CASE STUDY

A Win-Win Outcome Featuring GrowPath's Productivity Tool

INTRODUCTION

When the State of North Carolina issued a statewide Stay at Home Order on March 30, 2020, forcing businesses to convert to predominantly remote workforces, Stacie Monahan was worried. As Vice President of Operations at a North Carolina law firm with 200+ employees, it was her responsibility to ensure that the firm's employees remained **productive** and **motivated** when they transitioned to working from home.

At Stacie's law firm, there are 90+ paralegals who support 50+ attorneys by providing significant research, document preparation, client contact, and follow-up. A dip in the paralegals' productivity can directly impact the effectiveness of the attorneys they support. And ultimately, that can affect case outcome and client satisfaction.

THE CHALLENGE: TRACKING PRODUCTIVITY OF A REMOTE PARALEGAL TEAM

Stacie knew that when the firm started working remotely, she had a major challenge to overcome: The team leads needed to be able to monitor each attorney's and paralegal's productivity in order to flag and deal with any potential performance issues as early as possible.

THE SOLUTION: MONITORING PRODUCTIVITY IN REAL TIME

Luckily, Stacie's firm uses GrowPath® case management software. In anticipation of this very scenario, GrowPath created a Productivity Tool that is ideal for monitoring a workforce's productivity, wherever individual team members are located.

> **GrowPath's Productivity Tool measures specific tasks such as:**
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> - Browser activity
> - Page views/case views
> - Emails sent
> - Calls made
> - Documents merged
> - Notes entered

Within GrowPath's all-in-one application, employees can handle all aspects of their cases — from intake to disbursal. **And since all work is done within the GrowPath application, managers can see in real time exactly what each employee is doing while logged in.** Managers can easily drill down into specific details or create employee comparisons, and the results are displayed instantly in user-friendly, interactive charts and graphs.

THE RESULTS: NUMBERS DON'T LIE

Stacie's staff included a paralegal we'll refer to as Diane, who was consistently showing lower productivity numbers than the other paralegals on the team. Diane had been struggling for some time and had received retraining, but she still showed no improvement. Using the Productivity Tool, Stacie easily accessed data reflecting real-time performance stats and could see that Diane's case views, calls made, text messages sent, emails sent, tasks, and overall traffic stats were consistently and substantially lower than anyone else's.

Alerted, Stacie used the Productivity Tool to compare Diane's numbers with other paralegals who had comparable caseloads. Diane's numbers were still significantly lower. Next, Stacie zeroed in on specific timeframes and was able to identify blocks of time when Diane had no activity listed even though she was logged in. Within minutes, Stacie had created a graph displaying undeniable three hour time gaps with no activity. When questioned, Diane could not explain the lack of activity, and Stacie was able to move forward with factual data proving reasonable cause for her dismissal.

Stacie also saw how her team leads relied on the Productivity Tool on a daily basis to manage their teams more efficiently. And the paralegal leads were reassured because they had visibility into each individual paralegal's activity and could determine productivity trends (calls made, notes entered) down to the hour. Stacie is confident that when her firm's employees are once again able to return to the office, GrowPath's Productivity Tool will keep productivity levels high.

> "This is not just a remote tool. It will help improve productivity once people are back in the office. And it builds trust and allows you to let responsible employees work from home."
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> **Stacie Monahan**
> *Vice President of Operations*
> *Law Offices of James Scott Farrin*

BONUS RESULT: NUMBERS MOTIVATE

Stacie also used the Productivity Tool to identify, and then optimize, positive productivity trends. If she saw a particular paralegal whose productivity stats were higher than the rest of the team's, she would reach out to commend that paralegal and ask what she was doing to cause the productivity spike. Stacie would then have the paralegal share this practice with the entire team so that all could benefit.

Talk about a win-win situation. Stacie always noticed a positive impact on both the paralegal who was recognized (pride and confidence boost) as well as on the entire team (who was motivated to be the next person commended for above-standard performance).

> "This tool is a good resource to use to check your very own productivity against other paralegals in the firm — not as a competition, but to see where you stand with other paralegals carrying a similar case load.
>
> This is also motivating, to actually see your numbers and productivity in real time against others."
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> **Gabrielle Spence**
> *Lead Paralegal*
> *Law Offices of James Scott Farrin*