A Fresh Approach to Workflow and Legal Practice Automation

Today, mounting market forces are putting significant, new pressure on firms to transform the practice and business of law. Technology can play a critical role in this transformation, offering greater insight, enhanced efficiency and new capabilities.

That’s why, to remain competitive (and thrive) in this new environment, firms are leveraging software that enables rapid and more informed decision making, enhances lawyer productivity, and improves client service — all while ensuring compliance with negotiated client terms of business, professional rules, regulatory requirements and internal policies.

IT has a critical role to play in improving client service, lawyer productivity and firm performance — not just by providing the operational software tools lawyers expect, but also by delivering the practice-specific applications and information they need to be most effective, eliminating overhead, and advancing operational efficiency across the organization at all levels.

Transforming Work — Intapp Innovates BPM and LPA

Today’s legal IT environment is complicated. Firms often use “best of breed” software for tasks including financial, content and identity management. But these tools aren’t necessarily designed to be the best at integrating with one another. What’s more, firms looking to automate the execution of legal practice-specific activities often must choose between making a large and ongoing investments in custom development, or acquiring a diverse set of practice-specific tools from multiple vendors, and then try to integrate them all into their environments and managing the continuing complexities of software proliferation.

In response, firms frequently turn to software to streamline business and legal workflows, which offer the alluring promise of custom processes that can be easily configured to meet immediate and future requirements. But, in practice, legacy tools fall short:

• They focus on the “people” side of the equation (e.g., forms and notifications) but fail to automate process execution directly.
• They provide lawyers with an unpolished and frustrating experience.
• They rely on manual user intervention from staff to carry out important tasks and fail to effectively streamline and automate legal practice execution.

• They prove extremely difficult to implement, maintain and modify over time (even for seemingly simple updates like changing forms).

• They force organizations to custom develop complicated, self-managed scripts for data communication into the system, and to downstream applications.

Intapp Flow is the Future

Meeting the technology needs of modern law firms requires a modern approach. One that enables firms to deliver full-featured business and legal process applications to lawyers and staff.

While a solution must include workflow capabilities, allowing firms to create and execute processes, a workflow toolkit alone is not the answer — a truly modern approach must also deliver a modern experience for lawyers, analysts and IT. This must include accessibility, visibility and change management capabilities critical to avoiding the shortcomings of legacy BPM software. And it must offer sophisticated task management and integrated document management/assembly. Intapp Flow delivers all of this.

Intapp Flow — Unrivaled Functionality, Unmatched Potential

Intapp Flow is not a blank-slate, complex, old-world BPM application or an assembly of third-party software like SharePoint and raw Windows technologies. Instead, it offers key process creation and management abilities (form creation, assignment, notification and tracking), but through an intuitive, web-based interface designed and optimized for speed and simplicity.

Key Intapp Flow capabilities include:

1. Advanced Task Management

Advanced task management functionality directly supports sophisticated automation for both back office operations and legal service delivery. With advanced task creation and assignment capabilities, Intapp Flow allows firms to easily assign and automate tasks for individual users or groups as part of defined workflow or legal practice automation solutions, or on an ad-hoc basis.

2. Document Integration (Management & Assembly)

Most legal practice and business processes involve creating and editing documents. To streamline process execution and maximize efficiency, Intapp Flow provides direct integration of leading third party document assembly tools. It also offers direct DMS integration, enabling users to link, access and incorporate documents stored in firm DMS repositories directly into defined processes.

3. Application Construction Toolkit

Intapp Flow provides the elements necessary to deliver a true application experience. On the back end, it includes a database (a key difference vs. legacy workflow tools, which are stateless process conductors). And, on the front end, it offers an unmatched user interface, providing an attractive, responsive, consumer-grade experience across desktop and mobile devices.

4. Data Management, Validation and Auditing

Intapp Flow leverages the legal industry standard for application and data integration to connect key firm software systems and unify information presented to lawyers and staff. And by employing a master data architecture and adding unique, intelligent data validation and auditing, it cleanses data and eliminates inaccurate and duplicative information firm-wide.

5. Visibility, Insight, Collaboration and Control

Intapp Flow offers configurable roles and user-specific dashboards that present key metrics and reporting and task assignment across multiple applications built on the system. It also provides integrated communication capabilities so users can easily interact and collaborate — including capturing email responses and preserving an automated, consolidated history of communications.

Less Work, More Flow

Leveraging a full-featured, modern approach to workflow enables firms to avoid the expense and delay of "reinventing the wheel" of user interface, application architecture and data management. Instead, creators can focus on delivering unique value, and provide a standard, integrated experience for end users. Intapp also provides extensive support — both through a template library supporting direct process configuration by firms, and through a partner community that is actively developing innovative solutions to automate critical business processes and address emerging opportunities. In short, Intapp delivers workflow that really works. And the Intapp Marketplace offers firms access to a growing partner network, offering a diverse set of over 80 business and legal practice automation solutions (www.intapp.com/marketplace). That's why over 250 legal organizations use business process management software from Intapp.