



File & ServeXpress™

MULTI-OFFICE FIRM STREAMLINES PROCESSES & SAVES TIME WITH FSX

CASE STUDY

Over the past 100 years of service, the Underwood Law Firm, P.C. has grown to more 50 lawyers in five offices throughout Texas. The company's attorneys represent clients in agribusiness, real estate, renewable energy, and healthcare, among other industries.

As the firm has expanded, case work has increased, requiring paralegals and other support staff to manage many high priority tasks. On any given day, a secretary or paralegal typically works on a project for multiple attorneys in different parts of the state.

THE CHALLENGE

As the firm has grown to 50 lawyers in five offices across Texas, lawyers, paralegals and support staff are busier than ever, whether at the office or on the road while flying, driving or visiting clients. Rhonda J. Brashears has worked at Underwood as a paralegal for 27 years, giving her unique insight into the workings of the firm. She and the paralegal team have worked with File & ServeXpress since 2002, and Brashears said that the tools offered help her save time. However, she was once skeptical about using the eService feature for legal professionals.

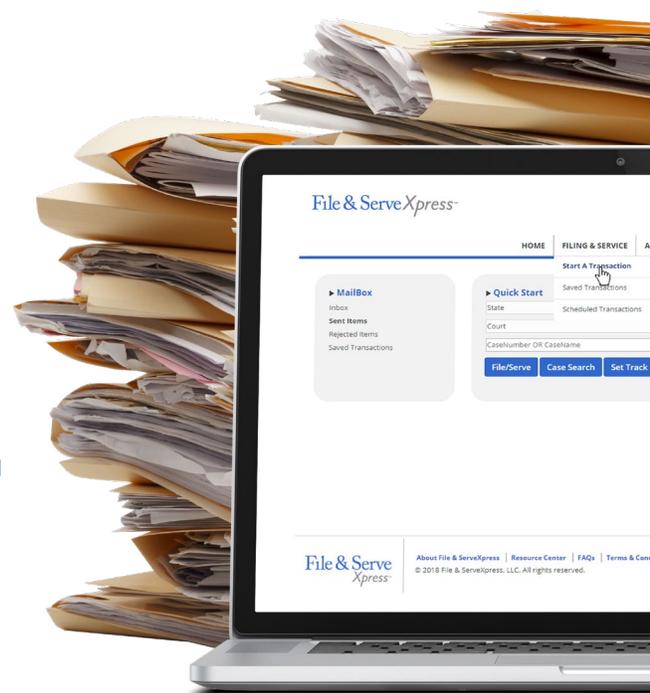
"I didn't see a benefit and didn't think it was that big of a time saver, on the other hand, I hate paperwork, so I decided to give eService a try."

Rhonda J. Brashears

Paralegal, Underwood Law Firm, P.C.

About Us

File & ServeXpress is the largest provider of services and technology focused exclusively on the eFiling and eService needs of law firms and courts in the US.



THE SOLUTION

eService is a feature of the File & ServeXpress platform that allows users to serve opposing counsel and receive documents electronically through secure 24/7 access. Senders can designate who receives copies of notifications of service in each case and the shared service lists ensure that no one is left out of the loop to receive information.



As a paralegal with a large case load, I rely on my chosen service providers to help me use my time effectively and efficiently,” Brashears said. “File & ServeXpress helps me use my time efficiently!”



In a world that increasingly relies on technology and cloud computing, File & ServeXpress made the transition seamless for the team at Underwood.

“eService and eFiling has become a firm-wide phenomenon. Our lawyers are more mobile, whether they’re in one of our offices or with a client,” Brashears said. “We can draft, sign, serve and file all electronically.”

BENEFITS

Brashears was excited the first time she tried eService. Once the notification populated, she could see and save the information in the File & ServeXpress system. An added advantage for paralegals, who often handle sensitive information for clients, is the added security provided by eService. It is more secure than email, helping to ensure that notices are delivered immediately to the right recipients.

“We even set up an internal system that sends an alert to the assigned paralegal when the associated lawyer receives a notification, permitting the paralegal to save the information in the case file,” said Brashears.

File & ServeXpress eService and eFiling helps Brashears and her fellow paralegals with its ease of use, from pre-filled profiles to immediate notifications and the capability to pull and save files directly from the platform.

Not only has the system saved time and helped create a mobile workforce at Underwood, it also helped the firm save space and money on a filing system.

“We’ve gone from 12 to 13 filing cabinets to four in the office. It’s also easier when traveling to clients because we can bring out laptops, get on Wi-Fi, and everything we need is there,” said Brashears. “On average, I can get my filing and servicing done in a quarter of the time using File & ServeXpress.”



I don’t do any of my service filing without going through File & ServeXpress.



HALL OF FAME

For the third time File & Serve Texas have been named **“Best eFiling Services”** by the **“Texas Lawyer Magazine”!**