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Centerbase CloudBased Law Firm Management & Growth Platform

Prioritizing Data Integrity Leads Hackett Feinberg to Centerbase

Katie Langer · Monday, June 10th, 2024

Modernizing your law practice management software is an enticing — and strategic — end goal. Whether that means moving your firm’s data from a server to the cloud or upgrading to an all-in-one law firm management and growth platform, you can significantly enhance efficiency and client service with modern software.

But all the features within law firm management platforms mean nothing if you find yourself questioning the accuracy of your firm’s data. Christopher Holmes, Chief Operating Officer at [Hackett Feinberg P.C.](#), knows this reality all too well.

Modernizing law practice management

In 2020, Chris led the charge to modernize his firm’s operations. A long-time user of Timeslips, Hackett Feinberg was eager to upgrade from an on-premise server to a cloud-based solution.

The firm decided on practice management software that seemed to fit the bill, as it offered the integrated practice management documents, email, and accounting capabilities Chris and his team wanted.

“The goal in moving to that system was to have a modern platform that would better serve our clients, be user friendly, and improve our firm’s efficiency,” he says.

When your legal software’s data integrity fails

After three years with the software, Hackett Feinberg learned its limitations. Primarily, the firm

encountered data integrity issues in its accounting, where a deposit would have a date different from other deposits made the same day, throwing off the firm's bank records.

In other instances, the system showed that clients' payments were due, even though they had been paid.

"These issues were alarming, and they made us wonder what we might be missing," Chris says.

The firm recognized other limitations, too, namely a lack of robust, customizable, user-friendly reporting.

"The reporting dashboards were not useful," Chris says. "They were templates that couldn't be customized, weren't based on user roles, and they didn't have proper user-based restrictions."

Converting to Centerbase's law practice management platform

Eventually, it was time to explore other options.

"I got a [demo of Centerbase](#) and saw the difference immediately," Chris says.

Centerbase's [advanced reporting](#) and customizability now give Chris the information he needs.

"I love that I can customize our dashboards by user roles, so we can have a managing partner dashboard, a new associate dashboard, etc., with information that's relevant to them, and they can do what they need to," he explains.

He especially appreciates not having to enter data and calculate compensation manually, thanks to Centerbase's Production and Origination report. "I can let attorneys know their compensation on a daily basis if I need to," Chris says.

Prioritizing data integrity during implementation

Chris particularly appreciated Centerbase's focus on data integrity during the onboarding and implementation process.

Centerbase has been in communication with us during the entire data conversion process, working with us to overcome the limitations of the data available from our prior software.

Christopher Holmes, COO, Hackett Feinberg

Centerbase's [proprietary implementation methods](#) deliver accurate data imports by mapping and validating the firm's data, ensuring it is accurate, organized, configured to fit the firm's needs, and ready to use on day one.

Chris also likes that his team has an organized implementation process to follow with clear expectations, accountability, and target dates for completing tasks. Additionally, thorough live and online training give them the support they need.

"I've been part of software conversions before with larger law firms, and Centerbase's implementation process brings back those previous positive experiences. The Centerbase team has been great and very helpful. They are magicians," Chris says.

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