

# McAfee & Taft Replaces Clean and Compare Software Within Three Weeks with Litera

## OVERVIEW

As document collaboration happens, individuals can't afford to waste time comparing changes across versions or risk leaking data that should not be shared. McAfee & Taft had technology in place to automate the document comparing and cleaning tasks but, instead of helping everyone work faster, users complained the redlines were hard to read, the metadata scrubber would erase content or send blank—even corrupt—documents, and caused frequent Microsoft Word and Outlook crashes.

Users would send complaint tickets to IT, who committed hours to resolve them. When help was escalated to their software vendor, the firm rarely received the support they needed. As a result, many reverted to manually comparing documents, and some even skipped cleaning documents altogether—putting the firm's reputation at risk. When it was time for renewal, the team at McAfee & Taft was eager to find a new, trusted solution that was quick and easy to implement.

## SOLUTION

The firm turned to Litera for Change-Pro Premier and Metadact for its respective document comparison and metadata cleaning capabilities. Rick Thompson, CIO of McAfee & Taft, explains, "Given my past experience with Litera, I was confident we could trust them to deliver reliable solutions and outstanding customer support."

Prior to deployment, members of IT initiated a trial with 25 users across various practice groups. The impact was immediate. Pam Buchanan, Systems Administrator exclaims, "The decision to switch to Litera was easy. Not only were we able to customize the user interface and make changes without having to read an extensive manual, Change-Pro and Metadact never crash Outlook or Word. The team was blown away with how well they worked!"

## RESULTS

Within three weeks of the trial, the entire firm was up and running. Surpassing all change management expectations, Buchanan describes the process as seamless. "It took no time to get started. Downloading, installing, and running the first comparison took 15 minutes at most. I've never seen an upgrade or transition go so smoothly!"

As for their user-base, no news is good news. To date, there have been no document comparison or cleaning-related support tickets created.

Now, everyone at McAfee & Taft can confidently compare, clean, and share documents faster and safer than ever.

For Buchanan and her peers in IT, the level of customer support delivered by Litera was unparalleled. “The team supported us through everything,” she says of the trial and deployment. To ease the transition even more, and as the beginning of a collaborative relationship, the two teams worked together to customize the product experience to meet the needs of our firm. Both McAfee & Taft and Litera are enthusiastic for the future, with a commitment to nurturing a strong, long-term partnership.

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**Pam Buchanan**  
System Administrator,  
McAfee & Taft

#### About McAfee & Taft

McAfee & Taft is Oklahoma’s largest law firm and one of the nation’s top 250 firms as ranked by the National Law Journal. With its deep roster of 180 attorneys, the full-service civil practice firm serves clients locally, nationally and internationally in across many practice areas. For more than 65 years, clients have counted on McAfee & Taft’s multi-disciplinary approach to problem-solving, along with the depth and talent of its dedicated attorneys and support staff, to create comprehensive, customized legal solutions.

#### About Litera

Litera is the leading provider of software for law firms and document-intensive organizations across the globe, helping them satisfy client demands. Our document drafting products empower users to create, proofread, compare, clean, and distribute high-quality content quickly and securely, from any device, while our transaction management platform converts the manual, tedious process of managing transactions by creating a secure, collaborative workspace and automating the entire signature process.