

# Walters Gilbreath, PLLC Achieves Seamless Billing and Unprecedented Collection Rates with LeanLaw's Lean Align

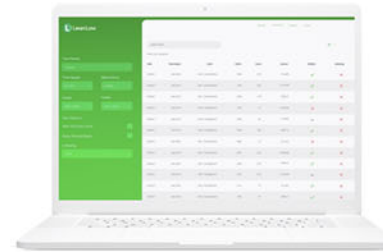
## The Challenge

Walters Gilbreath, PLLC, a 23-lawyer family law litigation firm, struggled with a time-consuming and inefficient billing process that led to numerous client inquiries and confusion. Each billing cycle, the firm would send out 300-350 invoices, with approximately 10-15% of clients responding with questions about their account status and the amount owed.

Answering these questions required significant time and attention to detail from the firm's legal operations director, often taking 3-4 hours per query. The firm attempted to build a custom management software solution, but even after a year of development, it failed to provide the necessary utility and reliability.

## Benefits of LeanLaw

- Reduced client inquiries about invoices from 10-15% to virtually 0%, saving dozens of hours per week
- Streamlined billing process, transforming it from a major undertaking to a hands-free operation
- Improved collections rate, potentially becoming the best among medium to large-sized law firms in the state



## The Solution

By adopting LeanLaw's Lean Align feature, Walters Gilbreath, PLLC eliminated client questions about billing by including invoice account summaries within the body of their custom-built emails. The ability to customize email content and invoices, embed payment links, and provide detailed account summaries within the invoices preemptively addressed client concerns.

LeanLaw's automatic trust accounting, evergreen replenishment, and real-time reporting features further simplified the firm's financial management. As a result, the billing process transformed from a major time sink and source of anxiety to a hands-free operation.



From 10-15% detailed client questions to essentially zero



Streamlined billing process



Improved collections rate



"Prior to LeanLaw, we attempted to solve many of these core problems by building out a bespoke management software with a team of software developers and ERP subject matter experts. Even after more than a year of continuous work, that project was still not able to offer the combination of utility and reliability we needed."

- Ian Ebmeier, Chief Operating Officer Walters Gilbreath, PLLC