Innovative Computing Systems Case Study: A Valued CompuLaw Partner

The Back Story

Innovative Computing Systems, Inc. (ICS) has focused on the technology needs of law firms for the last 23 years. Led by Founder & CEO Michael Kemps, ICS takes a ‘best of breed’ approach to all of its offerings designed to capture collective knowledge and expertise and develop a set of best practices that ensure client implementations exceed expectations. Law firms ranging from small local boutiques to Global 100 firms with technology requirements spanning the globe have partnered with ICS to deliver IT services, sound technology, and infrastructure to the legal user and law firm client community. According to CEO Kemps, who first started the business while still in high school, the company’s balanced approach to project management, infrastructure design, objective technology solution selection, and implementation has resulted in a measurable competitive advantage for ICS legal clients.

“ICS is entrusted with highly confidential attorney-client privileged information and processes. We partner with our clients to form and maintain strategic long-term relationships that generate mutual success. A lot of solution providers are dead set on getting law firm business at all costs. This might work out short term, but our philosophy is centered on becoming a trusted expert. This means advising clients based on what’s best for them, not necessarily ICS,” notes Kemps.

Best of Breed … sound technology, mutual trust and client respect

ICS’s approach of recommending ‘best of breed’ solution partners goes far beyond the technology and services that various vendors offer. “Our clients trust us to make business savvy and financially viable technology and IT decisions on their behalf. We rely heavily on the chemistry, integrity and commitment to client service exhibited by our solution partners. A case in point is CompuLaw, an award winning, legal industry leading calendaring technology with built-in court rules, currently used by over 82% of the top 50 law firms in California, and consistently ranked as the #1 calendaring software used by Am Law 100 and Am Law 200 firms. While this vendor’s credentials and expertise speak for themselves, it is the management team’s understanding of not only firm culture, but how technology can solve pressing business problems, which sets CompuLaw apart. “From a business perspective, we routinely recommend CompuLaw to ICS clients and have yet to field any ‘buyer’s remorse’ complaints. CompuLaw knows how to help law firms and has an impeccable track record for delivering on budget and in-scope solutions,” adds Kemps.

Solving business problems ... simplifying complexity

CompuLaw is in the risk management business which makes it part of most law firm conversations. “Our approach when sitting down with a firm risk management partner comes down to working with them to proactively minimize risk for the firm. As part of this conversation, we also introduce the concept of utilizing calendaring as a sound business continuity and disaster recovery strategy,” comments Joseph C. Scott, Vice President and General Manager, CompuLaw LLC. To that end, as reported in the Law Firm Risk Management Blog, the International Legal Technology Association’s (ILTA) annual Technology Survey provides some interesting data about the trends and decisions law firms are making when adopting software relating to risk. Calendaring software, in particular, is being increasingly utilized by firms of varying sizes in an effort to mitigate malpractice related risks. In addition, a number of law firm risk insurance carriers have included a premium discount
program for firms using CompuLaw for docketing and court rules-automation.

Michael Kemps adds: “While the aversion to risk exhibited by many law firms has been well documented, it cannot be overstated and should definitely not be underestimated. That’s another reason CompuLaw has done so well in the large law firm market. They understand the relationship firms have with risk and work tirelessly on helping their clients feel better about their risk management options. In the case of CompuLaw, feeling better about your tech options translates to less malpractice claims, sound, firm-wide calendaring, and 100% accurate court rules compliance.”

Law firms like to see what their peers are doing and, if successful, emulate or replicate a tried and true model. ICS and partners like CompuLaw go out of their way to offer solutions that are generic enough to appeal to broader business needs, but customizable to the extent of working within unique law firm environments. “While CompuLaw has a truly national presence, ICS loves the fact that they can be relied on locally, as well as support implementations and roll-outs nationally. We are growing our business slowly, based on unique client needs, but with CompuLaw’s scope and expertise, we can often handle larger, national calendaring projects. This makes us look good and gives our clients the peace of mind of a seamless and consistent user experience,” concludes Michael Kemps.

**ICS Fast Facts**

**Experience:** 23 years serving the legal community with IT services and technology consulting

**Expertise:** 39 employees; 3 offices

**Clients:** 95%+ legal vertical concentration; national client base with concentration in California, especially Los Angeles, Oakland and San Francisco

**Service scope:** Design, planning, deployment, and support of Local and Wide Area Networks, with voice and data integration expertise; Document Management Systems (Autonomy/iManage); technology audits, evaluations and selections; hardware (desktops, printers); best-of-breed software solutions including CompuLaw court rules and automated calendaring technology

**Philosophy:** ‘Best of breed’; commitment to client service; “providing what you need, not what we want you to have”

**Secret to success:** “Listening to client needs and delivering value they can understand and appreciate; understanding how important reputation management is and that firms listen to their peers at other firms when it comes to evaluating technology and making purchasing decisions.”

For more information, visit www.CompuLaw.com or call (800) 444-0020.