

The LEAP Case Study of Knudsen, Burbridge, and Manchur, P.C.

The law firm of Knudsen, Burbridge, and Manchur, P.C. is a Massachusetts law firm concentrating on three areas of practice: Estate Planning, Estate and Probate Administration, and Litigation. With 10+ staff members, Knudsen, Burbridge, and Manchur needed a comprehensive legal practice management system to streamline their entire firm.

David J. Burbridge, Shareholder of Knudsen, Burbridge, and Manchur, P.C. identifies increased cash flow, enhanced productivity, and improved work/life balance when asked about the benefits of integrating LEAP into his practice.



“*LEAP certainly helps our cash flow. It is also helpful for me to use the LEAP time recording functionality to have a better understanding of my staff's productivity. It is very easy to generate reports.*

I would recommend it to other law firms for its versatility and the ability to have everything in one place. I can also access documents from home and my iPhone, making my life easier.”

DAVID J. BURBRIDGE

Shareholder of Knudsen, Burbridge & Manchur, P.C.



“ Previously, we chose to have many different systems. We had one program for billing, then another one for accounting, and an entirely different program for secure file sharing and emailing clients. ”

RYAN GROFF

Firm Administrator & Paralegal



The firm's past approach to practice management and software was not effective. The use of various tools began to create confusion for the staff members. 'We spent a lot of time doing fire drills, calling out to one another 'Hey I lost something' or 'Where did you put this document?'. The fact that many people were running on different versions of Microsoft Office only exacerbated communication issues.

The fire drills were an indication that everyone at the law firm was struggling using multiple systems in various places. Ryan knew the firm had to change its strategy from 'What additional tools can we buy?' to 'How can we have one system in place to meet all our needs?' He began to think comprehensively about having one software to standardize their practice. The firm realized that they needed to determine how to combine all these seemingly disparate tools into one product. **They chose LEAP.**

The LEAP integrated system significantly improved the internal collaboration of Knudsen, Burbridge, and Manchur, P.C. Efficiency, cash flow, and productivity were all enhanced. More importantly, Ryan noticed that the fire drills decreased drastically.

“ LEAP allows for our practice to have one central location for all our firm's essential information. The fact that everyone in our firm can have access to LEAP creates a cohesive understanding of where information is located and a seamless way for each of us to communicate on matters. LEAP has definitely helped with our efficiency and understanding of the progress of each case. ”

CHRISTINE COYNE

Client Relations Coordinator

