

## Exceeding Expectations: Shows, Cali & Walsh, L.L.P

Users: 31  
Locations: 2  
Prior Platform: PC Law



Shows, Cali & Walsh, L.L.P. (SCW) is a general practice, full-service law firm headquartered in Baton Rouge, LA. With nine attorneys and a supporting staff of more than twenty, working from two locations, in 2023, SCW is celebrating its fortieth anniversary. The firm focuses on collections, civil litigation, bankruptcy, and real estate. SCW represents individuals, businesses, and government agencies.

### Tech Background

For over twenty years, SCW used PC Law to manage its matters, time entry, and billing. When initially deployed, PC Law met the firm's needs, but as the firm grew and its volume increased, it found the product failed to keep up with modern technology and case demands.

Partners and staff complained the system was slow and often bogged down. In addition, the lack of product and customer support caused the firm to consider changing.

Michon Miller, Accounting Manager at SCW, has been with the firm for twenty years. When the partners decided it was time to research alternatives to PC Law, they tasked Michon with the primary responsibility. She was highly aware of how difficult change could be for a busy practice.

### The Process & Implementation

SCW engaged Circle Management Group (CMG), a legal tech consulting firm, to help them analyze their needs and select product options. After thoroughly evaluating the firm's processes and workflows, CMG suggested Leap, Perfect Practice, and ZenCase. Ultimately, the firm was convinced that ZenCase's product and pricing were the best choice.



Ms. Miller said: "We were all very nervous about it. We had been with PC Law for a long time and had so much information stored in it. The partners were very nervous about losing information and losing data. But the process was extremely smooth. CMG helped us with the data migration and transition. It took a couple of months but was within the timeframe the partners were told and agreed to. We felt it went fast and extremely smoothly. We had no issues with any data being lost or corrupted."

### Getting Comfortable with ZenCase

Once SCW's data was migrated and the setup completed, ZenCase offered multiple training sessions. While getting everybody in one room simultaneously is difficult, ZenCase's flexibility enabled us to train the entire staff within a week. Surprisingly after the training, the staff and the partners didn't have many questions. They understood everything. ZenCase is very user-friendly, and I've been shocked at how well everyone responded to the change and now likes working in ZenCase.

"Since I manage the firm's accounting, I received additional training and was well prepared to run the firm's accounting through ZenCase and QuickBooks."

We haven't had any complaints about anything. If the attorneys or staff have questions, the ZenCase team has been very responsive. They've been receptive to our suggestions, and the entire experience has been a complete '180' from the quality of support we received before."

## How ZenCase Changed SCW

Before ZenCase, several attorneys were still tracking their time on paper and turning them over to a staff member to input. When ZenCase was implemented, the firm committed to entering time electronically. Now, they are realizing the efficiencies of timely, electronic time entry. The attorneys like the ease of the process and have come to enjoy it. They appreciate how easy it is and how it is more time efficient for everyone.

For Michon, she found ZenCase to be less time-consuming. She said:

*"I do all of the billing for our clients, and the process is so much quicker. I'm able to get the bills out to our clients promptly, and we're getting paid much faster."*

## In Conclusion

SCW has found the product and support they've received from ZenCase and CMG completely different than the experience they had received in the past and exceeded their expectations. Ms. Miller shared:

*"Circle Management was terrific from start to finish by assisting us in making the right decision and providing a smooth transition of our critical client data. The ZenCase support system is just phenomenal! The partners are delighted with the customer service, which was a huge reason why we switched in the first place."*