

Kiesel, Boucher & Larson LLP

Net Business Solutions

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SUCCESS STORY

Novell® Small Business Suite enables top California law firm to double its productivity and handle increasingly complex legal cases.

OVERVIEW

Located in Beverly Hills, Kiesel, Boucher & Larson LLP is one of California's leading law firms. Kiesel, Boucher & Larson LLP specialize in litigation against global corporations that operate on every continent in the world. The firm consists of only seven lawyers and at any time of day or night, a member of the KBL team may be involved in legal proceedings somewhere on the planet. For the last several years, firm partner Paul R. Kiesel has been distinguished as one of the top 100 lawyers in California by the state's legal publication, the Daily Journal.

CHALLENGE

Kiesel, Boucher & Larson LLP faced two primary and equally important challenges; the first was communication between partners, clients and other firms and the second was document management. As a law firm that specializes in

corporate litigation against companies that operate globally, members of the team can often be spread across the world with one partner in Colorado, another in London while others are in other locations. The need to communicate quickly and efficiently, not only between themselves but with clients and firms located in other parts of the world, is absolutely critical.

In addition, Kiesel, Boucher & Larson LLP's legal cases generate and require volumes of documents. The need for quick and easy access to documents in an organized and electronic form from any location is also critical. The firm has a history of adopting new technology to assist in providing better client services and leveraging the staff's ability to take on more complex cases. Early attempts to stay connected consisted of remote control software with a single line modem into the office computer. The solution was slow, expensive, limited to a single user at a time and not very reliable.

NOVELL SOLUTION

In 1998, Kiesel, Boucher and Larson LLP installed Novell Small Business Suite which included GroupWise®. According to Kiesel, the flexibility and performance gains have been tremendous.

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—Paul Kiesel
Partner
Kiesel, Boucher
& Larson LLP

Novell.

"With only a handful of people, our team has been able to manage complex cases which are much more document intensive than a firm our size could have handled effectively in the past."

A recent upgrade to Novell Small Business Suite 6 has allowed the firm to again realize new capability and productivity gains. With GroupWise 6 and the online/offline caching client, team members can be anywhere in the world and still be in seamless contact. "Before GroupWise, we had to be at the office—that's where work was done," says Kiesel. "Now, with GroupWise being so easy to access and in such a seamless way, the defense firms that we litigate against have no idea if we are responding from Beverly Hills or the Austrian Alps."

The firm's preferred mode of mobility is a laptop configured with the full GroupWise client. There is no difference in the interface or the resource availability whether at the office, a hotel or at another law firm. Full access is available from any point that has Internet connectivity. And, if a personal laptop isn't available, the same resources and capabilities are available through any computer with a standard browser using GroupWise WebAccess.

Document management at the firm has been enhanced as well. Legal documents are imaged, stored and available for easy retrieval using the GroupWise document management system which includes document creation and ownership information, searching capabilities, authorized access management options, and more. "We no longer struggle finding documents," says Kiesel.

"Documents are easily located and simply retrieved." A consistent user interface handles both e-mail and document management as well as calendaring, scheduling and task management.

According to Kiesel, "Novell Small Business Suite with GroupWise provides enormous flexibility for partners to be out of the office physically but to be connected virtually, 24x7."

THE RESULTS

The benefits to Kiesel, Boucher & Larson LLP have been measurable and significant allowing them to double productivity. "Our ability to take on more work and handle complex tasks has increased 100%," says Kiesel. "With the document management capabilities, we have been able to cut search time by 80% compared to what it used to be manually. Novell Small Business Suite has definitely been worth the investment with the return being 100 times over."

The Novell solution has also provided an added level of freedom allowing partners to be out of the office more yet still be connected. Kiesel enjoys a better work/life balance since implementing GroupWise with the ability to more than double his vacation time without losing touch. Novell Small Business Suite has provided communication and document management capability that gives Kiesel, Boucher & Larson LLP not only increased flexibility for partners but a competitive advantage. "Reputationally, our firm is known for being on the cutting edge of technology," says Kiesel. "Novell plays a key role in keeping us on the cutting edge."

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