



# How Zigler Law Group saves \$ 2500 a year per employee

## Intro

Zigler Law Group, based in Chicago IL, is a national class action and complex litigation firm committed to protecting consumers and investors from corporate misconduct. Their attorneys have successfully litigated countless complex cases across multiple industries. Their experience includes litigating consumer fraud, securities fraud, breach of contract, breach of warranty and breach of fiduciary duties, amongst others.

Depending on the case being litigated, the Zigler team includes attorneys, paralegals, employees and contractors.

## Challenges

As a national class action litigation firm, Zigler Law Group is required to keep very accurate time records of all time spent on cases. All attorneys, paralegals and other staff members need to keep very accurate time records of every minute spent on a case.

Time tracking for attorneys and paralegals is extremely hard. Most attorneys work on multiple cases, often for multiple clients on a given day. So it's time-consuming and challenging to figure out what they worked on at the end of a long day. Combine that with the fact that they work in an interrupt-driven mode, with calls, emails, discussions and the whole time tracking problem is compounded.

Zigler attorneys and paralegals were used to tracking their time on spreadsheets. Which itself was a big step up from having to reconstruct time from reviewing paper notes, emails and appointments whenever time needed to be accounted for.

**Time-consuming:** Each attorney, paralegal and employee maintained their own spreadsheets of time spent. So any reckoning of time for a case, meant reviewing and reconciling the spreadsheets of all the

attorneys and paralegals that worked on a specific case. This was a very painstaking and time-consuming process.

**Variations in case names:** Attorneys and paralegals would code their work times for cases using different names for the same case. There were as many variations for the same case as the number of people working on it. Identifying the various names and collating the data was a nightmare.

**Loss of data:** When working on a case, an attorney could end up sending 10-15 emails back and forth in an hour. And all that work needed to be entered in granularly. While working with spreadsheets, invariably there would be some loss of time worked.

All these issues prompted the Zigler Law Group to look for an alternative solution that could meet its evolving needs for time tracking. And since they had already moved to Salesforce for tracking all their cases, they were looking for a time tracking solution that would work within Salesforce too.

## Solution

In 2022, the Zigler Law Group implemented PK4's TimeTracker for Salesforce. PK4 worked with the law firm to configure the TimeTracker to their exact requirements. The firm decided to use the TimeTracker's Multiline Time Entry screen since it was very similar to the spreadsheet mechanism that the team was already used to. Since all cases that the firm worked on were already within Salesforce as a separate object, PK4 configured the TimeTracker to track time to that specific object. So the TimeTracker users just needed to select a case from the existing list of cases.

## Results

### Decreased inaccuracies on cases

Since all cases were set up in the TimeTracker, the Zigler team no longer needed to enter the names of the cases. They just needed to select the name of the case from the dropdown. This completely eliminated the endless variations in the case names.

Timely Data Entry



## How Zigler Law Group saves \$ 2500 a year per employee

Since the Zigler team was already working inside Salesforce on their cases, it was easy for them to

track their time in the TimeTracker on a regular basis. The team now records their time within the TimeTracker between 6-8 times a day, Since the tasks and the time spent are fresh in their minds, the time entered is much more granular and accurate, ensuring that there is no under-reporting of time spent.

### Easy contractor payment

Zigler uses contractors who are paid based on the number of hours worked. Since all time data is within the TimeTracker, it's now very simple for Zigler administrators to pull end of the month reports for the time spent by contractors.

### Instant, flexible reporting

The fact that all the time spent on cases is properly tracked and in a timely manner within the TimeTracker made a big difference to the Zigler Law Group. With all time entries correctly tagged to specific cases, running reports based on cases became a cinch for the Zigler Law Group.

The time that they spent previously reviewing and collating data from multiple spreadsheets has decreased from 4-5 hours per month to less than 3 minutes per month. Time that can now be put to much more productive use.

The Zigler Law Group Management can now easily answer questions such as:

- How much time attorneys/paralegals spend on specific Matters, Tasks and Practice areas
- Perform detailed analysis of Matters to determine time spent and profitability

- Analyze what Matters and Tasks take disproportionate amounts of time
- Quickly assess the lodestar of a case for reporting.

Overall, the Zigler Law Group has found that data collection, collation and review have all become much easier with the TimeTracker from PK4. The Zigler Law Group saved over 99% of the time spent on data collation, review and reporting. Resulting in an overall saving of \$ 2500 per employee per year.

## Tech Components

- Salesforce Sales Cloud
- TimeTracker in Salesforce
- Lightning Components for Time Tracking
- Automatic rounding to tenth of an hour.

*"The TimeTracker saves us a ridiculous amount of time. We went from spending 4 hours every month compiling time from multiple spreadsheets to clicking a button to get the hours spent on specific Matters with the TimeTracker."*



**Blair Zigler**  
CEO, Zigler Law Group