



# Returning time to Raines Feldman's Finance Team with Termi

Case Study

**Contact:**

[info@helm360.com](mailto:info@helm360.com)  
<https://helm360.com>

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## The Starting Point

Raines Feldman is a US-based law firm with 80 timekeepers. With offices in Los Angeles, Chicago, and New York, the firm serves a national and international client base on a wide spectrum of legal areas.



## The Challenge

As a large firm, time entry, billing, AR, and collections are enormous processes with countless moving parts that require a significant time investment. Their finance team was spending a lot of time chasing down time entry, answering attorney inquiries, and manipulating reports to meet upper management's needs. The firm was looking for ways to streamline these critical operations processes, boost their ProLaw reporting capabilities, and return time to their accounting team.



## Our Solution

Having met with Raines Feldman's Director of Finance, Ann Sheppard, to get a clearer understanding of the firm's pain points, we realized that our AI-enabled tool, Termi, would address their needs with very little effort.

We created Termi to help firms access and use their data more efficiently and effectively. It gives attorneys and firm teams a one-point entry to data from disparate locations and systems, such as ProLaw, Outlook, Lexis Nexis, media outlets, and more. Users interact with Termi in natural English making it easy to learn and adopt.

Termi is designed to integrate with ProLaw making installation and implementation quick and easy; it's typically up and running within two to three weeks.

Termi also includes interactive reporting which helps ProLaw users get more ROI from their application. Reports are easier to create, share, and export while also providing drill down capabilities.



# The Results

Raines Feldman's project was a full company Termi deployment. After a brief training period, all their attorneys were using Termi to track their practice. Ms. Sheppard says:

"Everything is handled online now. Our meetings with attorneys are quick and easy with Termi. All the information we need—WIP, time entry, billing—is available anytime, anywhere and any place right at our fingertips. Termi eases the review process and streamlines validation. Our attorneys love it."

Raines Feldman reports a significant reduction in calls to their finance team and improved ROI since their Termi implementation.

We also created customized dashboards and reports that allow Ms. Sheppard's team to boost their reporting capabilities. For example, the interactive reporting features give the Raines Feldman team a more comprehensive view of their AR (i.e., totals, per client info, etc.).

Ms. Sheppard says:

"I like that I can set up my reports in Termi so I can check my daily cash intake with the click of a button."



Overall, adding Termi to Raines Feldman's legal tech landscape is:

- Reducing the number of calls to the finance department to 5 calls per day per team member.
- Improving firm collections by 3% in an unusually tough year.
- Empowering their attorneys to self-monitor their billing data.



## Why They Hired Us

- **A highly cost-effective onshore-offshore hybrid delivery model.**
- **Deep knowledge of ProLaw and other core Elite Technology (Thomson Reuters) legal industry products, such as 3E and Paperless Proforma utilities.**
- **Proven expertise; Helm360 has 20+ years of legal tech experience.**
- **Customer service; we listen, we collaborate, and we create solutions that meet our clients' needs.**
- **Creative IT and professional services solutions, tailored specifically to our clients' situations, timelines, and budget.**