

CASE STUDY

Cohen Highley Returns Time to  
their CFO and Empowers their  
Attorneys with Termi for ProLaw



# The Starting Point

Cohen Highley, LLP is a full-service law firm serving southwestern Ontario, Canada. They've been in practice for almost 50 years, operate in six locations, and have 50+ timekeepers.

**They came to Helm360 for a time-saving reporting solution and a system for empowering their attorneys during the billing process.**

Cohen Highley's CFO was losing enormous amounts of time each month to a highly customized, time-consuming, and labor-intensive reporting process. The firm also struggled with attorneys being dependent on support personnel and IT for their billing metrics and files. Both scenarios were extremely costly, inefficient, and frustrating.

Recognizing the need for efficiency and cost-savings in these areas, Cohen Highley approached Helm360 for an innovative solution.

## WHY THEY HIRED US



A highly cost-effective onshore/offshore hybrid delivery model.



Deep knowledge of ProLaw and other core Thomson Reuters products.



Proven expertise; we have 20+ years of legal tech experience.



Customer service; we listen, we collaborate, and we create solutions that meet our clients' needs.



Creative IT solutions tailored specifically to our clients' situations, timelines, and budget.



# Our Solution

Our solution to Cohen Highley's challenges was Termi, our AI-enabled chatbot and reporting dashboard solution.

Before using Termi, Cohen Highley's CFO would spend a good deal of time each month aggregating data in Excel on collections, AR, WIP, time entry, etc. for each of the firm's timekeepers. After collecting all of that data into a single spreadsheet, the CFO then had to send the data out to each timekeeper separately. Only after receiving these reports could timekeepers see any problems with their data, causing headaches that were previously considered inevitable.

Enter Termi.

Termi streamlined the CFO's data aggregation process by tapping directly into ProLaw and allowing her to build dynamic, real-time report templates for the data using an easy drag-and-drop interface. Each lawyer now has access to their latest numbers at any time, eliminating the CFO's task of crafting and pushing individual reports out each month. Furthermore, the risk of human error is eliminated because there is no need to manually copy and combine information; with Termi, everyone is always working with the same accurate data

## Cohen Highley's Major Wins

**100**  
hours saved  
per year

Termi eliminated an average of 10 hours of work per month for Cohen Highley's CFO. That's approximately 100 hours saved per year.

**10**  
billable hours per  
year per lawyer

Termi saves Cohen Highley an average of 5 minutes per day per lawyer on non-billable administrative work. That's potentially 10 more billable hours per year per lawyer. Termi is also reducing frustration and improving attorney workflow and accountability.

  
data accuracy

Termi eliminated the human error component associated with manually combining reports and moving data around. Termi ensures everyone is using exact values at all times, making for more accurate and complete reporting.

# The Results

Cohen Highley's primary concern was improving their reporting process. Incorporating Termi into their technology ecosystem resulted in:

- the CFO regaining an average of 10 hours per month by eliminating the majority of the manual reporting work.
- lawyers increasing their productivity and efficiency by accessing ProLaw data and files directly through Termi instead of through support staff/IT.
- improved morale and less frustration throughout the firm.

Cohen Highley had a number of unique reporting requirements which Helm360 went out of their way to provide.

Our combination of experienced personnel, ProLaw knowledge and legal sector acumen, as well as our innovative Termi tool, produced an effective project plan that met all Cohen Highley's requirements. The result was a successful project and happy client.

*"Value was our driving factor. Termi had the biggest ROI, all the tools that Cohen Highley needed and the capacity to address our issues. Other platforms would have cost four times as much and there was no guarantee that they would have fixed our problems."*

Will Church  
Application Manager  
Cohen Highley



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