

# BakerNet: Aderant Handshake

## Challenges

Baker Donelson is one of the 60 largest law firms in the United States with 750 fee earners and public policy advisors in more than 30 practice areas across 23 offices. While having done work in 90 countries spanning six continents, Baker Donelson is frequently recognised by *FORTUNE* magazine as one of the "100 Best Companies to Work For."

The firm needed a fully personalised practice management portal that would provide its fee earners with one main place to work a matter. This system needed to provide fee earners:

- Seamless access to all case and client documents
- A view of daily tasks and events at a glance
- The ability to search all firm and 3rd party information
- A better way to communicate with colleagues

A knowledge management solution of this magnitude seemed out of reach, as they are often designed with smaller firms in mind and not flexible for a large multi-practice firm with multiple authoritative systems. Baker Donelson needed an agile system optimised for mobility that they could customise to meet the wide-ranging requirements of their firm.

## Solution

In 2015, Baker Donelson established the strategic vision for the knowledge management solution in partnership with Fireman & Company, the legal industry's leading knowledge management consultancy. Baker Donelson and Fireman & Company had worked together in the past to introduce enterprise search and numerous intranet innovations, including the legal industry's first app-driven intranet. With such a large task at hand, Baker Donelson needed a reliable partner with extensive firm knowledge and subject matter expertise.

Baker Donelson established a project team and entered an extensive planning endeavor. The project team envisioned a total practice management solution, integrating state-of-the-art systems (document and email management, enterprise search, financial management) with industry-leading processes (legal project management and pricing). Everything would be directly delivered to the Baker Donelson fee earners through a personalised portal, version 6 of the BakerNet intranet.

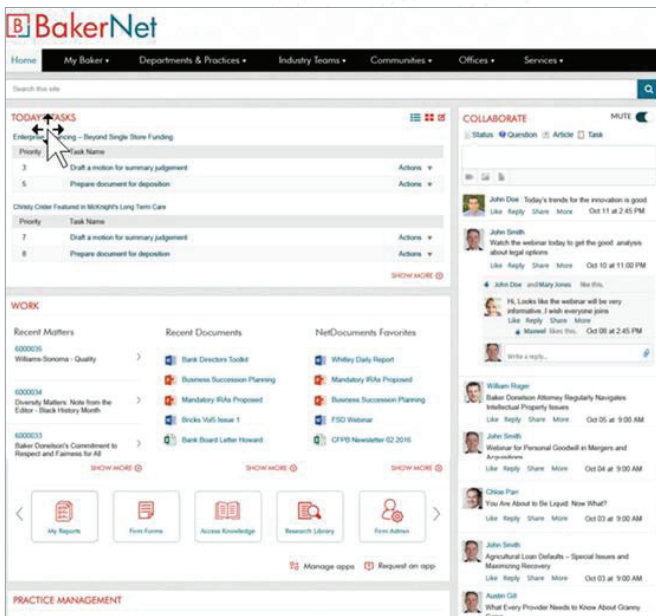
To capture the requirements for BakerNet 6, the firm shadowed over 120 users across functions, personas and office locations, gaining insights on pain points and how various solutions were used. The results identified shortfalls in task management as well as internal email volume and a playbook toward efficiency emerged.

With this insight, Baker Donelson chose Aderant Handshake, the industry leader in knowledge management for law firms. With Aderant Handshake, Baker Donelson released BakerNet 6, a comprehensive internal knowledge management system that met the needs of a BigLaw firm, including:

- Persona-driven homepages focused on task, matter & practice management
- Context-based views and actionable sites for all matters and clients
- Quick navigation to basic case information
- Extensive knowledge database
- Encyclopedic search functionality
- Better ways to collaborate with colleagues
- Direct integration with NetDocs

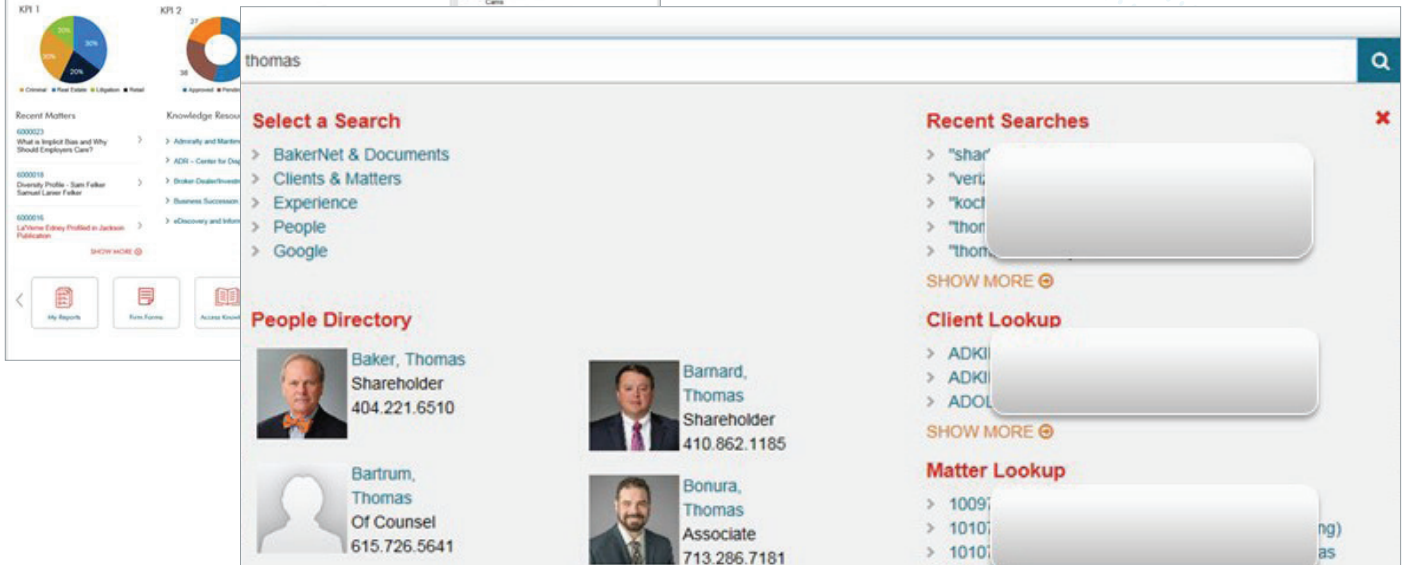
Fireman &  
Company

Aderant



## Business Impact

Since using Aderant Handshake to create and implement BakerNet 6, Baker Donelson has seen vast improvements across the board. Baker Donelson now is registering more than 60,000 searches per month, which is tied directly to improving profit and margin. Transparency improved, with the ability to run searches and export information into Microsoft Excel for easier access during client meetings. Legal research was simplified, and basic case information became easily accessible. Fee earners started and ended their days with a system designed around their specific workflows. At its core, BakerNet created an environment where fee earners can focus on practicing law. Additionally, and perhaps most importantly, Baker Donelson plans to see between a 5-30% increase in billable time; All possible with the help of Aderant Handshake enabled portal.



## In Their Words

“The impact of Aderant Handshake on our business has been incredible. When we set out to change our portal system, we were striving to create a better environment for the legal team to increase profit and productivity. Aderant Handshake was clearly the best foundation to build BakerNet.”

— Meredith Williams, Chief Knowledge Management Officer, Baker Donelson

