

RingCentral Legal Integrations

Transform client billing to improve your firm's bottom line.



In today's connected world, a phone isn't just a phone anymore—it's a high-function business tool that can give your law firm a competitive advantage when it comes to client service, mobility, increased productivity, and billing. For lawyers, especially for those billing in six-minute increments, time is money. Investing in a business communications solution that maximizes efficiency and productivity is the key to maximizing time. Lawyers are expected to record billable activities as soon as they occur. Unfortunately, clients often need the services of their lawyers at odd hours of the day or night, and it isn't realistic for lawyers to be able to log all their communications given that many billable activities occur outside of the office. With RingCentral's cloud communications platform and integrations with leading business platforms, you can now provide your team with the communication resources to increase client satisfaction and lawyer productivity.

Capture every billable second with automated call logs

Monitoring and capturing billable hours are a significant part of the legal profession. RingCentral features such as call recording, call logs/reports, call analytics, and call monitoring contribute to improving operational workflows and help law offices manage projects in an efficient way. Additionally, call forwarding and call

routing features can promote effective communication between lawyers, law office clerks, and their clients. RingCentral call logs and reports provide accurate tracking of clients' phone and SMS communications as well as a centralized location to track client communications.

Integrations to improve your firm's bottom line

RingCentral solutions can be integrated with software applications that you use every day, which can help improve staff productivity and enhance services for clients. One popular integration feature that is useful for lawyers is time logging. By integrating time tracking software with RingCentral, law offices can keep track of their time and sort information by project, client, task, or invoice status. This way, law offices can see how much time a lawyer has devoted to each client or project and then bill clients according to the services performed.

Maximize billable time and profitability

RingCentral integrates with Time Miner, a mobile app that collects and tracks billable calls and text messages made on your lawyers' mobile phones. It searches each lawyer's device and generates a report that includes the client's name, the type of communication, the length of time spent on the communication, and the dollar

value of that time. By utilizing RingCentral and Time Miner, law firms realize these benefits:

- **Productivity:** Bring advanced communications functions into the business apps your firm uses every day.
- **Reduced hours spent on invoicing:** Add to your bottom line by creating time entries for activities that you were too busy to record while on the road or while away from the office.
- **Increased client satisfaction:** Create accurate line item descriptions of your work so your clients can see all you do for them.

Conclusion

To remain competitive in an evolving marketplace, law firms must have a solid communications strategy that connects their lawyers, clients, and stakeholders to create a seamless experience. With the RingCentral unified platform, we deliver flexible, easy-to-use, reliable, and secure global communications that seamlessly offers voice, SMS, team messaging, video conferencing, and integrations to software your firm uses every day. RingCentral will enable your law firm to consistently deliver exceptional experiences to your clients and extended teams while increasing your bottom line.

“Time Miner is this fantastic app that finds and calculates past billable calls, texts, and emails. Firms like ours bill by the tenth of an hour. That means even a short call with a client, or a brief email exchange, is billable. But lawyers often have trouble keeping track of all these short communications—which means leaving a lot of revenue on the table. RingCentral plus Time Miner is the solution to capturing that revenue.”

—Sean Martin, Founding Partner, Martin Heller Potempa & Sheppard

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

RingCentral, Inc. (NYSE: RNG) is a leading provider of global enterprise cloud communications, collaboration, and contact center solutions. More flexible and cost-effective than legacy on-premises systems, the RingCentral platform empowers employees to Work as One™ from any location, on any device, and via any mode to better serve customers, improving business efficiency and customer satisfaction. The company provides unified voice, video meetings, team messaging, digital customer engagement, and integrated contact center solutions for enterprises globally. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

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