



WILLIAMS KASTNER
MID-SIZE LAW FIRM

Firmwide eDiscovery Implementation Success



WRITTEN BY NEXTPOINT
CLIENT SUCCESS TEAM

WILLIAMS KASTNER
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Embracing eDiscovery Software

*The Right Way to Migrate, Implement, and Drive
Software Adoption at Your Firm*

QUICK SUMMARY

The Williams Kastner team decided to revamp their ediscovery process by implementing a modern software solution: Nextpoint. But they faced challenges when the paralegal manager who had championed the decision left the firm during the software transition.

The “Nextperts” traveled to the firm to provide hands-on training and support as the team learned to use the software and incorporate it into their workflows. Over time, the care and attention put into these efforts fostered a culture of trust and accountability within the firm. eDiscovery became a more efficient, collaborative and productive endeavor, thanks to both the software and support provided by Nextpoint.

While the paralegals were learning to use the software, Nextpoint engineers worked diligently to ensure all the firm’s data was properly integrated into the Nextpoint platform. In addition to data migration, the Nextpoint team helped Williams Kastner create a plan for cost recovery from their clients, minimizing the impact of software expenses on the firm.

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Williams Kastner, a mid-size law firm with offices in Washington and Oregon, has been providing high-quality legal services since 1929. Known for its significant trial and litigation successes, the firm serves a diverse range of clients across the globe in a wide range of practice areas. With decades of experience, Williams Kastner remains committed to delivering superior legal service, leveraging both expertise and cutting-edge technology.

As part of its ongoing commitment to providing excellent client service, Williams Kastner recognized the need to upgrade its ediscovery software. The firm had been using legacy systems that were no longer meeting their needs in terms of functionality, accessibility, or scalability. Specifically, the firm wanted software that could help streamline its workflows, improve collaboration, and support the growing demands of complex litigation.

The criteria for selecting new software were clear:

- **Cloud-Based Access:** The firm needed a cloud-based solution to facilitate easy access and collaboration across teams, regardless of location.
- **Modern Tools & Flexible Tech Stack:** The firm sought a solution that could integrate with other tools and provide flexibility for future needs.
- **Collaboration & Sharing:** The software needed to support better communication, sharing, and collaboration within litigation teams, both internally and externally.

After a thorough evaluation process, the firm chose Nextpoint, a comprehensive ediscovery and litigation support platform, to meet its needs. Adoption of the software proved challenging – but the Nextpoint team was there to help make the endeavor a success.

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MID-SIZE LAW FIRM**THE CHALLENGE:****Overcoming Road Bumps from the Initial Migration**

Despite the advantages that Nextpoint offered, the transition did not go as planned. A major challenge arose when the paralegal manager who had initially championed the decision to implement Nextpoint left the firm shortly after the software was adopted. This left the firm without clear direction on how to move forward with the implementation and integration of the software into daily workflows.

Key challenges included:

- **Lack of Input from All Stakeholders:** Not every team member had the opportunity to provide feedback on the decision to implement Nextpoint, which led to frustration and resistance from some paralegals.
- **Bottlenecks in Workflow:** Most of the litigation databases were assigned to a single paralegal, creating significant workflow bottlenecks. This inefficiency slowed down productivity and led to frustration across the team.
- **Duplicate Software and Databases:** The firm was still paying for their old ediscovery software and maintaining multiple duplicate databases, which was both costly and inefficient.

To address these challenges, Williams Kastner hired Amanda Teags as Chief Operating Officer. One of Amanda's first priorities was to turn around the implementation and adoption of Nextpoint across the firm.

From the outset, Amanda understood that successful software adoption required more than just technical implementation – it required buy-in from the entire team. She knew that involving everyone in the process and soliciting feedback from all users was crucial to building trust and ensuring the software would be used effectively. "I had to build trust in our team," she said. "We had to backpedal a little in order to move forward."

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THE SOLUTION:

Rebuilding Trust with Hands-On Training and Support

Amanda recognized that the previous system, where one paralegal was responsible for overseeing all the cases and review databases, was not scalable. This system needed to be restructured to ensure adequate coverage and avoid bottlenecks. By involving all paralegals in the process and giving them the autonomy to handle their own tasks without over-relying on a single individual, Amanda aimed to make the process more efficient and collaborative.

Amanda understood that technical training would be key to ensuring the smooth integration of Nextpoint. She strongly encouraged everyone in the litigation group to attend training sessions and voice their concerns.

To further support the transition, Nextpoint sent a team of “Next-perts” to provide on-site training. The Nextpoint team took the time to analyze the firm’s unique challenges and crafted a customized training program that focused on the basics. The training sessions were paced in a way that ensured all team members could follow along and build confidence using the software.

Amanda observed a noticeable shift in the paralegals’ attitudes once they started receiving hands-on training. “Because they see that Nextpoint cares, and I care, and the firm cares, they say, ‘Okay, I feel supported,’” she said. “And that’s the biggest reason this has been a success. I think that’s what turned the page – care and trust were ingested into the whole program.”

As paralegals began to feel more supported and confident in their ability to use the software, the resistance began to subside.

Data Migration & Technical Support

Simultaneously, Nextpoint’s engineers worked diligently to ensure that the firm’s existing data – especially older databases like de-



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ades-old asbestos litigation files – was successfully migrated into the Nextpoint platform. This included a series of pilot projects to test and ensure that data was transferred without loss or error.

This effort provided another opportunity for the team to build trust in Nextpoint, as they could see that the migration was proceeding smoothly and without disruption to ongoing cases.

Additionally, Nextpoint collaborated closely with Amanda to create methods for passing through the costs of the platform to clients, where appropriate, making the software more cost-effective for the firm.

THE OUTCOME:

A Tight-Knit Team Embraces the Platform

The outcome of the revamped training, migration, and restructuring efforts was clear. Paralegals and attorneys alike began to appreciate the firm's commitment to their success. The leadership team's focus on collaboration and training – paired with the hands-on approach from Nextpoint – helped foster a culture of trust and accountability.

Thanks to the focus on building this culture, the team saw:

- **Increased Collaboration:** Attorneys and paralegals noted the positive shift in how everyone collaborated with each other and with Nextpoint's team. There was a greater sense of team-work, and problems were being solved collectively.
- **Grassroots Support:** Paralegals began hosting their own lunch meetings to share tips and discuss challenges. This grassroots initiative further deepened the commitment to using Nextpoint effectively.
- **A New Attitude Toward Software:** Amanda observed a clear shift in the team's mindset. "They seem to be working with Nextpoint, instead of against it," she said.



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In addition to this cultural shift, the firm experienced several tangible benefits from migrating to Nextpoint, including:

- **Cloud-Based Access:** The firm's IT Director and staff appreciated the transition to the cloud, which eliminated the need for on-premise servers and maintenance costs. Team members could now work from anywhere, offering greater flexibility and efficiency.
- **Support and Service:** The firm benefited from Nextpoint's emphasis on customer service, training, and ongoing support. The personal attention provided by the Nextpoint team was a key factor in the platform's successful adoption.
- **Cost Savings:** With Nextpoint's flexible pricing model, the firm was able to streamline its software costs by consolidating platforms and databases, leading to significant cost savings over time.

The journey of migrating and adopting Nextpoint at Williams Kastner was a challenging yet ultimately rewarding experience. Through leadership, hands-on training, and a commitment to collaboration, the firm overcame initial roadblocks and turned a potentially disruptive situation into a success. The shift to cloud-based litigation software has not only improved the firm's efficiency but also strengthened its culture of teamwork and trust – key elements for success in today's fast-paced legal environment.

Looking ahead, Williams Kastner is committed to fully leveraging Nextpoint's capabilities. Amanda and her team will continue to take advantage of Nextpoint's comprehensive support to ensure they're getting the most out of the platform. "I want to be able to use our software to the fullest," she said. "Not just 100%, but 110%."



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With the full buy-in of the team and continued support from Nextpoint, Williams Kastner is well-positioned to continue offering top-tier service to its clients, leveraging cutting-edge technology to streamline workflows and improve outcomes.