



“I chose RainMaker because of the cost, reporting flexibility and level of service in terms of support. All of RainMaker’s resources were available to my team.”

– Brenda Barton, Director,
Finance & Administration,
Dornbush Schaeffer Strongin &
Weinstein, LLP

Success with RainMaker - CASE STUDY: New York City Firm Cuts Reporting Time By 25%

For over thirty years, Dornbush Schaeffer Strongin & Weinstein, LLP has been a well-established mid-town Manhattan entity. The firm, which specializes in corporate, litigation, real estate and taxation, was operating under an old DOS-based application and wanted a technically superior product based on Microsoft technology.

The Challenge: Facing the Truth

Before the firm could begin evaluating time and billing vendors, they needed to identify their current problems to ensure they would implement a system that would prove to be a total solution. The firm immediately realized the most important criteria for vendor selection was the Microsoft® Windows based application.

Additionally, the firm wanted a vendor who would provide superior support and who could provide a system that was straightforward in terms of conversion. “Our former software provider’s level of service did not meet our level of expectations; specifically in the area of support,” stated Brenda Barton, Director, Finance & Administration. In regard to replacing their system, the firm wanted a step-by-step checklist of deliverables to follow, and they wanted the training they deserved.

The firm’s system did not have flexible, efficient reporting capabilities; particularly when they had ad-hoc report requests from partners, as this was their most time-consuming process. Under their DOS-based system, ad-hoc information requests were virtually impossible to produce. Basic reporting capabilities were inflexible, difficult and cumbersome. The accounting department was responsible for manually extracting information for their monthly ad-hoc reports from the DOS-based system, and then transferring that information into an application such as Microsoft® Excel. On average, the accounting department spent 12 hours a month re-keying information from report type to spreadsheet. The transfer of data from report type to spreadsheet often resulted in inaccurate reports.





The Solution: Time to Evaluate – RainMaker the Obvious Choice

Dornbush Schaeffer Strongin & Weinstein, LLP decided to evaluate two main time and billing software providers. The first vendor proved a bad fit from the start. The vendor’s reporting capabilities consisted of report “templates” and the firm would have had to go through the vendor every time they wanted to change a minor item on the report. This proved to be just as costly and time consuming as their current DOS-based system. The reporting flexibility that they so desperately needed would not have been provided using this vendor.

After eliminating the other vendor from the running, the firm concluded RainMaker Software, Inc. was the obvious fit for their needs. With RainMaker’s solution, the firm found that custom reporting was very flexible and user-friendly and there is no need to rely on RainMaker for any report changes; all changes could be made by the user so the report was correct the first time.

In addition, RainMaker support was in line with the firm’s expectations in terms of conversion deliverables and service calls. Finally, RainMaker would provide the basic need for the software to run on the Microsoft® operating system.

The Results: Reaping RainMaker Rewards

As implementation of RainMaker’s software began, Dornbush saw the goal of improved service and training come to fruition immediately. The firm received the support and guidance they needed and expected. The conversion from the DOS-based software to RainMaker Platinum was straightforward and all of the deliverables were met in a timely fashion. “The implementation team really lived up to what the sales team promised,” stated Brenda Barton.

The second item on the firm’s goal list was to improve their reporting process. RainMaker’s solution streamlined a once complex and cumbersome reporting process. Through the use of the custom report builder, the accounting department is now more responsive to partner ad-hoc requests. To satisfy all partner ad-hoc requests, the department now runs 15 reports from RainMaker’s software and then consolidates them into three reports. Also, RainMaker’s solution eliminates possible errors due to transferring data from report type to Excel spreadsheets, since all of the functions are automatically condensed by the system.





At the End of the Day: Quantitative Results

At the end of the day, the firm wanted to document measurable savings after the implementation of RainMaker Platinum.

Due to RainMaker's flexibility with advanced reporting and editing capabilities, the firm's accounting department reduced the time they spent on manually editing and re-keying their monthly and ad-hoc reports. Brenda Barton explains, "On average, the accounting department reduced their time manually re-keying of data by one full month per year." Also, because RainMaker's software consolidates multiple applications into one function information is entered into the system correctly the first time.

The custom reporting options offered by RainMaker's solution reduced the time spent on ad-hoc reporting, on average, by one half day per week. And, in addition to the numerous reporting capabilities now available, the department is able to use the advanced and flexible reporting to identify budgetary issues, assist with professional liability applications and year-end tax audits. By implementing RainMaker's solution the firm's goal, flexible custom reporting, was met.

As a direct result of implementing RainMaker's solution, the accounting department runs more efficiently. "With RainMaker, my firm has become more efficient and accurate in terms of reporting capabilities," states Brenda Barton. "As a result, we have saved the cost of one full-time employee who, instead of re-keying information, can be deployed onto other more meaningful tasks."

Write Your Own Success Story

To learn more about the RainMaker Platinum Solution, please contact the sales department at 800.341.4012 x3413, legalinfo@rainmakerlegal.com or www.rainmakerlegal.com/contactus/.

