

“UPS is more than just a service provider — they understand our firm and what the legal profession needs.”

— Marvin Younger
Administrative Services Manager
Alston & Bird LLP



CHALLENGE

To ship and track contracts, depositions and other urgent legal documents quickly and securely

SOLUTION

Web-based shipping solution allows for centralized control and secure, trackable shipments in multiple firm offices

RESULTS

- Desktop shipping with full tracking capabilities
- Ability to allocate costs by client and matter number

No more paper chase

Venerable law firm Alston & Bird embraces technology — and that includes overnight shipping and tracking solutions

For more than 100 years, the lawyers of Alston & Bird have solved problems, whether related to securing financing for a major expansion, resolving a tax controversy with the IRS, defending a bet-the-company lawsuit in a courtroom, or protecting products from piracy and counterfeiting.

The firm's rich history began in Atlanta in 1893, when the struggling Southern city was still suffering from the physical and emotional wounds of the Civil War. Legendary golfer Bobby Jones was a partner with the firm, and rights to his name are still protected by Alston & Bird.

“We ship out hundreds of urgent legal documents on a daily basis. All of those documents are critical to our firm. UPS helps ensure that they are delivered to the right person and the right place at the right time. No surprises.”

— Marvin Younger
Administrative Services Manager
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Firm extends global reach

Alston & Bird LLP has grown to become a national AmLaw 50 firm employing more than 800 attorneys that serve clients around the globe. The firm has expanded far beyond its Atlanta roots, with offices in Brussels, Charlotte, Dallas, Los Angeles, New York, Research Triangle, Silicon Valley, Ventura County and Washington, D.C.

With its global reach, the firm demands a global provider that understands the legal industry and urgent shipping requirements. The combination of Alston & Bird and UPS make up a good team to meet client needs.

Putting technology to work

One area that stands out is Alston & Bird's use of technology to deliver best-in-class client service. That technology focus is supported by UPS, whose high-powered, web-based shipping solutions allow Alston & Bird employees to ship directly from their desktops. The solutions are efficient and reliable and enable the firm to allocate costs by client, saving staff time and money.

"The UPS team helps us meet deadlines and improve our operations. And they have cutting-edge technology for law firms," says Administrative Services Manager Marvin Younger.

Shipping important legal documents, such as contracts and depositions, is fast and easy with UPS. The UPS web-based system allows users to print shipping labels, create documentation and allocate costs from their desktops. Tracking starts immediately upon pickup.

The tracking capabilities are extremely important in the legal world, says legal secretary Lisa Kishoni, who has worked in Alston & Bird's Atlanta office for more than a decade. "When we do have document discovery, we want to ship it in a way that's trackable so the other side can't say they didn't get it," Kishoni says.

Alston & Bird also benefits by being able to send bills to clients quickly. Fast billing helps the firm and its clients, Kishoni says. "Clients benefit because they get the bills in the door," she says. "They also want the bills for budgeting and forecasting."

Service matters

While UPS's desktop shipping, overnight delivery and tracking capabilities are crucial to the firm, Younger is quick to add that UPS service is just as important as technology. UPS drivers often go beyond what Younger considers the call of duty to help him and his staff.

"Nice customer service is one thing, but a friendly UPS driver delivering excellent service is better," Younger says.

UPS Value Proposition

- Reliable shipping options for faster turnarounds on a deadline
- Web-based shipping to save time and money
- Proof of delivery for peace of mind when tracking document deliveries
- Accelerated billing for improved budgeting and forecasting
- Customized express envelopes to support firm branding

Pushing the envelope

How does a firm market its brand to current and prospective clients? Alston & Bird ships overnight documents in customized UPS Express® envelopes printed with the firm's logo.

Learn more at ups.com/envelope



Satisfy your clients

With UPS technologies and solutions, you can meet urgent shipping needs and keep your clients satisfied. To learn how UPS can help your firm succeed, visit ups.com/lawfirms.

