Innovation and Knowledge Management

Fisher Phillips' award-winning knowledge management ("KM") team is led by the firm's Chief Knowledge and Innovation Officer (and 2021 Legal Innovator of the Year award winner) Evan Shenkman, an AV-Rated labor and employment attorney who left the practice of law over a decade ago to focus exclusively on law firm innovation, efficiency, and analytics. Fisher Phillips' KM team of attorneys, data gurus, and KM professionals now works to implement and develop innovative solutions to help our attorneys provide greater value, quality, consistency, accuracy, and transparency to firm clients. Our KM initiatives also are extremely attractive to clients and prospects, making it easier for Fisher Phillips attorneys to develop and retain clients.

Goals of our KM function include:

- Using analytics and artificial intelligence to help make data-driven, strategic decisions.
- Using a combination of people, processes, and technology to ensure that all firm attorneys are handling their engagements in the most efficient fashion, without compromising quality or responsiveness.
- Engaging the use of cutting-edge matter tracking, management, and reporting tools to allow our attorneys to collaborate and remain in sync across offices serving the same client.
- Providing resources and tools to help our attorneys better understand our clients' businesses and industries, helping ensure they will not lose sight of your business needs when addressing your legal needs.
- Providing our clients with direct-service value-added offerings to enable them to find answers to pressing legal questions in real-time.
- Reducing or eliminating surprises for our clients, such as unexpected costs or unplanned business interruptions.
- Exceeding client expectations throughout our engagements.

A highlight of our key KM initiatives follows:

Casetext

Fisher Phillips is proud to have helped develop, and then become the first law firm in the country to fully deploy, **Casetext CoCounsel**, the world's first reliable AI legal assistant, powered by GPT-4, to perform efficient legal research and drafting so we can focus on our clients' most complex and pressing issues. This impressive tool assists our attorneys with a broad array of time-consuming tasks, including document review, legal research, and contract revision and drafting, giving them more time to focus on the aspects of practicing law that cannot be done by machine.

FP Collab (Client Extranets)

Fisher Phillips allows our clients to stay on top of their legal matters, and access helpful HR guidance, via FP Collab - our state-of-the-art Fisher Phillips Client Portal: a mobile-friendly, one-stop shop for key information about their matters, projects, legal updates, and Fisher Phillips team. Our portals – which can be securely accessed 24-7 from mobile and desktop devices – are highly customizable to fit clients' needs and requirements.

Among other options, our Client Portals can include case status reports; key matter documents; counseling information; matter and client financial information; a collection of 50-state surveys; a model document bank of helpful template forms, policies, and checklists; legal news and industry alerts and reports; and more.

Client Team Sites

One of Fisher Phillips' many strengths is its national footprint, with excellent attorneys available to provide advice and counsel our clients from across the country. Our Internal Client Team Sites help ensure that no matter where your matters are located, and no matter which Fisher Phillips attorneys are on the case, they will share a deep understanding about your business, your active matters, and your formal and informal personal preferences and priorities. Our Team Sites ensure our attorneys are always on the same page with one another, and with our clients, from coast-to-coast.

Among other features, our Internal Client Team Sites typically include:

- A summary of a client's business and industry, allowing our attorney teams to better partner with clients' long-term needs;
- Formal and informal guidelines required for representing particular clients, and particular in-house personnel's personal requirements and preferences;
- Case status reports, allowing our attorneys to know what legal positions have been taken by the client in similar matters (especially helpful in non-compete matters, where arguments made in one case can be used against the company in another case);
- A document repository of frequently used client-specific documents (e.g., handbooks, policies, bargaining agreements, etc.), and key client-vetted sample work product (corporate disclosure statements, settlement agreements, discovery, etc.), to avoid reinventing the wheel and prevent repeated requests of the client for the same materials; and
- Announcements and updates to keep the team informed of all client-related developments.

INNOVATION AND KNOWLEDGE MANAGEMENT

COVID-19 EMPLOYMENT LITIGATION TRACKER AND INSIGHTS

Key Contacts

- Evan Shenkman
- Jennifer Mendez
- Stacy Rushing