



LAW FIRM CONTINUES 160+ YEARS OF EXCELLENCE WITH HELP OF ROBUST CONTENT LIFECYCLE MANAGEMENT TOOLS

For well over a century, companies and individuals have relied on McCarter & English, LLP, for counsel in a wide range of practice areas. To help serve those clients with distinction, McCarter attorneys rely on a powerful set of IT tools. When tools long used for document comparison and metadata cleaning proved unreliable, the firm replaced them with Litéra's Change-Pro® and Metadact®. Now, the firm's attorneys, staff, and IT professionals are working more productively, and the firm is better positioned for future IT enhancements.

PROFILE

McCarter & English, LLP, has been providing legal services since 1844 and today is the oldest law firm in the state of New Jersey. It employs 850 people and has offices in Newark and six other U.S. cities.

SITUATION

The firm struggled with compatibility problems that surfaced in its document comparison and metadata cleaning applications following a major software upgrade.

SOLUTION

The firm replaced the incumbent applications with Litéra's Change-Pro® and Metadact®.

BENEFITS

- Greater productivity among legal professionals
- Higher efficiency for IT personnel
- Reliable, intuitive user experience
- More integrated IT infrastructure for easier future upgrades

PRODUCTS



SITUATION

Established more than 160 years ago and employing over 400 attorneys, Newark-based McCarter & English, LLP, is the oldest law firm in the state of New Jersey, and one of the oldest in the United States. It has received numerous awards for its pro bono contributions, commitment to diversity, and environmentally sound workspace practices. McCarter clients have included private and public institutions of all sizes as well as many notable individuals, among them Thomas Edison, whose counsel of record was the firm's founder, Thomas Nesbitt McCarter.

To retain the firm's long tradition of distinguished service to its clients, the IT professionals at McCarter work hard to provide attorneys and other staff with a consistent and reliable infrastructure for document development and management. For example, since the early 2000s the firm has maintained a Citrix-based thin-client, virtual-desktop environment, currently running on Windows Server 2008 and implemented in a hardened data center that is located remotely. With this infrastructure the firm was able to maintain normal operations after Superstorm Sandy shuttered the firm's headquarters in Newark, New Jersey, and several of its satellite offices.

"Though our offices were closed, anyone working where they could get power to their laptop had normal access to documents, data, and other IT services," explains Joe Davis, Applications Manager at McCarter & English. "That scenario illustrated clearly how our philosophy drives our practice of IT services, making them something our attorneys can depend on, no matter what."

Sometime before that, however, another IT scenario portrayed a different picture.

Following a major software upgrade, the firm's incumbent applications for document comparison and metadata cleaning did not work as they should. "We had moved to the latest versions of the applications in concert with the upgrade, but at random times and on random documents the comparison functionality failed," Davis explains. "Metadata cleaning was less problematic, but it, too, was less reliable than it had been in the past."

As a result, attorneys and staff were forced to spend time and energy dealing with the problems and consulting the help desk. When the help desk escalated the problems, Davis's team had to get involved, and that resulted in something worse than wasted time.

"When an application doesn't work, it puts our credibility on the line," Davis says. "That strains the relationship between our team and our clients—the attorneys, legal secretaries, and other staff we are committed to supporting."

SOLUTION

McCarter had used the incumbent document comparison and metadata cleaning products for a long time and enjoyed favorable relationships with the vendors. But after struggling with the compatibility problems and overall product instability for months, Davis and his colleagues knew it was time for a change.

They looked first at Change-Pro TDC and Metadact, from Litéra®, given that Innova™, its numbering and template automation platform, had been in use at McCarter for many years. And in those products, Davis explains, his team found the reliability and functionality they needed, and more.

"We like the commitment to support that Litéra showed during our evaluation of the products and over the years that we have used

“Users say that the Litéra applications simply do what they need them to do. They’re not having to put their work on hold while they consult with the help desk.”

Joe Davis
Applications Manager
McCarter & English, LLP

For more information on McCarter & English, LLP, visit: www.mccarter.com

For more information on Innova and other products from Litéra, visit: www.litera.com

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Innova,” Davis says. “That kind of support is particularly important at McCarter, where we are taking products designed for use on physical desktops and deploying those products into a virtual-desktop environment, with the additional complexity that involves.”

BENEFITS

With its firm-wide deployment of Litéra Change-Pro and Metadact, McCarter is discovering benefits at the user and IT level alike.

Up to speed, rapidly

From the outset, users embraced the Litéra products, easily. “The expression ‘time is money’ is nowhere more true than in the legal profession,” Davis says. “Many firms can be reluctant to introduce new technologies that would require attorneys to spend precious hours in classroom or on-the-job training. But for Change-Pro and Metadact, our attorneys and staff needed very little training, because they found the tools to be so intuitive.”

Help-desk calls down, productivity up

That same user comfort level applies in day-to-day use of the products, which have proved to be far more reliable than their predecessors. “Users say that the Litéra applications simply do what they need them to do,” Davis reports. “They’re not having to put their work on hold while they consult with the help desk.”

A reduction in calls to the help desk lightens the load for Davis’s team, as well. “We’re no longer bogged down with problems at the desktop, no longer diverted from the work we’re here to do: preventive maintenance, to help avoid problems before they start, and introducing new tools and new functionality in the tools we have,” he says. “That’s the kind of work that helps attorneys use their time and talents more efficiently and serve our clients a lot more effectively.”

Options for the future

Having implemented Change-Pro and Metadact, and having Innova in place as well, may help position the firm for future enhancement of its IT infrastructure. This is because Litéra provides a complete portfolio of applications for document lifecycle, collaboration, and other vital operations of large law firms—so when the need arises, McCarter has the option of implementing additional applications that are fully integrated with the three it has already implemented.

“We continue to use applications from a number of vendors, but when we can head off potential compatibility issues by installing a more integrated solution set, that’s something we like to do,” Davis says. “With our implementation of Change-Pro and Metadact, alongside Innova, that’s precisely what we’ve done.”



Litéra offers a comprehensive suite of document creation, comparison, collaboration, cleaning and control software that provides users with unsurpassed content confidence enabling them to manage their documents and data with a degree of control not available through any other solution on the market. Its patented productivity applications meet the critical content management needs of today’s business professionals, including some of the world’s leading law firms and major corporations.

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