

Final article in a series about technology & the legal profession published by Lawyer Richard Kranitz

Harnessing technology can greatly increase client satisfaction, save time and effort, and reduce the stress of practicing law in this fast-moving world.

GRAFTON, WISCONSIN, UNITED STATES, November 20, 2018 /EINPresswire.com/ -- In his final published article in a series, noted business attorney [Richard Kranitz](#) discusses the advancements and impact of technology upon the legal profession, and how it is being utilized to enhance the client experience in terms of satisfaction and customer service. As technology reshapes all of modern personal and professional life, the legal profession is no exception.



Think Business Blog by Richard A Kranitz, Wisconsin

The complete articles will be published on the blog of [Mr. Kranitz](#) at <https://richardkranitzblog.blogspot.com/>

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Long gone are the days of paper routing slips, desktop inboxes and consecutive reviews by paralegals and attorneys during which papers and files are shuffled back and forth.”

Richard A. Kranitz, business attorney

Incorporating technology into a law practice can make the practice more efficient and increase client satisfaction. In fact, technology may enable the practitioner to exceed client expectations. Here are a few, simple-to-implement options.

Payment Services-Electronic Invoices

Payment by check is gradually becoming a thing of the past. Credit Card Payments are now commonplace, and even other forms of payment such as ACH, wire transfers, and Paypal are becoming more commonplace. While there are costs associated with taking credit card payments or

Paypal, the ease of use and the increased speed of getting paid are often worth the fees. Many merchant account vendors now provide a Web portal to facilitate online payments. Google and Square (www.squareup.com) as well as Legal Software Systems (www.legalsoftwaresystems.com) provide technology to accept payments via smartphone.

There are ethics opinions regarding Attorneys accepting credit cards for payments, thus one should consult the local ethics rules.

Confidentiality Protections

Maintaining the confidentiality of client information is an ethical foundation of the profession. Encryption tools may add extra security to electronic communications. Document efforts to keep their clients' information safe and secure.

Signing Documents Electronically

Services like DocuSign (www.docusign.com), RightSignature (www.rightsignature.com) and e-Sign Live (www.esignlive.com) can save time and effort in cases where no wet signature is required and an electronic signature is sufficient.

On-line Calendaring and Scheduling

Scheduling meetings can be an enormous drag upon staff time and efficiency. This may cause delays and confusion, especially when the client or lawyer must re-schedule a previously scheduled meeting.

There are several options for simplifying scheduling. One of them is TimeTap (www.timetap.com). For example, potential clients can instantly schedule an appointment online. It also removes impediments from new clients to make contact with one's Firm.

Online scheduling and appointment booking products such as TimeTap synchronize with your Outlook or Google calendar and display your free and busy times to your clients and prospects.

Then, by simply clicking on a button from your Web site or using a secure portal, they can select one of your free times and can directly set up an appointment. Time Tap offers the ability to send out automated appointment reminders, and lets one reschedule and automatically send the rescheduling information. This added efficiency and flexibility means fewer demands on their overcrowded schedules. These services will contribute to improved quality, convenience and affordability.

Example of Technology Suite for a Small Law Firm

In case you wonder what technologies other law firms have, here is an actual real life example. This small law firm uses the following technologies:



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Office of Richard A Kranitz in Wisconsin

- CosmoLex (online and App) – Law Practice Management Software
- LawPay (online and App) – Payment software for billing/invoicing.
- Google Suite (online and App) – Document creation/management.
- Dropbox (online and App) – Transfer/management of large files.
- Westlaw – Legal Research.
- Skype – Phones & video conferencing.
- Facetime – Client communications.

And since many law firms are gradually going “paperless,” a system for scanning documents and managing electronic files becomes indispensable.

Conclusion

Harnessing technology can greatly increase client satisfaction, save time and effort, and reduce the stress of practicing law in this fast-moving world. Undoubtedly, technology will

continue to change the ways that legal teams serve their clients. My personal advice is to take it step-by-step: evaluate where is the greatest need in your office. Cooperating on documents? Scheduling appointments with clients? Making payments easier for clients? Then develop a strategy for best addressing those needs by implementing one of the numerous technological options and integrating it into the workflow of the office.

*NOTE: The inclusion of a technology or app in this article does not mean an endorsement or approval. The listed technologies are just for illustrative purposes. None of these particular technologies are endorsed or recommended by this author.

The complete article will be published on the blog of Richard Kranitz at <https://richardkranitzblog.blogspot.com/>

About [Richard A. Kranitz](#)

Richard Kranitz is an experienced attorney and business consultant in the areas of corporate, securities and tax planning for corporations, partnerships, joint ventures, limited liability companies, multi-unit enterprises, and a variety of different non-profit entities. In addition, he has counseled their owners and executives in compensation planning, estate plans, and asset protection.

References

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Monday, September 3, 2018

Richard Kranitz, Attorney in Wisconsin: In dispute over international Business Consulting Services, reviewing a complex defamation suit brought in the Ontario Courts, the Canadian Supreme Court unanimously rules



In dispute over international Business Consulting Services, reviewing a complex defamation suit brought in the Ontario Courts, the Canadian Supreme Court unanimously rules that neither considerations of personal jurisdiction over some U.S. defendants nor the greater weight of factors appropriate for forum non conveniens analysis warrants dismissal of the Canadian action for trial in the courts of Illinois

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About Richard Kranitz

As an attorney, I did corporate, securities and tax planning for corporations, partnerships, joint ventures, limited liability companies, multi-unit enterprises, and a variety of different non-profit entities. In addition, I counseled their owners and executives in compensation planning, estate plans, and asset protection. Early in my career I gained experience as a law clerk to a federal judge and in 10 years of corporate litigation. Besides extensive legal experience, I am experienced in various phases of business in many industries:
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