

75% increase in billable hours for Nyhus Law's paralegal

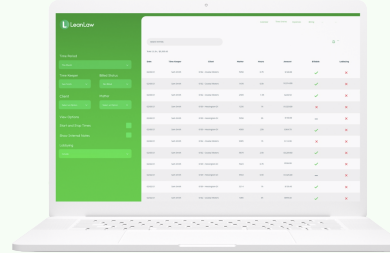
The Challenge

Chris Nyhus struggled to get one of the paralegals in his office to increase her billable hours. “She would bill four hours a day, although she would be working seven or eight hours on billable client work. In order to fill up a day of billable time, she ended up working overtime. She had already done the work. She just needed to capture that billable work that she was already doing.

“It’s my determination on what gets billed, but I can’t consider billing an employee’s work if it isn’t captured.” Chris needed to provide perspective on how to enter billable hours.

Benefits of LeanLaw

- LeanLaw timekeeper productivity report shows data in real-time
- Adjustments / Write Down Feature tracks the difference between hours tracked and hours billed
- LeanLaw provides a clear productivity metric and therefore, a path to fix productivity issues



The Solution

The LeanLaw timekeeper productivity reports were an important tool for Chris to show the paralegal why it was important to record time, even in fixed fee matters. “It helps to see where we’re efficient and where we’re not. If we’re losing our shirt on some flat fee items, I want to know.”

By using LeanLaw, the paralegal more deeply understood billing best practices. Once she could see the value of her time and its value to the clients, she was able to better report her hours and increase her productivity.



Increase of 75%
Paralegal increased her billable hours



Real Time Data Productivity report
shows metrics on billable hours



Goal Setting with LeanLaw reports,
law firm employees have tangible goals



“LeanLaw is the tool we used to show employees the metrics to increase productivity. LeanLaw caused the lightbulb to go on. I have to treat my employees better than they would be treated at another law firm in order to retain them. LeanLaw helps you do that.”

- CHRISTOPHER J. NYHUS, NYHUS LAW FIRM