” established for use for similar matters. Nor did they have standardized documents to be used for similar tasks. As learned earlier, they did not have automated reporting or even reporting they could tailor in-house. And they certainly did not have automated scheduling and “next step notification.” It was evident that they were spending too much time and money going through processes that did not add to the bottom line.

Finally, the firm stressed that they wanted to reduce the cost of software maintenance, as they were spending far too much in years past.

The Solution: Finding the Right Fit

After all goals were determined, the firm decided to evaluate three vendors. After much consideration, the firm chose RainMaker Platinum. “Our software maintenance was far too expensive and the customer/technical support was not sufficient. We were impressed with how user-friendly and customizable RainMaker’s solution was, and we factored that into our decision,” explains Glenn Koszka, Executive Director.

The Results: Just What We Wanted

After the implementation of Platinum, the firm started to see the benefits of the software system. When generating bills, the accounting department was able to establish default criteria which can be used each month, therefore decreasing the amount of time spent generating bills.





Once bills are generated; attorneys can review, edit and list instructions for corrections, changes or transfers to the staff. During a billing cycle, staff can merge the existing pre-bills with the new month bills without duplicating any entries or removing them.

Now, with Platinum, client and partner requests are significantly easier to provide. When a client requests a custom bill type or special report, the staff is able to select the desired criteria for the report, and then produce it. The firm's staff is no longer limited by the system's capabilities. Through Graphic Bill Designer, the accounting department can create any type of custom invoice, all with drag and drop technology.

Instead of manually re-keying and transferring data into spreadsheets, the accounting department is able to output any report directly into a spreadsheet complete with drill-down to detail. Reporting is virtually unlimited with RainMaker Platinum because the firm is able to create any report type they need.

Now, the firm can accomplish more, and the Accounting department's billing process is more efficient than before. They have streamlined many procedures to create "best-practices." For example, when opening a new matter or project, staff can select the type of matter/project from a drop-down list, which pre-populates a template for that specific matter or project type with all standardized workflow processes including dates, deadlines, documents and responsible parties. Through the automated message system, the accounting staff is able to keep track of bills and/or overdue items.

At the End of the Day: The Choice was Easy

With RainMaker, ChamberlainD'Amanda has seen their billing process shortened by an average of one week (forty hours) per month. Glenn Koszka says, "We can close on the first of the month, distribute pre-bills the next day, then asking attorneys to get them back to the accounting department in a week. Bills started rolling in quickly—therefore most bills were out the door in record time. The bills are easier to understand and read, and the process takes half the time it used to."

The firm is also realizing the simplicity of creating custom bill designs and report types. In the past, all bill designs were created by in-house staff with Graphic Bill Designer. Controller Stephanie Kron states, "Before, we would have to call customer support when customizing bills or reports." Not any longer. As a result of implementing RainMaker, ChamberlainD'Amanda is able to respond to client and shareholder requests immediately, saving money and time.





And the benefit of custom reports that can actually be saved? “RainMaker’s reporting module is top-notch. In the past, we had to re-key and re-develop reports. We had to document the steps and repeat them each month. Now, we can simply save the report using the attorney’s initials and re-use it each month,” explains Stephanie Kron. With RainMaker, the firm can save as many custom reports as needed. Kron goes on to explain, “The reporting is user-friendly and intuitive and we have a lot of leeway to create and design ad-hoc reports.”

ChamberlainD’Amanda has significantly improved their “best practices” in terms of client billing and accounting. As a result, “With the ‘cleaner process’ we were able to get our clients what they needed, and we could accomplish this in a simple, expeditious way,” states Glenn.

Finally, Glenn comments, “In terms of client value, the bills are easier to understand and read; the entire billing process takes significantly less time than it used to. Also, I am saving approximately \$8,000 annually on my maintenance with RainMaker, which greatly benefits the firm as well. For us the choice was easy.”

Write Your Own Success Story

To learn more about the RainMaker Platinum Solution, please contact the sales department at 800.341.4012 x3413, legalinfo@rainmakerlegal.com or www.rainmakerlegal.com/contactus/.

