

Final article in a series about technology & immigration law published by Immigration Lawyer Magdalena Cuprys

As technology is advancing, the immigration practitioner must keep up with technological and societal changes, explains Magdalena Cuprys in article series.

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-- In a final published article in a series, noted immigration attorney Magdalena Cuprys discusses the advancements and impact of technology upon the immigration practice, and how it is being utilized to enhance the client experience in terms of satisfaction and customer service. As technology reshapes all of modern personal and professional life, the law practitioner is no exception.



The complete articles will be published on the blog of Ms. Cuprys at https://magdalenacuprysblog.blogspot.com/



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Magdalena Cuprys, Immigration Lawyer Incorporating technology into an immigration law practice can make the practice more efficient and increase client satisfaction. In fact, technology may enable the practitioner to exceed client expectations. Here are a few, simple-to-implement options.

Payment Services-Electronic Invoices

Payment by check is gradually becoming a thing of the past. Credit Card Payments are now commonplace, and even other forms of payment such as ACH, wire transfers, and Paypal are becoming more commonplace. While there

are costs associated with taking credit card payments or Paypal, the ease of use and the increased speed of getting paid are often worth the fees. Many merchant account vendors now provide a Web portal to facilitate online payments. Google and Square (www.square.com) as well as Legal Software Systems (www.legalsoftwaresystems.com) provide technology to accept payments via smartphone.

There are ethics opinions regarding Attorneys accepting credit cards for payments, thus one should consult the local ethics rules.

Confidentiality Protections

Maintaining the confidentiality of client information is an ethical foundation of the profession. Encryption tools may add extra security to electronic communications. Document efforts to keep their clients' information safe and secure.

Signing Documents Electronically

Services like DocuSign (www.docusign.com), RightSignature (www.rightsignature.com) and e-Sign Live (www.esignlive.com) can save time and effort in cases where no wet signature is required and an electronic signature is sufficient.

On-line Calendaring and Scheduling

Scheduling meetings can be an enormous drag upon staff time and efficiency. This may cause delays and confusion, especially when the client or lawyer must re-schedule a previously scheduled meeting.

There are several options for simplifying scheduling. One of them is TimeTap (www.timetap.com). For example, potential clients can instantly schedule an appointment online. It also removes impediments from new clients to make contact with one's Firm.

Online scheduling and appointment booking products such as TimeTap

synchronize with your Outlook or Google calendar and display your free and busy times to your clients and prospects.

Then, by simply clicking on a button from your Web site or using a secure portal, they can select one of your free times and can directly set up an appointment. Time Tap offers the ability to send out automated appointment reminders, and lets one reschedule and automatically send the rescheduling information. This added efficiency and flexibility means fewer demands on their overcrowded schedules. These services will contribute to improved quality, convenience and affordability.

Example of Technology Suite for a Small Law Firm

In case you wonder what technologies other law firms have, here is an actual real life example. This small law firm uses the following technologies:

• CosmoLex (online and App) – Law Practice Management Software



Magdalena Cuprys, Immigration Lawyer in Florida



Blog of Immigration Attorney Magdalena Cuprys

- LawPay (online and App) Payment software for billing/invoicing.
- Google Suite (online and App) Document creation/management.
- Dropbox (online and App) –
 Transfer/management of large files.
- Westlaw Legal Research.
- Skype Phones & video conferencing.
- Facetime Client communications.

And since many law firms are gradually going "paperless," a system for scanning documents and managing electronic files becomes indispensable.

Conclusion

Harnessing technology can greatly increase client satisfaction, save time and effort, and reduce the stress of practicing law in this fast-moving world. Undoubtedly, technology will continue to change the ways that legal teams serve their clients. A professional's advice is to take it stepby-step: evaluate where is the greatest need in your office. Cooperating on documents? Scheduling appointments with clients? Making payments easier for clients? Then develop a strategy for best addressing those needs by implementing one of the numerous technological options and integrating it into the workflow of the office.

*NOTE: The inclusion of a technology or app in this article does not mean an endorsement or approval. The listed technologies are just for illustrative purposes. None of these particular

technologies are endorsed or recommended by this author.

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About Magdalena Ewa Cuprys

Magdalena Cuprys is the principal of Serving Immigrants, a full-service immigration law firm offering a complete range of immigration services to both businesses and individuals. The law firm is uniquely qualified to manage the most contentious and unusual immigration needs.

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The Law Firm Cuprys & Associates is a full service, dynamic, and trustworthy law firm that specializes in immigration matters. The law firm is uniquely qualified to manage the most contentious and unusual immigration needs. Swift resolution of immigration-related issues is integral to a client's ability to conduct business or reach their personal goals in the United States. Located in Miami and Clewiston, the firm's offices provide corporate and individual clients of foreign nationality with temporary work permits for the U.S., green card petitions, criminal waivers and representation in removal proceedings cases. With over a decade of experience, the law firm provides clients with the confidence that their cases will be handled by an expert who understands their needs and how to obtain their goals. Although the majority of the law firm's clients live in Florida, it represents people from all over the United States and several foreign countries.

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