

# From Frustration to Flow: How Hand Arendall Harrison Sale Achieve Immediate ROI and Transformed Document Management with Litera One

## Firm Snapshot

With over 85 attorneys across Alabama and Florida, Hand Arendall Harrison Sale is one of the largest law firms in the Southeastern United States. Known for its deep regional roots and commitment to excellence, the firm delivers comprehensive legal services across litigation, business law, and more.

## The Challenge: When Familiar Tools Fall Short

Despite its strong reputation, the firm faced a persistent issue: document comparison tools in Microsoft Word were creating friction, even for seasoned professionals.

*“Even among our super users, we saw a lot of frustration with Word’s comparison features. We needed something easier to use that would work across all practice areas.”*



The firm also faced a strategic imperative around business continuity. With most offices located along the U.S. Gulf Coast—a region prone to hurricanes—a reliable, cloud-based solution was essential to protect client data and ensure uninterrupted service during potential disruptions.

## The Mindset Shift: From Patchwork to Purpose

Rather than settling for incremental fixes, the firm made a strategic decision to modernize its document workflows. The goal was clear: empower attorneys with tools that integrate seamlessly into their daily routines, reduce friction, and support long-term innovation.

## The Solution: Litera One + Draft Base

The firm adopted the Draft Base package, an access point to Litera One's unified cloud interface. This enabled comparison and redlining across Word, Outlook, and Web, on both PCs and Macs.

*“Having Litera One directly within Word and Outlook makes the user experience seamless. And the iManage integration removes friction, ensuring the DMS remains our source of truth for client matter documents.”*

Deployment was swift and smooth. The IT team built an internal Litera One training course for all users, and even the firm's lone Mac user was up and running without disruption.

## Measurable Impact: Efficiency That Speaks for Itself

Since implementation, Litera One has delivered tangible results:

- **Zero complaints, one Help Desk call:** A testament to intuitive design and user satisfaction.
- **Streamlined workflows:** “Litera One just runs circles around Word, and the Outlook integration is a game-changer.”
- **Frictionless accuracy:** iManage integration ensures consistency and confidence in client matter documents.

Want to see more of the power of Litera One? [Request a demo](#). If you're a current customer and want to learn more, contact your account team.



## Looking Ahead: Building a Future-Ready Firm

For Hand Arendall Harrison Sale, Litera One represents more than tactical problem-solving, it's a cornerstone of the firm's broader technology modernization strategy.

*“Litera One takes an essential law firm function and makes it fast, easy, and effective. It's rare to find a solution that fits into daily workflows so seamlessly—it's an investment that delivers results every single day.”*

As the firm explores AI and other advanced technologies, Litera One proves that strategic, cloud-based investments can deliver immediate value while laying the groundwork for future innovation.

*“A modest and strategic investment in tools like Litera One helps our people perform tasks efficiently and then move on to the next thing without wasting time and effort struggling with workarounds and halfway measures.”*

## Key Takeaways for Legal Leadership:

- Zero support tickets post-implementation demonstrates exceptional user experience
- Cloud-based architecture addresses business continuity in disaster-prone regions
- Seamless DMS integration preserves document governance protocols
- Rapid deployment across diverse practice areas confirms solution versatility
- Measurable productivity gains translate to increased billable time