

Case study | FoundationIP™

Helping achieve competitive advantage through technology

01

Challenge

Established in 2005, Taylor English Duma LLP is a full-service law firm dedicated to providing superior client service through purpose built efficiency, partnerships and solutions.

The firm was a finalist in the 2012 Client Advisor Awards, which recognizes best practice behavior and results in the relationships between professional services firms and their clients.

One of the key business goals of Taylor English is to take a flexible and entrepreneurial approach to providing IP management solutions. Aligning the economic interests of the law firm with those of its clients, the company is able to deliver competitive, cost-efficient legal services.

With this in mind, Taylor English is constantly looking to identify new technologies that will better manage and protect its clients' key IP assets.

In particular, the company was looking for an affordable and scalable solution that could keep pace with the rapidly growing IP practice, as well as improve file management and accessibility and communication among key constituents.

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Solution

When Taylor English launched its IP Practice, the company decided that it needed to leverage technology in order to deliver a compelling value proposition to existing and prospective clients.

Scalability of FoundationIP meets the needs of a rapidly expanding practice

On the recommendation of one of Taylor English's IP clients, the firm's Patent Practice Chair Jeff Kuester selected FoundationIP, a cloud based IP management solution by Clarivate to manage its docketing requirements and IDS workflow.

Because it is a pre-configured system, FoundationIP eliminates the need for expensive and extensive IT infrastructure and internal resources. There are no installation, upgrade and maintenance fees. The system's tiered pricing structure—based on the number of matters under management—provides cost predictability and affordability.

In addition to automating the docketing process, which mitigates risk to the practice while reducing administrative costs for clients, FoundationIP has many additional built-in IP management features as standard, including a module that can help law firms streamline their IDS management workload. Taylor English also uses FoundationIP to improve communication among all key stakeholders. The system electronically stores all patent case information in one centralized and consolidated database that authorized users can access from anywhere and at any time.



Client profile

Industry

Full service legal services

Firm established

2005

Challenge

Implementing an IP management solution to support superior customer experience.

Built-in functionality offers additional value beyond docketing management.

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Outcome



Improved file management and accessibility

With cloud based FoundationIP, all client files and data are securely stored off-site on Clarivate servers. The system also organizes all key patent case correspondence, emails and activity, thereby eliminating the need to maintain physical files.



Embedding technology reinforces value

The opportunity to embed the firm's IP management software within the client's IP workflow enhances the law firm's value and strengthens the client relationship.



Ability to use technology as a key differentiator

In an industry that is known for being slow to adapt to new technology, Taylor English includes FoundationIP in all of its new business presentations as a key differentiating factor for the firm's legal services.



"As a young law firm, we had the luxury of being able to select an IP management system that matched our business needs and our philosophy. We selected FoundationIP because it has the scalability to grow with us. It also enables us to stay true to our corporate ethos of aligning our financial interests with those of our clients."

**Jeff Kuester,
Chairman, Taylor English Patent Practice.**

Contact our experts today:

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