

## Customer Spotlight

# Staying Current, Saving Time, and Supporting Business Development

This customer spotlight is based on an interview with **David Morrison**, a principal in the Litigation and Labor & Employment groups at Goldberg Kohn



### Access to the most current information is crucial

Working in labor and employment law at the highly respected, Chicago-based firm, Goldberg Kohn, David Morrison needs to keep completely current with the latest developments that might affect his clients. To do this, every day David accesses the *Employment Law Daily* (“ELD”) feature of the *Wolters Kluwer Labor & Employment Law* platform. Written by attorneys for attorneys, ELD meets David’s needs with same-day reporting through daily emails that cover court decisions, legislative developments, agency

rulings, and more. In addition, ELD includes a searchable database that enables David to go deeper on key topics of interest.

*“I regularly check ELD for a quick review of the various reported decisions across the states. It does a very nice job highlighting the 8-10 opinions we need to be aware of in various areas, and it helps me quickly ascertain what’s applicable to cases I’m working on now as well as those I typically see.”*

### Time-saving features are critical

For David, one of the most notable benefits of using the Wolters Kluwer platform is the ability to access timely and topical information from one source, in a scannable format. The state-by-state survey function is particularly powerful. David reports that, for example, certain multi-state wage and hour research projects that might take several hours without *Labor & Employment Law* now take much less time, and the initial output is presentable to a client. David considers this to be a huge advantage when faced with the time and cost-constraint pressures that are more and more common from clients.

*“A non-compete question came up today, and I was able to quickly find a high-level overview and valuable*

*insights on this particular topic. This is a good place to turn. I don’t have to debate the best use of my 15 minutes; I can move on quickly without wasting time.”*

### Business development support is invaluable

David also considers *Wolters Kluwer’s Labor & Employment Law* platform to be a significant time-saver and surprisingly effective resource in the area of business development. If David is aware of an important development in a case, he can forward the information to the ELD editors, who then report on it. David’s firm can distribute the writeup to clients or David will link to it on LinkedIn or other platforms, provide his own, brief introduction, and in 15-20 minutes he’s creating content that would have previously taken hours of research and writing.

*“The staff at Wolters Kluwer is extremely easy to work with in terms of paying personal attention to something I would like to do for business development. It feels like I have a business partner working with me. In the end, they won me over with news and access, the constant flow of updates, and business development support. Because there are limitations with what we get from other sources, this is a broader use tool with outstanding customer service behind it.”*