6 Reasons to Make the Switch from LEAP

Written by Andy Younes

Modern law firms require modern solutions. In the new work era, where more and more lawyers work in remote and hybrid environments, access to all the information you need to handle a file is critical. Yet, despite the benefits of cloud-based legal practice management (LPM) software (well-documented in the Legal Trends Report), many PMS software providers continue to offer inflexible, server-based or hybrid-cloud options that lack the agility to support law firms through changing business tides.

Some server-based PMS software providers are taking notice. For example, PCLaw, a server-based PMS software provider, previously contacted users about cloud-based software options. While PCLaw conceded they wouldn't be transitioning their PCLaw or Time Matters offerings to the cloud, they recommended users transition to LEAP Legal Software, a hybrid-cloud PMS software provider. PCLaw reports they worked with LEAP's team to "develop a data transition that minimises disruption to law firms".

However, any switch comes with challenges. That's why law firms need to ask questions and think critically when switching their PMS software provider. Customers can't afford to be dragged down by slow-to-innovate software with outdated user interfaces, unclear pricing, and a lack of client communication tools.

Did you know?

Clio's trust accounting software has been certified by the Law Society of New South Wales as being compliant with the Legal Profession Uniform General Rules 2015. Clio is now recognised by more than 100 law societies and bar associations across the globe, more than any other legal software provider.

To help you make the best decision for your law firm, we've compiled a list of essential considerations below. If you're a legal professional transitioning to the cloud, from LEAP or another PMS software, be sure to ask the PMS providers you're considering the six questions at the bottom of the page.

1. True cloud-based software—automatic updates and more

Cloud-based law firms use cloud technology to run critical business elements. These programs help streamline bookkeeping, client intake and onboarding, payments, case management and more.

So, what's the benefit of cloud-based software? In our evolving business environment, lawyers work from home, the courthouse, and everywhere in between. Using cloud-based software allows users to access their software through a web browser and an internet connection. This keeps your firm connected no matter where your staff are. On the other hand, servers are an on-premise system that ties firms to a physical office space—limiting the work that your staff can do outside the office. Similarly, desktop-based software is installed on and only accessible on one computer.

The advantage of true cloud-based software is clear: as our customer, Sana Saddique (a former LEAP customer), says:

"In a direct comparison between Clio and LEAP, from how the system operates to the integration to customer service, to cost, it's just a Clio win across the board." – Sana Saddique, Founder, Collective Law Solicitors."

Be aware that some software providers call themselves cloud-based when, in reality, they provide 'hybrid-cloud' services. These providers combine the cloud with a desktop system, and the two systems communicate with each other. Often, a hybrid-cloud service means the PC-based desktop product offers full functionality while their cloud product doesn't–or vice versa. In other words, you don't get the same experience in both versions of the same program. Furthermore, the more systems involved, the more likely data sync issues will occur between the two systems. And, as lawyers know all too well, these can be costly and result in software that is slow and unresponsive.

Clio is 100% cloud-based. Our automatic updates and upgrades ensure everyone at your firm is on the same page, no matter where or what device they are on.

2. No lengthy contracts or hidden pricing

Finding a PMS software provider that values transparency and customer growth is integral. Buyers often deal with secretive pricing models or are locked into a multi-year contract they never intended to sign up for.

At Clio, we empower you with a no-risk 7 day free trial, transparent pricing, and compatibility with other critical programs like Microsoft 365 or Google Workspace. Our core value is 'Customer Success Comes First', and we take pride in providing flexible options that enable our customers to be successful. With Clio, you have the power to choose your commitment level, whether it's month-to-month or yearly terms, giving you the control to manage your contract as you see fit.

Pricing plans start from just $49 per user, per month.

3. Your data is yours to keep

At Clio, we recognise the importance of having complete control and effortless access to your data at all times. Lately, we've observed a concerning trend where various legal software providers have restricted your flexibility by complicating the data transfer process. This approach traps your data, severely limiting your options and freedom.

We understand that the ability to export or migrate your data quickly and easily is crucial. That's why we've designed our system to ensure that you can access and export your data with minimal effort, whenever you need to. Our commitment to transparency means you'll always know where your data is and how to access it. We ensure that you are never trapped by complex data retrieval processes or proprietary data formats.

Firms may need to export their data for various reasons. That's why we provide a simple and transparent data migration process. What's more, Clio will securely hold on to your data for 90 days after cancellation, ensuring that you can retrieve and export your data even after cancelling our services. Your data's security is our top priority.

4. Infinite device/OS compatibility

Staying connected is critical for law firms, and when your staff works remotely, compatibility becomes more relevant than ever. However, many legal software providers have limited compatibility. For example, you may not be able to access the software on a Mac product or mobile device.

Clio users can access their software from PCs or Macs, and can even use the Clio Mobile App for Android and IOS to stay connected on the go, allowing staff to remain productive wherever they are.

5. Experience the client-centred difference

Few things are more frustrating than waiting for customer support when you have a pressing issue. With Clio, you get the support you need when you need it. Our support team is available 24 hours a day, Monday through Friday, via phone, chat, or email.

In addition, Clio provides customers with access to the largest self-serve knowledge base in the industry. We have thousands of self-serve articles and videos so you can troubleshoot (or level up your Clio knowledge!) on your own time.

6. Clio is the most connected operating system in legal

Every law firm is different, and software needs can change quickly. Having the option to scale your software and bring in different tools is essential for creating a connected experience for staff and clients.

With Clio's open application programming interface (API), you get access to many integrations allowing you to scale and connect tools as needed. Featuring everything from big names like Office 365, Xero, and Zoom to specialised tools, you'll find everything you need to run the law firm of your dreams.

6 questions to ask—before you make your next move

While cloud-based PMS software providers are the clear winners in today's legal space, what should you consider before you make your next move? Here are the questions to ask yourself before switching from LEAP or committing to a new PMS software provider.

Are pricing terms clear and transparent?

Some legal practice management companies will entice customers to sign a multi-year contract that's difficult to get out of. Ensure your next provider offers you the flexibility to pursue other options in case you're unhappy. This includes inquiring about the fees and exit protocol during the sometimes seemingly 'free' or 'low-cost' trial period.

Does your application automatically update?

Cloud-based platforms typically update automatically. Ensure your legal practice management provider doesn't require you to purchase a separate maintenance plan to get access to updates. Missing a system update can lead to serious errors, confusion, and wasted time for law firms.

Do you outsource your onboarding process?

Some PMS software providers overly rely on third-party consultants to help new users migrate, install and train on their new platform. This process can be challenging and delay the setup process.

TheQuick Start Program and in-house onboarding team help customers get up to speed quickly at no added cost. Customers can be assured that they will receive the same world-class service throughout every stage of their journey.

Do you have phone support?

Whether you're a new or long-standing customer, you'll likely have questions or require product support from time to time. Will someone be there to answer your call? Some PMS software providers do not offer telephone support. Others have limited customer support hours.

Clio's support team is available, Monday 9am – 3pm AEST and 24 hours a day from Tuesday – Friday AEST, via phone, email or chat. What's more, this service comes with your subscription. We'll never charge you separate fees to help you get the support you need.

Do you offer a broad licensing structure?

Licensing structure is an important consideration for any prospective PMS software user. With Clio, you can choose a plan that fits your needs based on the number of users at your law firm. You can also select between different services—including our EasyStart, Essentials, Advanced and Complete plans. This way, you avoid paying higher costs for features you won't use.

Can your software connect to my existing tools?

You're already investing in new PMS software, so you shouldn't have to worry about upgrading your computer. The software you're considering must work on your current hardware and integrate with your existing tools.

Clio is compatible with Mac, PC, and mobile devices, so you can use it anywhere you work. Furthermore, you'll be able to bring all your favourite tools on board—fromXero to Zoom—through our many integration partners.

Try Clio for Free

Learn how you can do more billable work, deliver the service your clients want, and make it easier for clients to pay with Clio.

Get Started

Final thoughts on switching to Clio

Whether you're planning a switch from LEAP or simply considering your options, it's important to ask critical questions. Ensure your new software provider not only meets your current needs but can help your firm thrive in the future. System updates,

transparency, compatibility, support, data, and scalability should all be top of mind when adopting new PMS software.

We're confident that Clio's many features will wow you, and if you aren't convinced yet, learn more about how law firms use our software.

Book a walkthrough

See exactly how Clio can help your firm by scheduling a personalised product walkthrough with one of our Clio experts.

See Clio In Action

About Clio

Clio is the global leader in legal AI, powering legal work across the profession, from law firms of every size to corporate legal teams, government agencies, and courts. Its Intelligent Legal Work Platform unites the business and practice of law, connecting the people, information, and processes behind legal work. Clio's AI brings the context together with legal sources drawn from Clio Library, a growing collection of more than one billion legal documents. Over 400,000 legal professionals in more than 130 countries rely on Clio to run their legal world. Learn more at www.clio.com.