

# CASE STUDY

## MUÑOZ LEGAL

How can a small, growing law firm compete with the size and systems offered by most major firms? Technology has the ability to level the playing field if utilized effectively, or become an organizations worst nightmare if their IT systems are not properly aligned to their needs.

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### THE CHALLENGE

Muñoz Legal, based in Indianapolis, represents clients in immigration matters. In recent years, there has been a growing need for their specific skill set and the Muñoz team has expanded to better serve the clients who depend upon their expertise. Alongside the growth of the organization, their IT infrastructure had failed to scale accordingly. The firm needed a more effective and efficient process for managing the schedule of the entire organization, updating changes to court dates and smoothly onboarding new clients.

### THE SOLUTION

The Muñoz Legal team is made up of incredible individuals, each doing their part to help serve the needs of their clients. Everyone plays a role, and everyone chips in to answer phones, set new appointments and relay important updates to the rest of the team. As a result, the OnApps team identified the need for a centralized system where real-time updates and information can be relayed by any member of the organization. Further, the system needed to be accessible from the office, the courthouse and just about everywhere else their work would take them. The challenge of providing the needed availability was met with the demand of protecting valuable client and case information being relayed through their new system.

### THE RESULT

As a result of our “Firm Calendar” solution and integration with our hosted exchange email, the Muñoz team has been able to turn innovation into a unique competitive advantage. Through a customized solution of robust features, instead of a one-size-fits-all approach, Muñoz Legal can give their small team the same access to information and efficient processes typically reserved for larger competing firms.

To learn more about how OnApps can customize technology solutions to make sense for your organization, contact our team today.