



Leveraging IBM Lotus Domino software, Advokatni Kancelar Mgr. Ivo Hala raises its efficiency and revenue while enhancing client services.

Overview
Advokatni Kancelar Mgr. Ivo Hala Prague, Czech Republic www.akhala.cz
Industry
<ul style="list-style-type: none"> Professional Services
Products
<ul style="list-style-type: none"> IBM Lotus Domino Collaboration Express, Version 6.5
IBM Business Partner
<ul style="list-style-type: none"> OR-CZ s.r.o.



“Using the IBM Domino solution, employees can access information such as a client’s entire case history with a single click of the mouse—allowing us to focus on providing timely, personalized service to our clients.”

— Ivo Hala, managing partner, Ivo Hala and Associates

Advokatni Kancelar Mgr. Ivo Hala (Ivo Hala and Associates) specializes in corporate law. The firm offers comprehensive legal advice on mergers and acquisitions, securities issues and bankruptcy and composition proceedings.

Challenge

Ivo Hala and Associates (Ivo Hala) had been using third-party software to manage its client contact information and documents. However, the applications did not allow Ivo Hala to share information among its multiple offices or access information from remote locations, such as clients' offices. The firm needed a more robust collaboration solution that would enable it to easily access client information and respond to client queries as quickly as possible.

Solution

Working with IBM Business Partner OR-CZ s.r.o., Ivo Hala implemented IBM Lotus® Domino® Collaboration Express, Version 6.5 software to improve its collaboration capabilities.

Ivo Hala can store all of its client meeting minutes, contracts, purchases, invoices and phone call minutes within the Lotus Domino application. This information can then be securely shared among all of the firm's branches and employees and accessed from remote locations, such as clients' offices. Information can also be secured so that only specific employees may access it, protecting sensitive client data from unauthorized access.

Benefits

- Boosted revenue by 20 percent because of increased efficiency and resulting ability to take on more clients
- Reduced the time spent searching for information for clients by 30 percent
- Decreased phone bills for calls between branches by 50 percent



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Software Group
Route 100
Somers, NY 10589
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