Clever and efficient client integration in the law firm Klein & Streu
Law Firm Klein & Streu, Altenburg/Germany

Whether trade or company law, civil law or building law – in all branches of legal work, individual results are required. In order to achieve this, the participation of the clientele is essentially important. However, the inhibition threshold of the clients with regard to legal work is enormous. Lawyer Helge Klein reports on his successes in overcoming these inhibition thresholds, since he has used the SMART Board® in his law firm.

The medium-sized law firm Klein & Streu were founded in 2001. The aim for the law firm partners Helge Klein and Robert Streu is to offer individual and flexible solutions for their clients. For the lawyers this means apart from professional legal advice and competent legal representation, also overall care in an optimum work environment. Client satisfaction is not just a statement, rather an active endeavour. To achieve this, intensive collaboration between lawyers and clientele is necessary. „Only through intensive, individual supervision can we achieve the best possible legal result for our clients. However, we know the hurdles that our clients have to overcome, to work on the legal occurrences together with us“, says Helge Klein. „The SMART Board allows us to help clients overcome their dread of independent work on the legal case.“

Don’t be scared of legal discussions
As lawyer Helge Klein explains, a fear of legal texts is only human, and can be dealt with quickly. The information that e.g. has to be conveyed in a prepared management employment contract, is manifold, and must be individually adjusted. For Klein, this means that he works on the contract directly with the business customers, and explains the details to them, and clarifies complex contexts. For this, special relationships need to be made, which are specific to each business case - the client must actively participate themselves.

Challenge
Uncomplicated and efficient introduction of the clientele, to active participation in legal processes.

Solution
Klein & Streu optimises the dialogue between lawyers and clients with SMART solutions.

Results
Overcoming the inhibition thresholds for client participation in legal issues, and promotion of active cooperation of lawyers and clients.
If the lawyer works on such cases with the client personally, then, before the acquisition of the SMART Board® interactive whiteboards, it was necessary to make handwritten notes, which would later be integrated into the contract. This had the disadvantage that the client could only make the changes and trace them later with a great deal of effort. The work steps were time consuming and complicated. “With the SMART Board, this has changed: We work on the contractual agreements individually with the clients on the interactive whiteboard. Our clientele can insert their comments into the contract immediately and interactively, using the stylus.”

Ensure recognition values
The notes of the clients and lawyers allow recognition values to be created and ensured. Annotations, which are written on the SMART Board by hand, have a personal note and can therefore be individually allocated. The conditions that the lawyer and client found important, can therefore be traced quickly at a later point. Each partner involved can quickly assign the individual remarks to one person. This in turn supports the flow of thought, and powers of recall of the clients involved, and increases cooperation. So, nothing stands in the way of successful collaboration.

In order to make the team work even more efficient, the lawyers Klein & Streu like to refer to the dispatch of the data compiled in the client meeting. The notices made in the SMART Notebook™ can quickly be converted into a PDF file. These files, but also Word or Excel files, are sent to the client. “The idea of networking, promoted by the SMART Board, is important to us. We don’t need to use any complicated methods, we simply send everything by e-mail. In this way, our clients have something tangible in their hand. We could not achieve this with our notes on the flip charts.”

Optimum check backs with the SMART Board®
With this saveable and sendable data, lawyers and clients have an optimum tool for on time and also functional check backs. It is important for the clients to be able to trace the individual steps, to understand the whole process, and for the lawyer to assure themselves of the client wishes. “SMART Technologies makes it easy for us with the SMART Board and the included Notebook software, to take every day steps and carry them out in a few clicks”, highlights Robert Streu.

The lawyers combine the SMART Board with a client management system. There is no extra expense involved in this, as all the programmes on the PC can be used with the board. Due to this lack of barriers, a change from primary computer usage to the presentation tool is easy, without risking large amounts of time or financial outlays. “The SMART Board can be operated intuitively, so that we can offer our core clientele the possibility of using it in important meetings.”

Active client loyalty
The law firm Klein & Streu have the ambition of fulfil all client requirements. Often, this requires a communicative exchange between several experts, e.g. cooperation with company advisors or auditors. To interlock internal and external communication, the law firm provide their long-term clients with the innovatively furnished conference room, including the SMART Board.

Klein explains: “We simply know the needs of our long-term clients, and know that sometimes it is necessary to offer a certain “extra” care. Especially when it comes to large and long-winded discussions, our clients value the time saved with the SMART Board.” For the two lawyers, this service is a must. Because they know that through the combination of specialist knowledge, and the inclusion of sensible, innovative technologies, they can convince their clients of the vision and experience of the law firm, and so continual supervision of the company is possible.

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Helge Klein, partner law firm Klein & Streu

About SMART
SMART Technologies Inc. is a leading provider of collaboration solutions that change the way the world works and learns. As the global leader in interactive whiteboards, our focus is on developing a variety of easy-to-use, integrated solutions that free people from their desks and computer screens, making collaboration and learning with digital resources more natural. Our products have transformed teaching and learning in more than two million classrooms worldwide, reaching over 40 million students and their teachers. In business, our Freestorm™ visual collaboration solutions improve the way that people work and collaborate, enabling them to be more productive and reduce costs.

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