

# ECF Notice Management Automation

*There's a better way to process electronic court filing notices*

*Save Time and Reduce Cost by Automating ECF Notice Processing*

## Summary

Reducing operational costs has been a significant focus of law firms and corporate legal departments for some time. The automation of high volume/low-value repetitive tasks – the kind which no one involved relishes performing – is a strategy that has been widely adopted by law firms and corporate legal departments alike, and is well-proven to be effective in delivering operational efficiencies that result in lower costs and superior outcomes.

It no longer makes sense for law firms to continue to process electronic court filing (ECF) notices manually when these time-consuming, cumbersome, error prone, and typically non-billable tasks can be automated.

The benefits of ECF notice automation for firms of any size are quantitatively and qualitatively significant in terms of (i) reduced cost (with fast ROI); (ii) risk mitigation; (iii) enforcement of firm policies; (iv) better data quality; (v) better visibility into resource needs and allocation; and (vi) improved partner and employee morale.



**ECFX Notice** is a secret weapon for me. I want to keep it just for our firm. I feel like this is actually a competitive edge for us.

**Kristi Pallante CDFA®**

Rottenstreich Farley Bronstein Fisher  
Potter Hodas LLP  
Director of Litigation Operations

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# Cumbersome and Arcane

In 1988, the Judicial Conference of the United States approved the Federal Judiciary’s Public Access to Court Electronic Records (PACER), enabling case filings and documents to be accessed through computer terminals. This was followed by Case Management/Electronic Case Files (CM/ECF) in 1996, ushering in the era of electronic court filing (ECF).

While a dramatic improvement to physically traveling to the courts, by the 2000s, PACER (and its attendant CM/ECF) was being derided as “cumbersome and arcane.”<sup>1</sup>

Furthermore, as electronic court filing has fast become the norm in most state courts, ever-increasing volumes of ECF notices must be processed by firms to obtain the court documents. And while CM/ECF is developed and maintained centrally by the Administrative Office of the U.S. Courts, state courts and third-party ECF providers have developed a multitude of filing platforms, adding significant complexity to managing – let alone automating – state court ECF notices.

A challenge **ECFX Notice**® was purpose-built to solve.

*I don’t want saving documents to be one of my tasks, no one wants that to be one of their tasks – we want to provide more substantive product, to be more productive, and to feel like our work is more valuable than that. **ECFX Notice** solved this.*

**Martha DelGiudice**

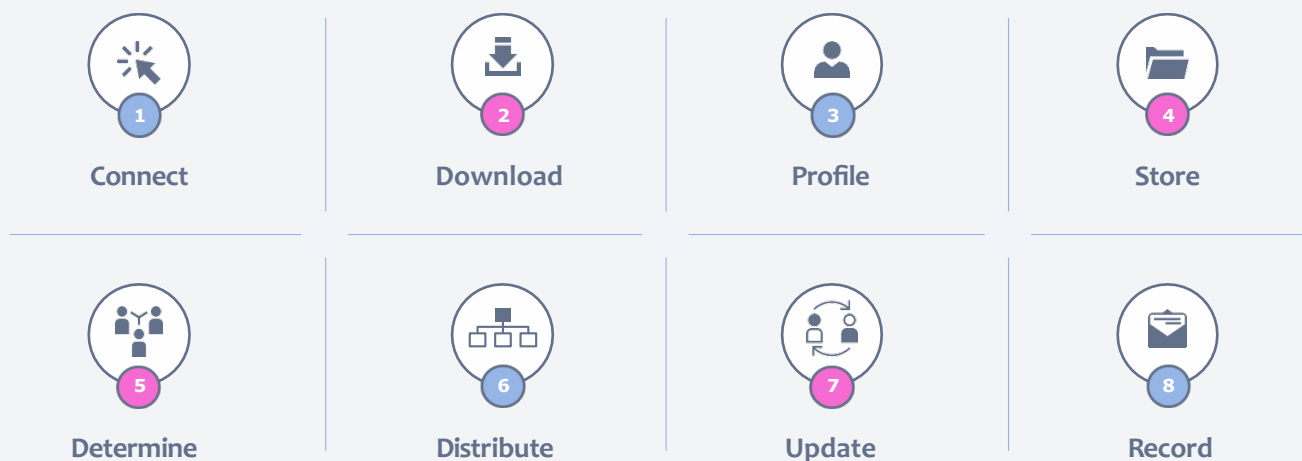
Perkins Coie LLP

Litigation Docketing Specialist

## The Challenge

Ultimately, despite a significant improvement to paper filing, electronic court filing has just shifted the problem from envelopes to emails. Receiving an ECF notice completes a series of notice management tasks required to obtain, store, and distribute the court documents to attorneys and the case team.

**Figure 1: ECF Notice Management**



<sup>1</sup> *An Effort to Upgrade a Court Archive System to Free and Easy - The New York Times (nytimes.com)*



These tasks – including matter identification; downloading multiple, potentially large documents; notice and document distribution; and profiling and storing each document – remain at many firms; manual tasks that are burdensome, costly, prone to error, and introduce risk.

Absent some form of automation, for federal and state courts and agencies, ECF notice management remains cumbersome and arcane.

The benefits of ECF notice automation can be significant for firms of all sizes in terms of:

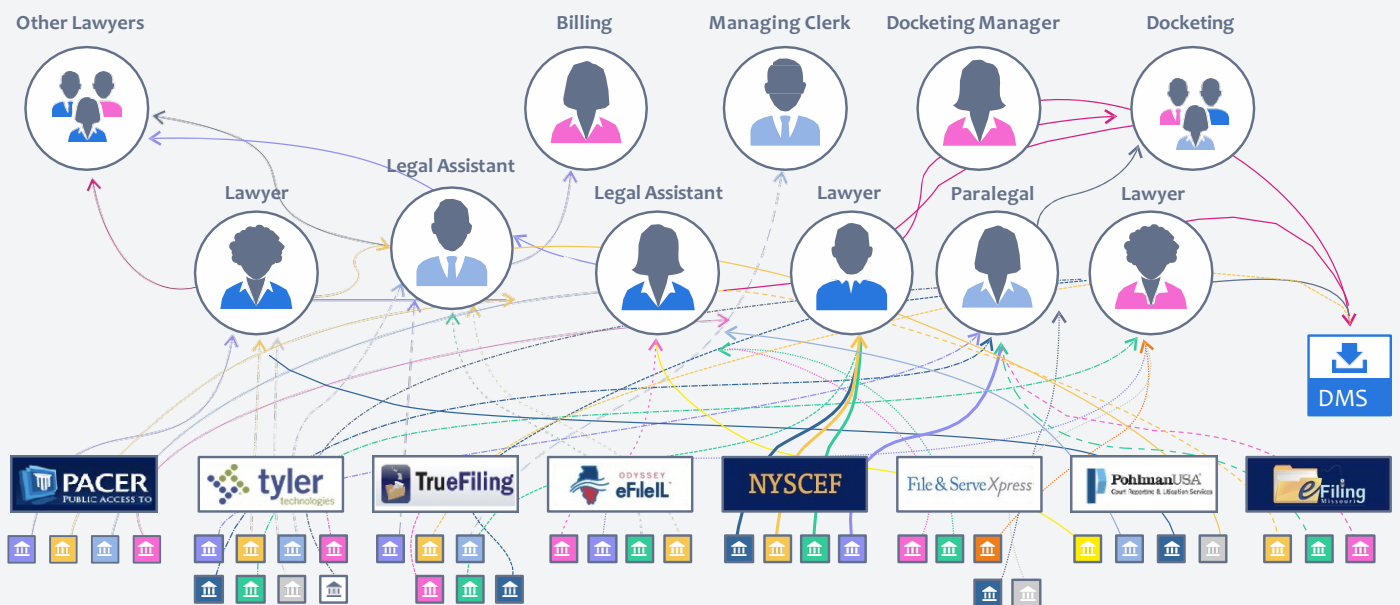
- **Reduced cost**
- **Risk mitigation**
- **Better resource allocation**
- **Improved partner and employee morale**

*We had issues with our saving of the documents and the cost we were having to pass on to the client. Our file saving was all over the place and deadline reporting was not working. We went to **ECFX Notice**, and they worked with us and have been very patient with our demands. It's an amazing program.*

**Cheri Pearce**

Buchanan Ingersoll & Rooney PC  
Practice Solutions Administrator

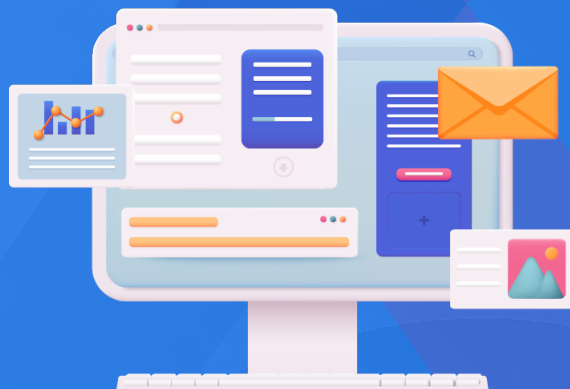
**Figure 2: Typical Manual ECF Task Management Workflow**



# ECF Notice Management Transformation

As illustrated in Figure 2 above, managing ECF notices manually is ad hoc, decentralized, and difficult to control. In this environment, it is virtually impossible to effectively monitor the process, identify errors, or gather meaningful metrics such as the total volume of notices broken out by court, daily volumes, and team workloads.

The downsides of manual handling of ECF notices are, inevitably, errors, risk, and duplicative efforts as multiple individuals in different roles access and download the same documents for their own purposes. The result is an increase in cost to the firm in terms of human resources, multiple fees for duplicative access and downloads, and perhaps most importantly, the loss of internal control.

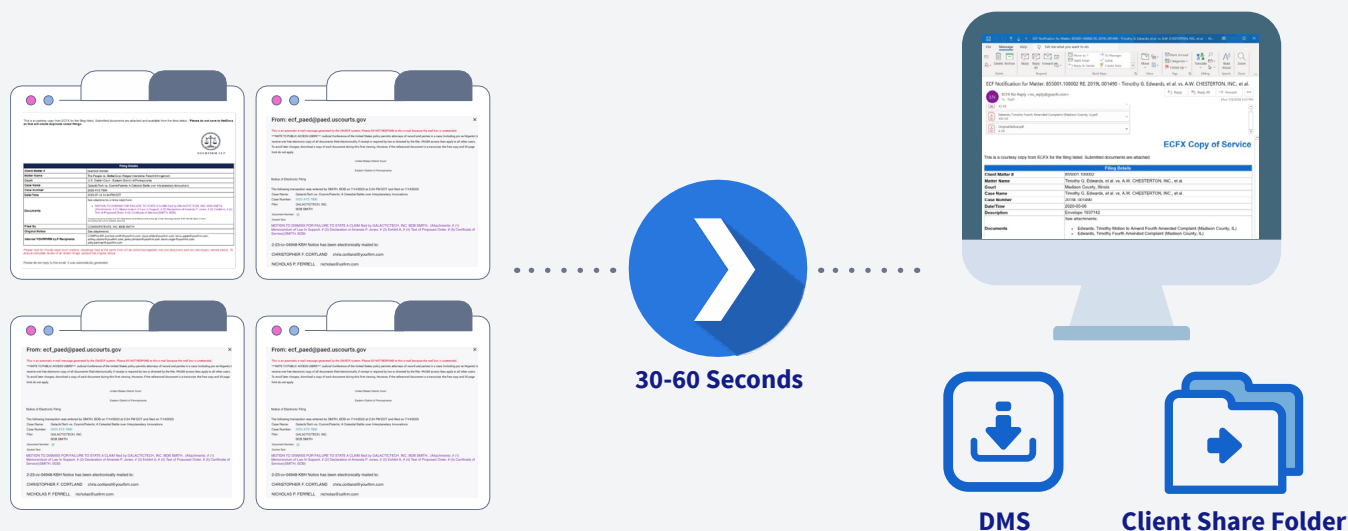


**ECFX Notice** automates the processing of all tasks required to manage ECF notices, including:

- 1 | Connect the case to the client/matter number
- 2 | Download every document associated with the notice
- 3 | Profile each document using firm naming conventions
- 4 | Store the documents
- 5 | Determine relevant parties to be notified (internal and external)
- 6 | Distribute the notice and documents
- 7 | Update docketing/calendaring
- 8 | Record transactions for potential billing to clients

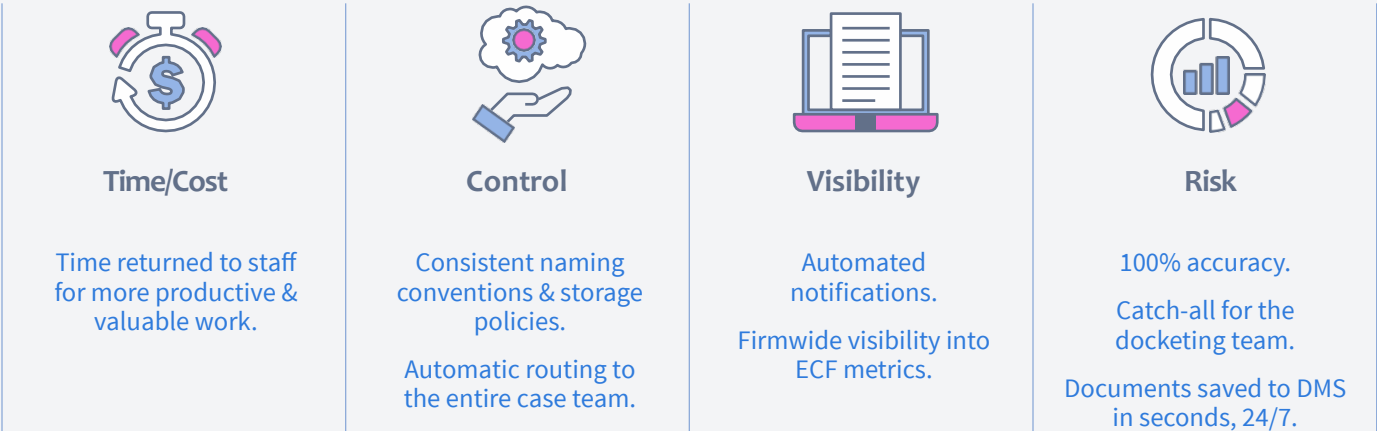
Automating these tasks reduces risk, enforces firm knowledge management guidelines, and supports timely calendaring. The resulting ECF notice management is centralized, controlled, fast, fully automated, customizable, and 100% accurate.

**Figure 3: ECFX Notice Fully Automated Management Workflow**



# The Benefits of ECF Notice Management Automation

Figure 4: Key Benefits of ECF Notice Management Automation



## Time & Cost Savings

Reducing operational costs has been a major focus of corporate legal departments and law firms for the last decade as pricing pressures continue to intensify and billing is more closely scrutinized. To achieve meaningful cost savings, both outsourcing and automation of high-volume repetitive tasks have been widely adopted across disciplines such as contract management, M&A due diligence reviews, eDiscovery, and others.

**Processing ECF notices manually typically takes 5-30+ minutes to process a single notice.<sup>2</sup>**

Multiply this by thousands or hundreds of thousands of notices, and the cost to the firm is substantial.

And this time does not account for time lost due to delays (notices received on evenings and weekends, or the impact of missed notices), document download failures, routing errors (not sending to all parties relevant to the case), and errors in storing documents in document management systems.

Importantly, this also does not account for duplicative processing of a single ECF notice. It is often the case that multiple people with different roles at a firm – paralegals, administrative assistants, time and billing staff, docketing professionals, and attorneys– will each download the documents from the same ECF notice. This multiplies not only time spent but the associated costs as well (such as PACER fees that kick in after the first free look).

<sup>2</sup> As reported by ECFX clients and averaged across small, midsize, and large firms.

FROM 5-30+ MINUTES



TO 7 SECONDS: 24/7

Some ECF notice automation systems are dependent on specific attorney emails to function. Consequently, if the email assignment is not updated (a common oversight), the system will continue to route notices to lawyers who are no longer with the firm: effectively a “dead letter box.”

This dependency on the manual input and maintenance of email addresses for each case and/or attorney by firm personnel significantly derogates the value of “automation” and introduces delay, cost, and error where no need exists.

ECFX’s automated notice management does not require manually inputting and maintaining email addresses for each attorney and/or case. Once implemented, all of a firm’s ECF notices are received by **ECFX Notice**, enhanced notifications are sent to all interested parties (internally and externally), and all associated documents are downloaded, profiled, and stored automatically. All in approximately seven (7) seconds. 24/7/365.

**The bottom line: an advanced ECF Notice Management System will reduce the cost of processing electronic court notices by an average of 93%.<sup>3</sup>**

## Fast, effective, and certain

Transforming manual ECF notice management (read high volume, low-value repetitive work) into a centralized, controlled, automated system should be on every firm’s radar to improve operational efficiency and effectiveness, resource allocation, and, importantly, employee and partner work satisfaction.

Typical manual ECF notice management – or systems that only automate some of the required tasks and rely on firm personnel for functionality – are subject to the dangers of missed notices and delays in intake (jeopardizing filing deadlines). Documents can be lost, setting off a hunt by multiple personnel, or “misfiled” in the document management system due to naming errors, or not being properly associated with the correct jurisdiction, case number, or client/matter number.

*One of the biggest things that I noticed with using **ECFX Notice** was just seeing how efficient you could make a process.*

**John Hogan**

DLA Piper LLP

Director of Litigation Support

*One of the main benefits of **ECFX Notice** for our firm was that our attorneys were the ones getting the initial notices from the courts, and we weren’t always getting the documents in our system.*

*Anytime there was turnover on our team, we were constantly having to hunt for documents and then having to go and redownload them and put them in one by one.*

*It was a time suck for the attorneys, the assistants, and anyone else involved.*

*It’s all non-billable.*

**Michelle Garcia**

Martin Clearwater & Bell LLP

Client & Budget Ops and Intake Manager

<sup>3</sup>As reported by ECFX clients. Time and cost savings metrics are provided in the client **ECFX Notice** Dashboard

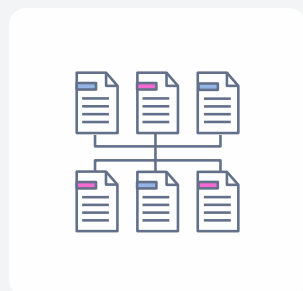
Utilizing intelligent automation, these errors are avoided altogether. Once your firm's ECFX Inbox is set up to receive court notices, **ECFX Notice** will consistently and accurately:

- 1 | Process all notices
- 2 | Download all attached and linked documents
- 3 | Automatically distribute the documents to all case team members and other interested parties (internally and externally) utilizing the firm-specific email notification format
- 4 | Load documents into the firm's case management system (CMS), document management system (DMS), repositories, and shared folders – enforcing the firm's naming conventions (including abbreviations, number padding, and any other preferences whether firmwide, practice level or by individual) – in seconds



## Improve Control, Retain Flexibility

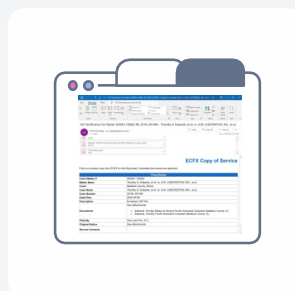
**Figure 5: ECF Notice Control & Flexibility**



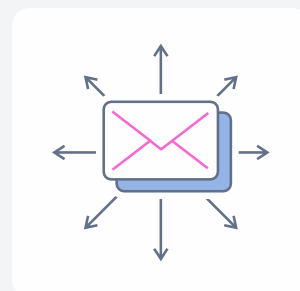
Flexible & consistent document profiles



Multiple storage locations



Consistent templates



Easily managed distribution lists

An effective automated ECF Notice Management System improves control by enforcing firm-defined policies while still retaining needed flexibilities to accommodate specific client, case, practice group, individual, or local office requirements and preferences.

**ECFX Notice** is unique in its ability to deliver both consistency and flexibility, from standardizing and enhancing the ECF email notifications (while customizing how information is presented to accommodate different practice groups) to integrating with multiple storage locations and consistently applying firm naming conventions and storage policies.



## ECFX Notice enhanced email notification templates

Electronic court filing notices have myriad formats depending on the court or electronic court filing provider. **ECFX Notice** digests all those ECF notice types and delivers notifications to attorneys and the case team with the same consistent format every time. **ECFX Notice** also enhances the value of notifications by adding key information such as:

- **Client name**
- **Matter number**
- **Matter name**
- **Case team members**
- **Links to documents in the firm's DMS**

Firms can customize the template format in terms of branding, the information presented, and the order in which the information is presented. If desirable, firms can use more than one template. For example, many firms customize notifications according to office, practice group, or clients.

Firm partners particularly appreciate **ECFX Notice**'s ability to schedule a daily digest of notices that have come in for their cases in the last 24 hours, delivered at a time of their choosing. **ECFX Notice** does not just improve ECF information flow; it is designed to improve attorney workflow.

As you can see (illustrated in Figures 5 & 6 below), this is not just about cosmetics. For an attorney working late in the evening or on weekends without support staff available, this is a significant time saver. A quick view of a notification on a mobile phone allows for a quick assessment of whether the notice needs immediate attention.

According to user preferences, all court documents associated with the original ECF notice are attached to the notification as a PDF, provided via links to the firm document management system, or both. Again, according to user preferences, multiple documents in a single notice can be compiled into a single PDF for easy viewability as well.

*When they're coming in over the weekend or just before midnight, it's great that download is automated...*

*Especially over the weekend you don't have staff coming back to a full inbox with a ton of things they have to go through.*

*It's done automatically before Monday morning even comes.*

**Arthur Aguilar**

Perkins Coie LLP

National Docketing Manager





# Go from this...

**Subject: Text-Only Order in 2:21-cv-12970-LJM-DRG Hall v. Navarre et al**

**This is an automatic e-mail message generated by the CM/ECF system. Please DO NOT RESPOND to this e-mail because the mail box is unattended.**

\*\*\*NOTE TO PUBLIC ACCESS USERS\*\*\* Judicial Conference of the United States policy permits attorneys of record and parties in a case (including pro se litigants) to receive one free electronic copy of all documents filed electronically, if receipt is required by law or directed by the filer. PACER access fees apply to all other users. To avoid later charges, download a copy of each document during this first viewing. However, if the referenced document is a transcript, the free copy and 30 page limit do not apply.

U.S. District Court  
Eastern District of Michigan

## Notice of Electronic Filing

The following transaction was entered on 3/2/2023 at 1:30 PM EST and filed on 3/2/2023

**Case Name:** Hall v. Navarre et al

Figure 6: Sample Court ECF Notice

# ...to this

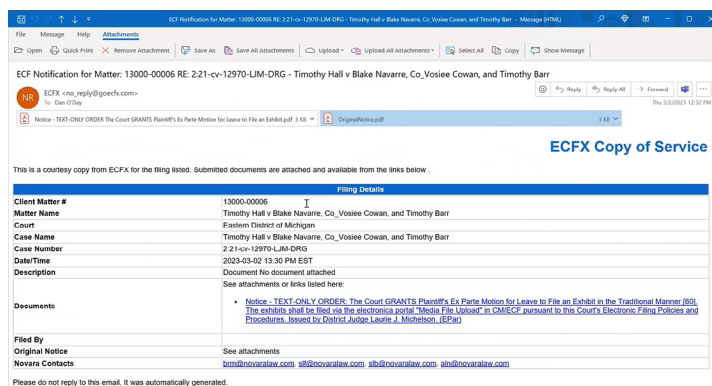


Figure 7: Sample ECFX Notice Transformation

I like the ECFX notices for their clarity, and the fact that **ECFX Notice** downloads the documents directly into our file management system.

It saves us a lot of time and money from manually downloading documents and looking up notices.

**Brian Walz**

ArentFox Schiff LLP

Litigation Docket Supervisor

## Managing multiple storage locations

Absent accommodation of one-offs and multivariate rules, automation can become a rigid constraint – forcing workflows and information management schema that restrict the firm’s ability to manage case information that meets the needs of the various stakeholders (e.g., clients, practice groups, offices, or individual partners).

**ECFX Notice** can manage multiple storage locations across departments and locations – including CMS, DMS, file repositories, and share folders (on-prem and cloud) – while ensuring complete consistency and accuracy.

Notices, attached documents, and profile data can be stored differently at the case level or for different practice groups, matters, and clients.

**ECFX Notice** is unique in its use of storage rule hierarchies to maintain these flexibilities and manage potential policy conflicts.

Using hierarchies allows **ECFX Notice** to establish how a document should be appropriately named and stored where conflicting storage policies exist.

For example, a firm may have a case-level storage policy and a client-level storage policy. Is the case-level storage policy more important? Or is it the client-level storage policy that is more important? Firms may set what takes precedence in order of importance: case, client, location, matter, practice group, or firmwide.

Does your firm have different iManage servers with different storage policies in different locations? Does your firm want to store documents in a DMS and in the firm file system? Does a client want its documents also stored in a shared file? All of these scenarios and more are possible with **ECFX Notice**.

## Security

**ECFX Notice** also provides full support for ethical walls. **ECFX Notice** imports the rules of the firm's ethical wall provider, or firms can build their own rules within the app.

Moreover, **ECFX Notice** can securely handle sealed documents through credentialing. Documents remain encrypted at rest and in transit, separately encrypted, and walled from other firms and users.

## Enforce naming conventions with client and case-level flexibility

This same flexibility is provided for naming conventions.

Naturally, **ECFX Notice** will match your existing naming policies (including custom abbreviations), number padding conventions, and number of characters in naming. **ECFX Notice** can also accommodate those one-offs, such as clients with their own unique naming conventions.

With the manual processing of ECF notices, ensuring that documents are consistently and properly named every time is virtually impossible.

**ECFX Notice** is purpose-built to enable a decision-maker to choose that "this is how we're going to do it" – and know it will be done consistently and without error—every time.

In short, one size never fits all, and no automated workflow solution should require you to sacrifice flexibility.

Crucially, ECFX's notice management solution requires no change to how you currently operate, significantly reducing the risk of rejection by attorneys and staff.

*I love that **ECFX Notice** instantaneously uploads and circulates filings to all members of the case team.*

*Before we had **ECFX Notice**, I had to individually rename, upload, and circulate filings in a time crunch, and often I'd have multiples come in at once.*

*With **ECFX Notice**, it is all done at one time, leaving me time to work on more important matters.*

*It makes life easier.*

### Jill Schmitt

Orrick Herrington & Sutcliffe LLP  
Project Assistant Team Lead

*One of our key concerns involved what we could do to make ourselves better and more compliant.*

*We have 400 paralegals that all do things differently.*

*With that being said, the closer you can get to some real standardization, the better your organization.*

### John Hogan

DLA Piper LLP (US)  
Director of Litigation Support



# Improve Visibility

Firmwide visibility into ECF metrics is typically limited and siloed by filing platform and user account.

Firms can gain 360° visibility by sending 100% of their ECF notices to **ECFX Notice** (as illustrated in Figure 3 above), bringing to light new cases and other information that may be hiding in attorney inboxes.

This ensures nothing slips through the cracks, as will sometimes occur in manual processes or systems that require manual inputs.

## Customizable reporting dashboard and alerts

A core benefit of centralizing the ECF notice workflow (or any work of this nature) to an automated management system that integrates with relevant firm systems – such as case management, docketing, and time & billing – is the ability to gather and analyze data in a central location to inform decision-making.

The **ECFX Notice** dashboard empowers managers to make informed staff sizing and workload distribution decisions, while alerts help administrators implement and enforce consistent firmwide workflows.

The dashboard has an intuitive user interface and presents customizable metrics for daily activity reporting (what was received and for whom); daily monitoring of matter, case, client, and timekeeper; and a “Case Not Found Report” alerting that a case is not in the CMS or DMS.

Reporting metrics include, for example:

- **Number of documents loaded**
- **Notifications by state and federal courts**
- **Notifications by month and hour**
- **Total time saved**
- **Notifications by matter, client, and timekeeper**

Any number of metric widgets can be added in a “what you want to know” approach to create a dashboard presenting only what the particular user – attorney, docketing professional, or staffing manager, for example – finds useful.

*When you have a system that relies 100% on the case team to forward documents to your docketing team, you have a 100% chance that you don't have everything being forwarded.*

**Tara Eberhart**

Dentons

Director, Practice Management

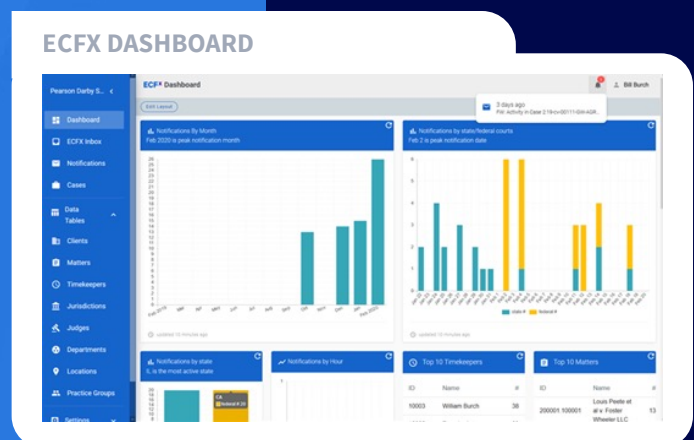
*The dashboard is very helpful and very informative when looking at staffing needs - this is a great way to keep tabs on your daily intakes for email inboxes.*

*You're really able to see whether things are trending or dropping off.*

**Arthur Aguilar**

Perkins Coie LLP

National Docketing Manager



# Risk Mitigation

An ECF Notice Management system reduces law firm risk via rules-based intelligent automation to enforce firm policies and procedures and enable needed flexibility and exception handling.

The solution acts as a global watchdog for all incoming court notices. There is no need for attorneys to remember to add secondary emails to cases or forward notices manually. Every ECF notice that comes into the firm's email system is monitored by **ECFX Notice**, ensuring nothing is missed.

Automated processing eliminates delays that may critically limit the time available for the firm to respond to a notice. The errors frequently occurring with high-volume, decentralized, and high-touch manual processes are avoided.

As attorneys and other case team members receive notices and documents in a consistent format according to firm, practice group, or attorney preferences, late-night fire drills because an ECF notice went unnoticed until the last minute become a thing of the past.

**ECFX Notice** captures and processes ECF notices in seconds, 24/7, and distributes the notices and alerts to all interested parties. This way, notices are never missed by any member of the case team, docketing/calendaring, and time and billing personnel.

Unlike manual ECF notice processing – where case team members, docketing, and others may be unaware of new cases if notice routing fails to include them – **ECFX Notice** is fully automated and always running. This also ensures that there are no delays when notices are received outside of regular working hours.

## Automated catch-all

The **ECFX Notice** “Inbox”<sup>4</sup> includes an “Action Required” folder for the firm's ECFX administrator, providing visibility into processing exceptions that could otherwise go unnoticed in ad hoc manual processing of notices.

The most common exception is “case not found,” meaning a notice has been received, but the firm has no case/matter information associated with the filing in its system. This raises several questions:

- **Is this an active case in which the firm is involved?**
- **Has the case gone through new business intake?**
- **Has the case been entered into the case management system?**
- **If the firm has withdrawn from the case, did someone forget to file a notice of withdrawal?**

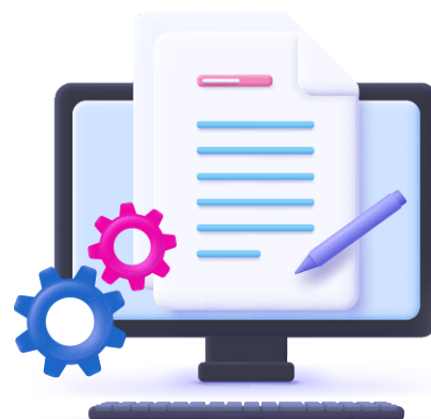
*We are processing thousands of pleadings every month. It's amazing to me the number of pleadings that come in, and ECFX takes away the fear that something was missed.*

*ECFX allows us to have a good backup system in place, with the use of the daily summary notifications so that you just get one email... Nothing is ever lost with ECFX.*

**Debra Dowdy**

Lewis Wagner LLP

Chief Operating Officer



<sup>4</sup>All the firm's ECF Notices are received in the **ECFX Notice** “Inbox” as illustrated in Figure 3

With properly configured automated ECF notice management, all notices coming into the firm are stored in one location and provides security that (i) it has been properly accounted for, and (ii) if it is not in the firm system, the firm is alerted, and its disposition managed.

Moreover, with the “Auto Case Creation” feature activated, if a notice comes in for which there is no case in the firm’s system, **ECFX Notice** will automatically create the information needed to initiate processing. The notice and documents will be stored in a generic folder, and an alert will be sent detailing that the client/matter number needs to be entered into the CMS – a capability unique to **ECFX Notice**.

## Accelerate ROI with fast, widespread adoption

Change is risk. Law firms face the risk of investing in technologies only to see ROI pushed further out or erased altogether due to multiple factors.

A particularly potent ROI killer is low adoption rates, which can happen when steep learning curves are required or the solution forces unwanted changes in work routines.

**ECFX Notice** is easy to implement and easier to maintain. It is a “light lift.” There is no training required for attorneys to capture the benefits and no change to established firm workflows (except, of course, making them easier and more efficient).

In fact, the only change attorneys will see is when they receive an email announcing: “Starting on Monday, you’re going to see a new email notification from **ECFX Notice** in your inbox. All court documents have been downloaded for you and are already in the DMS.”

No longer will attorneys need to manually process ECF notices themselves on weekends or evenings when office support is unavailable. This is a change every attorney will gladly welcome.

*It’s a light lift for your lawyers.*

*You’re not asking them to learn new software, you’re not asking them to even have to remember a username or password.*

*That’s the beauty of **ECFX Notice**. They get something delivered to them in a way that is helpful to them and doesn’t involve training or heavy lifting.*

**Tara Eberhart**

Dentons LLP (US)

Director, Practice Management





# Dentons Case Study

*The nice thing about **ECFX Notice** is that the lawyer really doesn't have to learn anything. It allows the really high-revenue lawyers to focus on generating revenue, which is where we want them to be. And once you get it in place, other than having to add a new court or a customization, there's not a lot of continued investment needed.*

**Tara Eberhart**  
Dentons LLP (US)  
Director, Practice Management



# ECFX Client and Partner

Dentons is the world's largest and fastest-growing law firm, with 21,000 professionals in 200+ locations across more than 80 countries. Since its founding in 2013, more than 40 law firms around the world have combined with Dentons in pursuit of a common goal: offering clients more services, more resources, more experience, and more talent.

Purpose-driven, Dentons is laser-focused on helping its clients grow, protect, operate, and finance their organizations. Their mission to be more than a law firm has put them on the leading edge of incorporating technology and service innovation to deliver their expertise effectively and efficiently.

*When Dan (CEO) and Nelson (COO) came to me with this opportunity, I knew it was well suited for Dentons Nextlaw Labs.*

*I reached out to Nextlaw Labs and convinced their head to work on the project with me.*

**Tara Eberhart**

Dentons LLP (US)

Director, Practice Management

**DENTONS**

## The Challenge

Dentons Director, Practice Management, Tara Kim Eberhart, wanted to utilize the docketing department to add more value to the firm. While several ECF notice management options existed for dealing with some federal cases, there were gaps in their coverage and simply no solutions available for states or agencies at all. The solution Dentons required needed to be built.

Tara, who manages 400 support staff, has substantial experience ushering special projects from ideation to implementation, so she understood the challenges of managing electronic court notice filings and, equally important, the challenge of getting large groups to embrace change.

When, in 2019, ECFX co-founders Dan O'Day and Nelson Quintero approached Tara with the opportunity to build a solution that would automate the management of state and agency electronic filings, fill the gaps in Dentons' federal court coverage, and require minimal change management, she jumped at the opportunity. The project was a perfect fit for Dentons' Nextlaw Labs® sponsorship.

Dentons formed Nextlaw Labs, a legal technology accelerator and consultancy, in 2015. The lab draws on the firm's experience and expertise to assess and develop purpose-built products and services to assist real lawyers working with real clients on real issues around the world.



# Proof of Concept

For proof-of-concept, Tara targeted the Dentons mass torts practice: a unique, high-volume practice with approximately 100 attorneys.

As Dentons routinely represents multiple defendants against a single plaintiff, numerous in-house workflows had been created for manually managing docketing, document storage, and other areas needed to accommodate the one-to-many relationships typical of the practice.

Complicating matters was the fact that there were multiple teams across the U.S. within mass torts: all with very different views on how to handle the logistics of large case management. Additionally, different member firms, and different offices within those member firms, managed cases differently.

Developing a workable solution for the one-to-many relationships emblematic of Dentons' mass tort practice was critical, as many of Dentons' other practice areas have cases where managing the "one-to-many" relationships is an issue.

Before implementing **ECFX Notice**, the mass torts practice required two full-time support staff who spent 100% of their time routing ECF notices and saving documents.

As Tara recognized, "It is a unique challenge when you're developing an electronic court filing notification system that can manage both state and federal court filings at scale."

## Firm-Wide Rollout

ECFX proved up to the challenge. The mass tort rollout was a complete success. "We had our proof of concept. We knew it worked. Everybody got excited about it," relates Tara. "We knew it was saving everybody tons of time and money."

What originally required 100% of two Dentons' full-time employees' time now only consumed 25% of one employee's workday, thus enabling a redirection of efforts to more valuable work (and far greater job satisfaction).

For the firmwide rollout, ECFX pivoted from the mass torts-specific customizations to a standardized build for Dentons firm-wide that could accommodate customizations. (The ability to easily incorporate customization and workflow changes is a hallmark of **ECFX Notice**.)

As Dentons works with many state courts across the U.S., the rollout was initially focused on federal courts (to close the gaps in coverage left by Dentons' two providers at that time) and those state courts that were most engaged by Dentons. The remaining state courts were staged strategically over the course of several months.

Remarkably, the time from an idea and a PowerPoint deck to a completed firmwide rollout was less than 18 months.

*I was looking for a tool that could standardize how we handled and captured routing, uploaded to docketing, and made sure we could save documents properly without having people sitting there manually routing 600 new pieces of mail every day.*

**Tara Eberhart**

Dentons LLP (US)

Director, Practice Management

*We started with integrations for jurisdictions where Dentons had a lot of cases and then identified cases and jurisdictions where they had very few or just a single case.*

*This process was instrumental in building out **ECFX Notice** industry-leading number of federal, state, and agency integrations across the United States.*

**Nelson Quintero**

Co-Founder & COO

**ECFX**

# The Result



**168,081** Unique Records Processed



**19,610** Labor Hours Saved<sup>5</sup>

Nineteen thousand six hundred ten hours of valuable time has been saved for firm professionals – administrative staff, paralegals, legal secretaries, docketing team, and even attorneys. Once deployed, Tara could reallocate those hours (and the two full-time staff devoted to nothing else but routing, downloading, and saving documents) to more beneficial work.

“This wasn’t about losing people,” says Tara. “It was about taking a task that could be automated and giving people back their time to devote to more value-added work. That’s how we pitched it at Dentons. The idea was that we could automate functions that are easily automated and then take those folks and direct them to more client – and lawyer – focused work to better support our case teams.”

Before the implementation of **ECFX Notice**, Dentons had several contracts that provided less coverage at a higher cost. **ECFX Notice** is more cost-effective with better coverage. “And there is nothing that drives a lawyer crazier than saying, you can accommodate 90% of what they do, but for the other 10%, you can’t,” says Tara.

“And that’s one of the things that lawyers really like about **ECFX Notice**. We just let **ECFX Notice** know we have a new case in a new jurisdiction and need to expand our coverage, and it is done.”

*While the rollout is complete, you are never really finished.*

*That’s the great thing about ECFX. Tomorrow we could file a case in random court X and with some of the other tools, they say, ‘we can cover all of these courts, but not these. But ECFX can.*

**Tara Eberhart**

Dentons LLP (US)

Director, Practice Management

*ECFX is more cost effective with better coverage.*

**Tara Eberhart**

Dentons LLP (US)

Director, Practice Management

## The ECFX Difference

*We work with many technology companies, and it’s imperative that you have people on both sides of the project who are subject matter experts.*

*One of the things that I appreciate about ECFX is they can talk to people in the law firm world and have peer-to-peer conversations. Not just lawyers or tech and process people, but also those in the trenches who know what the day-to-day is like.*

*I think that’s a key difference in how Dan (ECFX CEO & Co-Founder) and Nelson (ECFX COO & Co-Founder) built and staffed their company. This also comes through in the User Group community that ECFX has built so that firms can benefit from how others are rolling it out and using ECFX Notice.*

*Dentons is also proud to be an inaugural member of the ECFX User Group.*

**Tara Eberhart**

**DENTONS**

<sup>5</sup>As of 7/14/23 and using a 7-minute manual effort benchmark

# Conclusion

As the number of ECF notices from federal and state courts continues to skyrocket, the associated risks, resource burdens, and manual processing costs become more acute.

It no longer makes sense for law firms to manually process ECF notices when the same tasks that take highly skilled staff 5-30+ minutes per notice can be performed by ECF Notice Management automation in seconds, 24/7, while consistently applying firm policies to every notice and document, without error, and at a fraction of the cost.

Transforming manual electronic court filing (ECF) notice management (read high volume/low-value repetitive work) into a centralized, controlled, automated system should be on every firm's radar. Automation will improve operational efficiency, effectiveness, and visibility; enable better resource planning and allocation; improve data quality; and raise employee and partner work focus and morale.

*We were able to automate all of it very quickly, and before we'd rolled it out to all of our offices, I was getting calls from partners at offices that had not yet been set up, eager to know when they would be able to use **ECFX Notice**:*

*Asking when they would be '**ECFX**'d!*

**Arthur Aguilar**

Perkins Coie LLP

National Docketing Manager

**ECFX**  
Intelligent Automation

## About The Team

ECFX was founded in 2019 by attorneys and legal technology experts with a single goal: to address unmet automation needs in the legal industry. ECFX is committed to filling in the gaps in legal workflows with intelligently automated solutions, enabling firms to save time, gain control, mitigate risks, and improve visibility.

Co-Founders **Dan O'Day**, CEO, and **Nelson Quintero**, COO, have 25+ years each of experience in law and legal technology.



# Appendix

## ECFX Federal Court, Agency, and Arbitration Services Integrations

ECFX receives Federal Court, Federal Agencies, and Arbitration through

### **PACER, including:**

- 1 | All Appeals, District, and Bankruptcy Courts
- 2 | Court of International Trade
- 3 | Court of Federal Claims
- 4 | Judicial Panel on Multidistrict Litigation
- 5 | TX Multi-District Asbestos Litigation

### **PTAB (Patent Trial and Appeal Board)**

### **JAMS (Mediation, Arbitration, and ADR Services) (Case Anywhere)**

### **JAG (Judicial Arbiter Group) (File and Serve Xpress)**

### **ITC (International Trade Commission)**

### **FERC (Federal Energy Regulatory Commission)**

# ECF Services Integrations

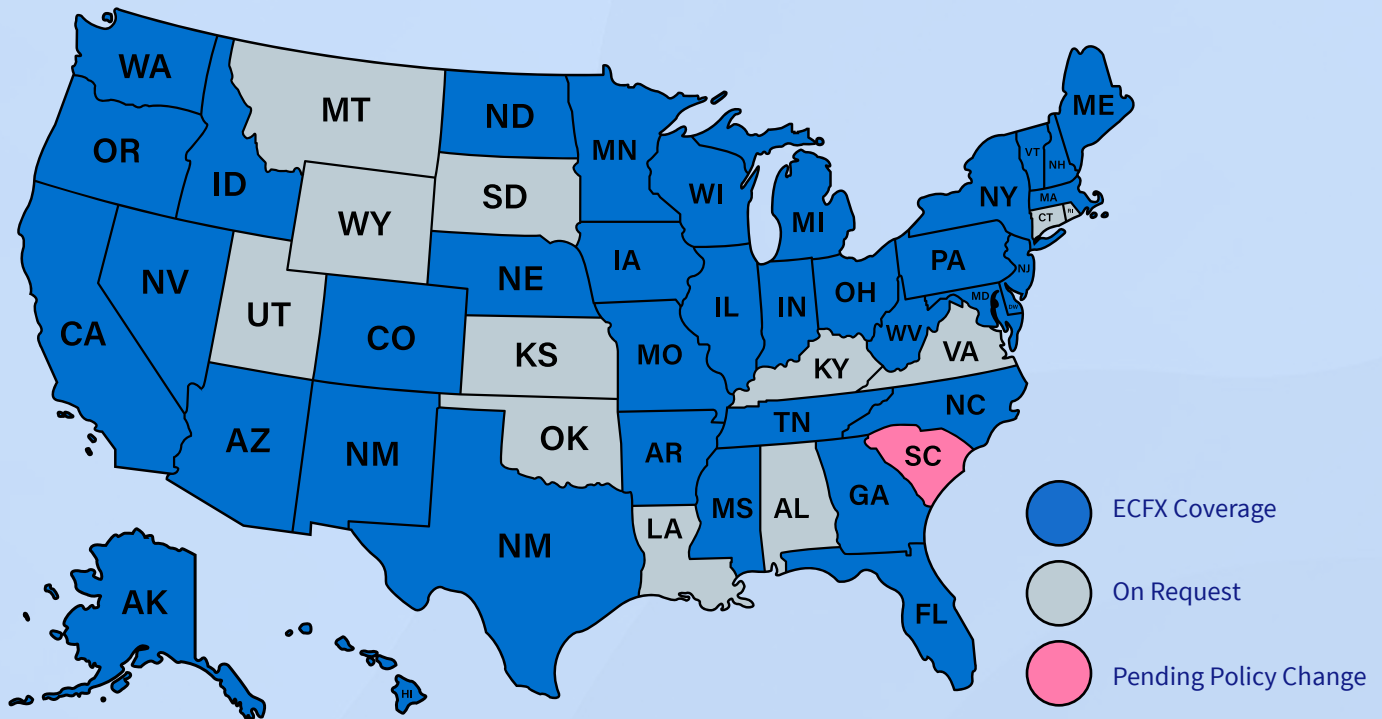
ECFX continuously adds ECF provider integrations as they are introduced. The following is a list of ECF service integrations as of August 1, 2023. You can view the most recent list of **ECFX Notice** supported providers [here](#).

1. Alaska Court System
2. Allegheny County, Pennsylvania
3. AZTurboCourt
4. Berks County, Pennsylvania
5. Bucks County, Pennsylvania
6. Case Anywhere
7. CaseFileXpress
8. Chester County, Pennsylvania
9. Colorado Judicial Branch
10. Cook County, IL
11. County of Lehigh, Pennsylvania (Tyler)
12. CourtDrive
13. Court of Appeals - State of Arizona
14. Court of International Trade (PACER)
15. Delaware County, Pennsylvania
16. Denver County Court
17. eFile Made Easy
18. eFileCA (Tyler)
19. eFileDC (Tyler)
20. eFileGA (Tyler)
21. eFileIL (Tyler)
22. eFileIN (Tyler)
23. eFileMA (Tyler)
24. eFileME (Tyler)
25. eFileNV (Tyler)
26. eFileTN (Tyler)
27. eFileTX (Tyler)
28. eFileVT (Tyler)
29. eFileWA (Tyler)
30. eNotify
31. Erie County, Ohio
32. eTrack
33. Federal Energy Regulatory Commission (FERC)
34. File and Serve XPress
35. First Legal
36. Florida Courts
37. Florida District Courts of Appeal
38. Geauga County, Ohio
39. Georgia Court of Appeals
40. Georgia State Board of Workers' Compensation
41. Georgia Supreme Court
42. Greenfiling
43. Hawaii State Judiciary
44. iCourt File & Serve (Tyler)
45. International Trade Commission (ITC)
46. Iowa Courts
47. King County Superior Court
48. Maryland Odyssey File and Serve (Tyler)
49. Massachusetts Court System
50. MiFILE
51. Minnesota Judicial Branch (Tyler)
52. Minnesota Supreme Court
53. Mississippi Courts
54. Missouri Courts
55. Montgomery County, Pennsylvania
56. MyDocFileandServe (Pohlman)
57. Nebraska Courts
58. New Hampshire Judicial Branch
59. New Hampshire Odyssey File & Serve (Tyler)
60. New Jersey Courts - Appellate
61. New Jersey Courts - Supreme
62. New Jersey Judiciary Court System
63. New Jersey Supreme Court
64. New York Courts (NYSCEF)
65. North Carolina Appellate Courts
66. North Carolina Business Courts
67. North Carolina Judicial Branch eCourts (Tyler)
68. North Dakota Courts (Tyler)
69. One Legal
70. Oregon Judicial File & Serve (Tyler)
71. PacerPro
72. Patent Trial and Appeal Board (PTAB)
73. PeachCourt
74. Philadelphia County Court System, Pennsylvania
75. Rhode Island Judiciary (Tyler)
76. State of Florida Division of Administrative Hearings
77. State of New Mexico (Tyler)
78. Superior Court of Arizona - Maricopa County
79. Superior Court of Arizona - Pima County
80. Supreme Court of Arizona
81. Supreme Court of Nevada (eFlex)
82. Supreme Court of North Carolina
83. Trueling - CA Appellate
84. Unified Judicial System of Pennsylvania
85. United States Courts (PACER)
86. Volusia County, Florida
87. Washington Courts - Supreme
88. Washington Supreme Court
89. Washoe County, Nevada (eFlex)
90. Wisconsin Courts
91. 12th Judicial District, Florida
92. 13th Judicial District (JAWS), Florida



## ECF Services Integrations

**ECFX**  
Intelligent Automation



# ECFX Notice CMS, DMS, and Repository Integrations

1. Aderant
2. Advologix
3. Box
4. Clio
5. CompuLaw
6. Dropbox
7. eDockets
8. Elite 3E
9. Elite Enterprise
10. ProLaw
11. Filevine
12. HighQ
13. iManage
12. Litify
14. NetDocuments
15. Relativity
16. Salesforce
17. SharePoint
18. TimeMatters
19. ZenCase
20. Zola/Caret

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**ECFX**  
Intelligent Automation