Introduction

PSMC is a Dallas & Fayetteville-based legal practice focused primarily on business & tax litigation and family & estate litigation with over 65 years of combined experience between their four partners. The cornerstone of their culture is creating long-term, proactive relationships with all of their clients, but one of the main barriers to accomplishing that has proven to be administrative tasks that pull them away from time with clients. In late 2017, this growing firm took the proactive step of reaching out to a third-party partner for the first time: Legalinc.

“Our practice takes pride in having a hands-on approach with clients, but after years of handling corporate filings manually, it was time to make a change. Legalinc makes it possible for our firm to provide top-tier client services.”

PREVOST, SHAFF, MASON, & CARNS

Problem

As a firm looking to scale without sacrificing the client relationships they place such a high value on, PSMC was looking for ways to innovate and add efficiency to their processes. The areas of their practice that jumped out as prime candidates were business formation filing, corporate compliance monitoring, and registered agent services. Up to this point, these services had been executed completely manually. That means that either an attorney was being taken away from time with a client to do them or an administrative team member was performing these error-prone tasks without necessarily having the proper skill set to ensure they were done correctly.

What’s more, PSMC does business in two states and provides services to clients doing business in many more. When firms handle formations, compliance, and RA services across multiple states manually, they exponentially increase the chances of an oversight or mistake while also dramatically increasing the internal hours it takes to serve each of their clients. If PSMC wanted to scale and increase margin without sacrificing client relationships, they would have to automate these services through a third-party partner. That was their exact mindset when they contacted Legalinc for comprehensive practice automation.
Solution

The task of automating PSMC’s business formations, entity management & compliance, and registered agent services was all accomplished through a single solution: the Legalinc Dashboard. Across all three service areas, Dashboard reduced PSMC’s processes from being time-consuming and entirely manual to only a few minutes of content entry.

Starting with business formations, the formations portion within Dashboard is capable of establishing new entities of all types in any state or jurisdiction in the country in less than five minutes. That translates to hours saved for each formation. Once the PSMC team files the appropriate formation information, all they have to do is wait while Legalinc handles the legwork, while PSMC & their clients receive regular updates until official paperwork arrives.

Next, the entity management & compliance features within Dashboard provide PSMC & their clients with complete access to their compliance status for all entities in all states & jurisdictions.

Finally, Dashboard provides PSMC with the only automated, fully-digital registered agent platform in the country. This platform completely automates the registered agent experience, from SOPs and compliance deadlines to comprehensive document management of an unlimited amount of files. Just like the entity management portion of Dashboard, the RA platform also provides relevant alerts via both digital alerts/emails & physical mail to PSMC and any clients they also want to be notified.

Results

All three components of the Dashboard solution come together to reduce PSMC’s time handling administrative tasks from many hours-per-week to just a few minutes. On top of the time saved that can now be reapplied to relationship-building, billable tasks, Legalinc can ensure a greater level of accuracy across all their filings. All of this means that PSMC can not only provide an enhanced level of service to their clients, they also have greater peace of mind about the accuracy & efficiency of their processes.

“In 65-year history, Legalinc is the first third-party vendor our practice has partnered with. They quickly proved to us that it was the right decision.”

PREVOST, SHAFF, MASON, & CARNS

PSMC is provided a complete practice-wide view of every single client entity’s status in any jurisdiction, adding a new level of clarity to their processes while also removing almost all of the manual paperwork. On top of that, they can extend limited access to any client, allowing clients to view the status of their entities whenever they see fit. That transparency works to enhance the client relationships that are paramount to PSMC’s firm.