6 Ways Law Firms Are Using RPA to

Save Time & Money

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How do you add new business in the middle of a labor shortage without overworking your staff?

Simple (for us): by automating repetitive, manual tasks wherever you can.

Robotic process automation (RPA) has become a big trend in plenty of industries, and law firms are starting to take notice. **The American Bar Association** confirms that RPA can dramatically boost a firm's productivity, and eliminate the error rate for time-consuming, critically important work.

The only thing standing in the legal industry's way of reaping the benefits of automation is a "wait and see" attitude that has many sitting on the sidelines while other firms quietly adopt the technology.

But these technologies wait for nobody, and laggards are quickly becoming the minority.

In their 2018 report, LexisNexis found that 57% of general legal counsel surveyed believed technology investments had already increased productivity.

But what is RPA?

Robotic process automation, or RPA, is **automation software that handles tedious, manual digital tasks** and transfers the work of a human worker to a digital worker. RPA saves law firms time and money, while enhancing productivity by allowing associates to focus on mission-critical work.

What are digital workers?

A digital worker is a software robot that never sleeps, never takes time off, and never gets busted scrolling through Facebook in the middle of a workday.

These workers are essentially a bit of custom programming that lives inside of your systems, **clicking on links, importing data, sending emails, and even reading documents**, with absolute precision.
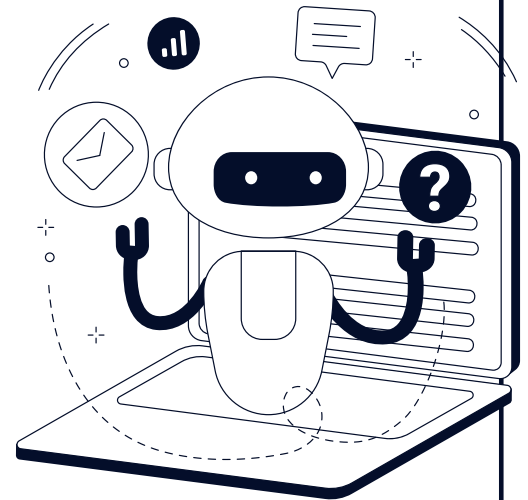
RPA IS A GAME-CHANGER FOR LEGAL FIRMS

To demonstrate just how widespread RPA's usefulness is (and why so many firms are investing in it), we've compiled **a list of real-life examples of RPA helping companies** reduce cost, save time, stay competitive, and reduce errors.

6 GAME-CHANGING RPA USE CASES FOR LAW FIRMS

#1 – Case Entry

New cases can mean a lot of manual data gathering and data entry. Law firms right now are **using digital workers to automate this process** from start to finish, even managing case entries for referrals.

Digital workers are able to work between multiple systems to gather the necessary data, scan for duplicates, and aggregate everything for human workers, **working directly within a case management system (CMS)** to update client records, rectify duplicate data sets, and flag missing documents.

#2 – Client Intake

Onboarding new clients can be an arduous process, with lots of manual back and forth – but **did you know that a digital worker can send emails on your behalf?**

Where basic automations fail, RPA helps legal firms to automate nuanced and complex processes that are, in any eventuality, still rule-based. **Digital workers can collect the necessary documentation**, ensure that it gets signed and completed, send reminders, and add new case entries.

#3 – Missing Documents

Digital workers can handle adding missing documents to a law firm's case management system (CMS), checking the client system to see if those files are available, and then transferring them into the CMS **so the human workers don't have to manually retrieve them.**

Digital workers can download files, upload them to the system, and then complete the tasks required to show that the documents have been collected.

#4 – Data Cleansing

Top-notch firms know that attention to detail is crucial for client success – one simple error can cost them (or their clients) thousands. But humans are, well, only human, and accidents do happen.

Human workers aren't designed to do error-free work, but digital workers are.

Law firms use RPA to cleanse complex data sets and collect them from several different sources so they can be used internally, without creating additional headaches later in the process.

#5 – Finance & Accounting (Invoice Processing)

Accounting and financial management are vital business operations — but the tasks involved are tedious, error-prone, and **don't directly generate revenue.**

These are the kinds of processes that RPA is perfect for: simple, repetitive, **critical** to get right, and positively boring work for humans to do.

With RPA, you can **create rules to send invoices to the right person for approval** automatically, while your associates focus on the outliers. You can also process checks, track revenue, and even automate account reconciliation for your bookkeepers.

Finance is an excellent place for law firms to start with automation because the work is mainly rules-based. It **saves human-working hours**, and frees staff up to do more critical work to help the firm grow and manage its existing cases.

#6 – Human Resources (Hiring & Onboarding)

Hiring and onboarding **just one person can take weeks**, and it gets expensive fast. According to the Society For Human Resources Foundation, the average cost of hiring just one person was $4,129 in 2020.

Fortunately, the process of hiring and onboarding contains numerous repetitive and rules-based tasks that **RPA is excellent at handling.**

For instance, a digital worker can source applicants around the clock with **more accuracy than a human worker**, and with no personal bias. After sourcing applicants, this digital worker can also screen resumes and candidates.

Once a hiring decision is made, the digital worker can then **manage the onboarding process from start to finish**, ensuring that paperwork is filled out completely, and that the candidate receives and reviews any necessary training materials.

FIND THE RIGHT RPA SOLUTION FOR YOUR FIRM

Law firms are sprinting ahead to address the labor shortage and manage their growth with robotic process automation.

Don't get left behind – schedule a demo with Thoughtful Automation to learn more about our pioneering automation-as-a-service model, and get a plan for your legal firm.

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