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NATIONAL PROGRAM MANAGER, EPMO

Intapp Time delivers results for McMillan

McMillan LLP is a leading business law firm serving public, private and not-for-profit clients across key industries in Canada, the United States and internationally. With recognized expertise and acknowledged leadership in major business sectors, McMillan provides solutions-oriented legal advice through its offices in Toronto, Vancouver, Calgary, Ottawa, Montréal and Hong Kong.

Several years ago, McMillan LLP set forward a new vision for the firm to match a changing legal environment. A critical component of this vision was to lay out a strategic blueprint to achieve greater financial, operational efficiencies using modern technology solutions. McMillan decided to leverage the Intapp Professional Services Platform, which helped provide the framework for a financial optimization program with a complete overhaul of critical processes. This optimization program consisted of implementing Intapp Walls to set the risk management foundation in 2013, then followed by new business intake on Intapp Intake to ensure clean data in 2014. After tackling NBI, McMillan implemented Intapp Conflicts to reduce the scope and complexity required for their Elite 3E upgrade initiative in 2015.

In 2016 after McMillan's 3E financial system upgrade, the next step was to update its time docketing system. The firm selected Intapp Time due to its integration capabilities to Elite 3E, automated time capture technology, mobile capabilities, and improved narrative guidance automation for lawyers. The mobile capabilities offered by Intapp Time enabled lawyers to enter their time on the go, a vital requirement for the modern lawyer.

Intapp Time drove significant efficiency gains for the firm in several ways. McMillan realized a 10% increase in the shift of lawyers completing their own time entries (instead of their legal assistants). Guided narratives reduced the grueling back and forth between lawyers and billing coordinators, resulting in a streamline of the month-end billing along with a faster billing cycle overall.

Additionally, McMillan saw a 29% increase in time entries released per month per timekeeper. This was enabled by providing timekeepers access to time capture, a natural recall for time spent along with Intapp Time mobile application, with off-line capabilities to enter time anywhere-anytime. "With Intapp Time we saw an increase in billable time entries released, as lawyers were prompted to capture hours and thus were less likely to forget what they worked on, which led to significant increases in producing time entries" Walker emphasizes.

McMillan also realized a 31% increase in the velocity to capture time after the work had been performed by timekeepers and a 52% increase in the velocity to release time after it had been entered in the system. "Intapp Time rules and product features helped to create better docketing hygiene and force best practices with our timekeepers," Walker mentions.

The firm's ability to integrate their Intapp Walls solution with Intapp Time only furthered the benefit of investing in the Intapp Platform, giving McMillan the added security of automating a layer of compliance over their time entry platform.

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