

**“When we looked at the cost-benefit analysis over five years, NetDocuments was the better deal.”**

– Jason Cavignac, Partner

## CHALLENGE

The eleven lawyers at Couhig Partners, based in New Orleans, Louisiana, believe the traditional law firm model of bloated overhead costs financed by annual rate increases is unsustainable. One of the firm’s goals is “to use the latest technology to deliver our services in a more efficient and cost effective manner,” said Jason Cavignac, one of the attorneys at the firm. “We have moved to more of a virtual model and are implementing a paperless office. We have lawyers who work almost 100% remotely. They work from satellite offices, from home, and even from client’s offices when appropriate.”

One of the major obstacles facing the firm in achieving these goals was that they did not have a document management system in place. “We didn’t have a system. We simply saved everything on a shared network,” said Jason. “When the firm started, Rob [Couhig] brought a small group from his former firm, another group came from another firm, and another group came later from another firm. So we had three different systems for saving and filing documents, sharing only hard drive space. It made it difficult for us to collaborate across groups and work together as a firm.”

## SOLUTION

The attorneys at Couhig Partners soon began talking with the NetDocuments sales team and saw a solution to their problem. “When we started talking to NetDocuments, we immediately saw that NetDocuments fit with our business model. It also became another way to keep our overhead costs down. We can also grow more efficiently when adding additional lawyers without having to bring in additional overhead, servers, licenses, or even office space. Now I can pack up my laptop and basically take my office across the country and open it up and everything is the same as if I was sitting in the office in New Orleans,” said Jason.

“We were really close to going with a competing document management system. The number one factor for us was the web based aspect of NetDocuments. We really think the SaaS model is where things are going and it makes a lot more sense to us. Going with a traditional document management service required us to put down a significant amount of money to replace our servers and to have Citrix, remote desktop, new software licenses, all of which would be replaced in a few years. When we looked at the cost-benefit analysis over 5 years, NetDocuments was the better deal,” said Jason.

NetDocuments also provided the firm with a better way to collaborate and work together. “That was a big attraction with NetDocuments. Our whole universe of documents is now easily available to everyone in the firm, without having to click and search through hundreds of folders and arcane, truncated file names. It has made us more efficient and cohesive than we were before,” remarked Jason.



Our founding partner, Rob Couhig, practiced law at one of the largest firms in the South for thirty years before deciding that a smaller, more specialized firm could better serve businesses. Rob assembled a group of like-minded lawyers from top firms who were similarly frustrated with the constraints of their practices.

Each lawyer at Couhig Partners shares Rob’s vision and passion for helping businesses realize their full potential and achieve success. Additionally, the lawyers at Couhig Partners are business owners, investors, and entrepreneurs themselves. As both lawyers and businesspeople, our attorneys are in a unique position to give our clients practical advice, as we have personally dealt with many of the same issues our clients face.

[www.couhigpartners.com](http://www.couhigpartners.com)

## RESULTS

Couhig Partners can now rest assured knowing that all their business critical work is safe and always accessible. "Hurricanes and evacuations have unfortunately become a fact of life in New Orleans, and businesses need to plan. We don't have to worry anymore about recovering servers or being disconnected from our files. NetDocuments provides peace of mind, as our documents are doubly backed up and available to us from anywhere that has an Internet connection."

Other than the functional benefits of NetDocuments, Jason and his team have also been very pleased with the customer service and support they have received. "We have found NetDocuments support to be quick and responsive. They actually solicit customer feedback and act on it to make improvements. Usually you sign the contract and only talk to the vendor when things aren't working," said Jason. "It seems like NetDocuments is continually trying to improve the service and reflect what the market wants, which is important."

"We are very pleased with our experience thus far and are encouraged by the ability to change and incorporate new ideas at NetDocuments. The NetDocuments user community is helpful and we can draw on our knowledge and experience to help.... We get a lot of value out of that. That has been one of the highpoints. It fits perfectly with where our firm is going and with where we think technology is going."



## About NetDocuments

NetDocuments allows you the freedom to access and work on your documents anywhere. Get to the Internet and login to all your documents. Create, edit, share and collaborate with others. Organize into folders based on clients or projects. Search the content of your Word, Excel, PowerPoint, PDF's, and emails.

Have the peace of mind knowing your work is backed up and secured in world-class data centers. Small to large businesses, law firms, financial service firms, health care and real estate organizations can save tens of thousands of dollars by eliminating the hardware, system and client software, and ongoing administration of on-premise systems.

Go to [www.netdocuments.com](http://www.netdocuments.com) for more information.



For more information about NetDocuments, please call 1.866.638.3627 or visit our web site at [www.netdocuments.com](http://www.netdocuments.com).

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