The Challenge

Keller and Heckman LLP is a Washington Metropolitan area law firm specializing in the areas of regulatory law, litigation, and business transactions, serving both domestic and international clients. Telecommunications is a core practice area of Keller and Heckman. The Telecommunications Group captures a wealth of data from the FCC regarding licensing and other regulatory issues affecting their clients. However, in order for the group to make meaningful use of this data, a number of time consuming manual steps were being employed. Creating desired reports from the data was also cumbersome and limited.

Approach

To respond to these challenges Keller and Heckman selected CC Pace, a 32-year IT consultancy for the task of establishing a secure, web-based retrieval and reporting system that would allow much greater flexibility in how the FCC data could be analyzed and reported on.

Iterative Process

Using an iterative Agile process, Keller and Heckman identified the highest priority functionality for development that would best enable them to serve their clients. This process allowed Keller and Heckman to see an updated system every week for review and acceptance. They were able to visualize what was being built and confirm that it met their desired business needs. As a result, Keller and Heckman began using some core features of their new system in less than 30 days.

> "CC Pace provided us with regular updates throughout the development process. This was beneficial for two reasons. First, it expedited our return on investment by allowing us to use the new software almost immediately. The constant communication also enabled us to prioritize and perfect the most important components of the software in real-time. We turned to other components once these priorities were accomplished below the original budget." -Wes Wright, Attorney.

Open Communication

Law firms best serve their clients when good open communication is used to get a clear understanding of their needs. The same principle applies when engaging a software development partner. While status reports serve a purpose, nothing confirms project progress like putting fully functional, tested software in your business partners hands quickly and often; in most cases every one or two weeks.

Solution

CC Pace built a web application that imports and categorizes FCC licenses directly from the Universal Licensing System (ULS) on a daily basis. Keller and Heckman uses the application to tag licenses for which they are responsible. The system also provides a search feature that allows Keller and Heckman to filter results by specific license criteria and indicate whether they had been tagged as Keller and Heckman licenses.

By having the license data in a more manageable and reliable format, attorneys can get timely updates of any license change events and also respond quickly to any regulatory changes that may affect their clients' FCC status.

Results

Using an Agile approach that emphasized constant customer feedback and collaboration, CC Pace was able to deliver immediate business value to Keller and Heckman. The final product was an application that addressed Keller and Heckman's high priority process needs first and foremost. The FCC Retrieval and Reporting System has greatly increased the efficiency within the telecommunications practice.

"The software provides my "to-do list" each day. I check the database developed by CC Pace each morning to see what action the FCC has taken with respect to our clients, allowing me to focus on following-up with the agency and reaching out to our clients to keep them apprised of their projects. The results speak for themselves: we recouped the out-of-pocket cost within the first nine months and engaged new clients as a direct result of this software." -Wes Wright, Attorney.

About Keller and Heckman

Keller and Heckman, founded in 1962, is a pioneer in the use of interdisciplinary approaches to problem-solving. The firm maintains a dynamic, full service telecommunications practice, meeting the diverse needs of its clients through expert, cost-effective service. Keller and Heckman has established one of the leading practices before the Federal Communications Commission (FCC) on wireless licensing and policy matters. They are recognized experts in fixed, mobile and broadband wireless matters.

About CC Pace

CC Pace is a 32 year IT consultancy, and recognized thought leader in Agile software development, Lean-Agile process improvement and Lean-Agile project management. CC Pace has been using Agile software development techniques for some 13 years on projects for our clients, from start-ups to Fortune 100 firms. We are often called in to assist firms that have specific client-driven needs, in order to ensure that they get the highest priority business value delivered to them early. This in turn allows them to better serve their clients, maintaining a competitive edge, and producing earlier returns on their IT investment.

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