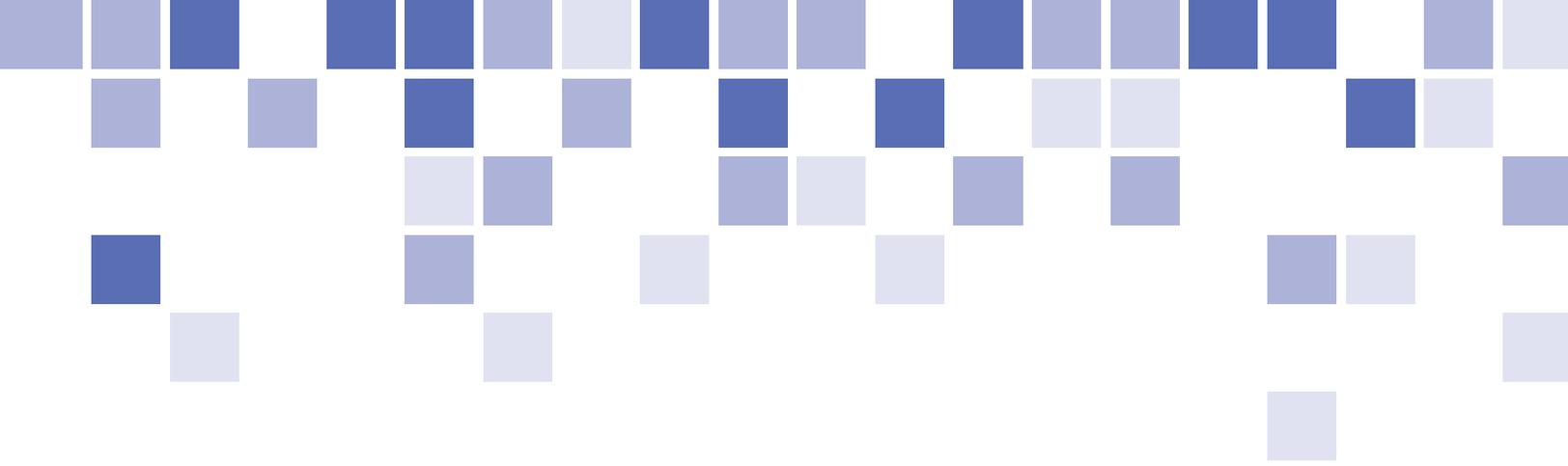


# CLIENT CONNECTION

*Accounts Receivable Management Solutions for Law Firms*



## Lawyers are committed to serving their clients. But they often have difficulty ensuring that they get paid for their hard work.

At a time when maintaining a healthy revenue stream is increasingly important, many firms are finding it harder than ever to manage their receivables.

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**More and more lawyers and law firm managers are recognizing that they need the assistance of trained professionals to see to it that they get as much of the money that is owed to them as possible. And, more and more law firms are turning to the professionals at [Client Connection](#).**

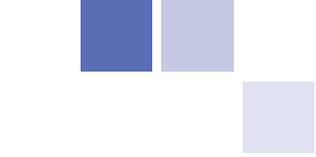
While many firms continue to have high aging receivables, solutions have been frustratingly elusive for many practices. Why? The business of buying legal services does not lend itself to strict purchase and payment rules. It often involves complicated transactions, equally complex business relationships and disputed resolutions that require many hours of work at high billing rates, resulting in high bills to clients. It is also about implementing a collection process that must be followed diligently in order for it to work.

Lawyers also tend to be pulled in many directions by their practices. Managing receivables is typically low on their list of priorities. For us at Client Connection, however, it is our livelihood. It is what we do – all that we do – and we do it well.

Client Connection is not a collection agency. We are a team comprised of experienced professionals who have the background and skills needed to help resolve accounts receivable management problems for law firms.

When you work with Client Connection, our consultants will first get to know your firm and understand your practice, your culture and the causes of the difficulties you are experiencing. We know that no two firms are alike. We bring to bear the knowledge and experience acquired from serving many other law firms. Then we assess your particular situation, work with you to develop solutions that address your immediate needs and develop strategies to prevent such problems from recurring in the future.

We understand the need for law firms to have workable accounts receivable management solutions while preserving and enhancing strong attorney/client relationships.



Most of our clients are strong, well-managed law firms that still need help with their accounts receivable management. It is to your advantage to speak with Client Connection to help resolve the large number of receivables that do not go away or continue to grow. Do it when times are good – in order to reduce the chances of experiencing major problems.

Different firms choose to work with Client Connection in different ways. While some prefer we work in our own offices, others prefer our consultants to come into their offices and work directly with the lawyers to manage and collect receivables. Others ask us to train their own personnel how to use the software as well as strategies for managing receivables. We can work with you in whatever way best suits your firm's needs and culture.

**When firms retain Client Connection, they can expect certain results:**

- Fewer aged receivables;
- Higher revenues and cashflow;
- Solutions to receivables problems;
- Better reporting methods;
- Stronger relationships with clients, without hurting client-attorney ties; and
- Less stress for lawyers, who are relieved to be freed from the task of managing receivables so they can concentrate on their practices.

**Client Connection offers the right solutions for law firms:**

- We specialize in serving only the legal community and pride ourselves on understanding the unique culture and different practice areas of law firms and the relationships they have with their clients.
- We have made it our business to understand the nature of lawyers' relationships with their clients. Having talked to thousands of law firm clients over the years, we have studied the client perspective and understand the reasons clients do not pay their bills on a timely basis. We can tell you how your clients are thinking. Consequently, we know the strategies that are effective in getting them to pay their bills.

- We are trained professionals who have made a career of managing receivables. We are well-acquainted with all the current sophisticated accounts receivable management software designed to address the specific needs of law firms. The software alone is a terrific tool, but it is only as effective as the people using it.
- The success of our client relationships is of paramount importance to us, and we know that our best source of new clients is the satisfied clients we have served over the years. We are proud that we can use every client we have ever served as a reference. Don't take our word for the quality of our work product and our service. Ask the people who have entrusted their accounts receivable to us, frequently more than once. We'll be happy to give you their names.

## Call Client Connection.

Let us show you how we can help your bottom line.

**Client Connection, Inc.**  
*Executive Offices – Dallas*  
5912 Hilton  
Plano, Texas 75025  
800.236.8232  
972.378.0407 fax  
Jake Krocheski, President  
Email: [jakek@clientci.com](mailto:jakek@clientci.com)

[www.clientci.com](http://www.clientci.com)

