Success Story: Bennett Bigelow & Leedom

Challenges
Face-to-face interaction enables lawyers to connect, build rapport, and establish trust with their clients. But when this vital client relationship strategy became impractical due to the COVID-19 pandemic, law firms like Bennett Bigelow & Leedom were required to re-think their approach. Due to the nature of its work, especially in litigation representation, it is critical that attorneys be able to collaborate with their clients, their lawyers, and their experts, regardless of the location of participants. By using the screenshare feature, attorneys can access the meeting virtually, allowing for diverse interaction preferences and provide an extra layer of comfort for both internal and external meetings.

Solution
Fortunately, Bennett Bigelow & Leedom already had LogMeIn’s GoToMeeting and were able to easily add additional licenses to cover their entire team of attorneys. Now, their attorneys can conduct hearings, connect with expert witnesses, and even hold depositions, regardless of the location of participants. By using the screenshare feature, attorneys can lock the meeting. They have seen promising results from internal staff and clients alike. They have seen promising indicators of success, including increased productivity and efficiency, improved connections, and time efficiency. When asked to summarize her overall experience with GoToMeeting, Central, and GoToRoom, Munday said, “The intuitiveness has made all the difference in having a lot of different products to work with when they’re stationary or moving around the room, as well as its whiteboarding feature. These capabilities have allowed for diverse interaction preferences and provide an extra layer of comfort for both internal and external meetings. We love Central,” said Munday.

Results
Munday has received overwhelmingly positive feedback from both our lawyers and our clients: GoToMeeting is secure, you’re safe, you can password protect it, you can lock the meeting. They have seen promising indicators of success, including reduced misunderstandings, improved connections, and time efficiency. When asked to summarize her overall experience with GoToMeeting, Central, and GoToRoom, Munday said, “The intuitiveness has made all the difference in having a lot of different products to work with when they’re stationary or moving around the room, as well as its whiteboarding feature. These capabilities have allowed for diverse interaction preferences and provide an extra layer of comfort for both internal and external meetings. We love Central,” said Munday.

“Empowering people to use GoToMeeting has been a big thing. You can have team meetings where you can see everybody and where you can desk share. I think they will use this going forward even more once people can physically be in the office together.”

- Heather Munday, Director of Practice Support, Bennett Bigelow & Leedom

Founded in 1983, Bennett Bigelow & Leedom represents a full spectrum of healthcare clients, including physicians, hospitals, and academic medical centers in Washington, as well as in other states. It provides a wide range of legal services, including litigation and general business services. In addition to healthcare clients, it represents individuals and organizations outside the healthcare industry, counseling them in transactions, litigation, and other matters.