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Databender



FREE GUIDE

# Simplify Your Legal Tech Stack

Stop Managing Five Vendors Who Point Fingers

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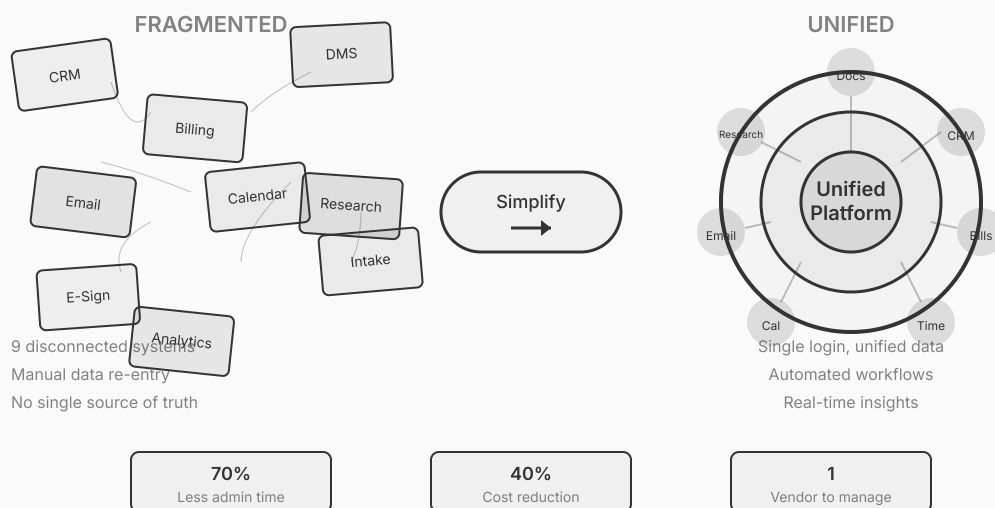
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# 70%

## Less Admin Time

Unified platforms reduce administrative overhead by 70% compared to fragmented systems.

### Tech Stack Simplification: From Chaos to Clarity



Your firm runs six different software tools that barely talk to each other. When something breaks, nobody takes responsibility. The document management vendor blames the billing system. The billing system vendor points at the research tool. And your IT person spends hours playing referee while attorneys wait.

This is vendor fragmentation. It costs more than the subscription fees suggest.

The real price shows up in lost productivity, finger-pointing support calls, and the slow-motion disaster of data scattered across platforms that were never designed to work together. Your staff spends time on integration workarounds instead of billable work. Your partners work around broken processes instead of fixing them. And every new hire needs training on six different interfaces that each have their own logic.

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## How Fragmentation Happens

Nobody plans to end up with a mess. It happens gradually.

The firm needed document management in 2015, so they bought iManage. Practice management in 2017, so they added Clio. Research tools piled on. Billing got upgraded. Time tracking came from a different vendor because it had one feature the partners wanted. E-discovery needed its own platform. Each purchase made sense at the time.

A decade later, you have six vendors, six contracts, six support channels, and six different data formats. The integration promised in each sales pitch never materialized. "API available" turned out to mean "technically possible if you hire developers for six months."

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*The average mid-sized law firm now runs nine different software applications. Less than half actually share data.*

What's worse: each vendor updates on their own schedule. An upgrade to your document system breaks the integration with billing. The billing vendor says it's not their problem. Your IT person spends a weekend patching something together. Three months later, it breaks again.

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## The Hidden Costs Nobody Tracks

Ask your administrator how much you spend on legal tech. They'll give you a number. It's wrong.

The subscription fees are easy to count. The hidden costs aren't.

**Support time.** How many hours per month does your staff spend on vendor calls?

Troubleshooting integrations? Manually moving data between systems? One firm we audited was spending 15 hours per week on integration maintenance. That's a part-time employee worth of effort just keeping the stack functional.

**Training overhead.** New associates need training on each system. Laterals who knew one set of tools now need to learn yours. Time to productivity stretches from weeks to months. Nobody measures this cost, but it's real.

**Duplicate data entry.** Information entered in one system often needs re-entering in another. Client contact updates, matter information, billing details. Staff do this so routinely they stop noticing. But it adds up to thousands of hours annually at larger firms.

**Workaround labor.** Your people have built elaborate manual processes to bridge the gaps between systems. Export from here, import there, check for errors, fix mismatches. This shadow work isn't tracked anywhere, but try eliminating a system and watch the workarounds collapse.

**Decision latency.** When data lives in six places, getting a complete picture takes hours instead of minutes. Partners making decisions often work from incomplete information because assembling the full picture takes too long. The cost of suboptimal decisions doesn't appear on any invoice.

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## What Integration Actually Requires

Vendors love the word "integration." They use it loosely.

Real integration means data flows automatically between systems without manual intervention. Client information updated in one place appears everywhere. Matter data syncs in real time. Billing pulls time entries without exports and imports.

What vendors often mean by integration: "We have an API." Translation: if you hire developers and spend six months, you might get something working. Maybe.

Or they mean: "We partner with XYZ." Translation: both companies' logos appear on a marketing page. The actual connection is shallow.

True integration requires:

- Shared data models or reliable translation between different models
- Real-time or near-real-time synchronization
- Error handling when syncs fail
- Change management when either system updates
- Single point of accountability when something breaks

That last point matters most. When six vendors each own a piece of your workflow, none of them own the whole thing. Problems fall through the cracks. Each vendor fixes their slice while the overall system remains broken.

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## The Full-Stack Partner Model

There's another approach. Instead of assembling best-of-breed tools from different vendors and praying they work together, you work with a single partner who owns the entire solution.

This isn't about buying a monolithic suite from a single vendor. Those exist, and they have their own problems. The alternative is working with a consulting partner who takes responsibility for making your stack work as a unit.

The difference shows up when something breaks.

Multi-vendor scenario: You call iManage. They say it's a Clio problem. You call Clio. They say it's the integration layer. You call the integration vendor. They say the data format changed on the iManage side. Three days later, you're still on hold.

Full-stack partner scenario: You call one number. One team diagnoses the problem, fixes it, and confirms everything works together. The fix might involve multiple systems, but that's their problem to solve, not yours.

This model works because accountability is clear. When one partner owns the outcome, finger-pointing stops. They can't blame someone else. They have to make it work.

## Build vs. Buy vs. Partner

Firms generally have three options for their technology stack.

**Buy off-the-shelf and manage internally.** This is what most firms do. Purchase tools from various vendors, hire IT staff or consultants to maintain them, and accept that integration will always be imperfect. Costs are predictable but never stop. Integration quality depends on internal capabilities.

**Build custom systems.** Some firms, usually larger ones, build proprietary tools for specific workflows. High control, high cost, high maintenance burden. Makes sense for differentiated capabilities. Doesn't make sense for commodity functions like billing or document management.

**Partner with a firm that owns the outcome.** Work with a consulting partner who designs, builds, integrates, and maintains your stack. You get integrated systems without the integration headache. The partner takes responsibility for making everything work together.

The right choice depends on firm size, internal IT capability, and how much complexity you're willing to manage.

For firms under 100 attorneys without dedicated IT leadership, the partner model often makes most sense. You lack the scale to build, and you lack the staff to manage multi-vendor complexity well. A partner who owns the outcome simplifies operations.

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## What "Owning the Outcome" Means

When Databender works with a firm, we don't just implement tools and walk away. We take ongoing responsibility for your technology stack working as a unit.

That means:

**One support channel.** Something breaks? You call us. We diagnose it. We fix it. We don't tell you to call another vendor. Even if the root cause is in a third-party system, we handle the vendor communication. You get resolution, not runaround.

**Proactive monitoring.** We watch for integration failures before you notice them. Update breaks a sync? We catch it and fix it before data diverges. You shouldn't have to discover problems through frustrated attorneys.

**Coordinated updates.** When vendors push updates, we test the impact on your integrated environment before rolling changes to production. No more upgrade surprises.

**Clear accountability.** If something doesn't work, it's our job to make it work. We don't get to point fingers. We signed up for the outcome, not just the parts.

This isn't the right model for every firm. If you have strong internal IT and the staff to manage vendor relationships, you might not need it. But if your current situation involves too many vendors and too little accountability, a partner who owns the whole thing can transform how your firm operates.

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## The Consolidation Decision

You don't have to stay fragmented. Simplification is possible.

The first step is honest assessment. Map every tool your firm uses. Document who owns each relationship. Calculate true costs including hidden labor. Identify where integrations are working and where they're broken.

Then evaluate options. Can you consolidate vendors without losing critical functionality? Where would a custom integration solve a persistent problem? Would a full-stack partner make sense for your firm's size and capabilities?

One firm we worked with reduced their tool count from eleven to four. They eliminated three document storage systems, two time-tracking tools, and consolidated practice management. The subscription savings covered our engagement. The productivity gains were pure upside.

Consolidation isn't always right. Sometimes best-of-breed tools genuinely serve different needs. But more often, firms accumulate tools through inertia rather than strategy. Pruning the stack and integrating what remains can be transformative.

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## Questions to Ask Vendors

If you're evaluating new legal tech, ask these questions before signing:

What happens when your system breaks our integration with X? Who fixes it, and who pays for the fix?

Can you provide references from firms using the same integration we need? Not "API available" but actual working integrations.

What's your update and testing process? How do you ensure updates don't break existing integrations?

If we have a problem that spans your system and another vendor's, how does support work? Do you coordinate with them, or do we play middleman?

The answers reveal whether "integration" is marketing speak or operational reality.



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## The Path Forward

Vendor fragmentation costs more than anyone admits. The subscription fees are visible. The productivity drain, the support runaround, the workaround labor, the decision latency from scattered data: those costs hide in plain sight.

Simplification is possible. Some firms consolidate vendors. Some build custom integrations. Some partner with firms that take responsibility for the whole stack working together.

The right path depends on your firm's size, capabilities, and tolerance for complexity. But staying fragmented is a choice, not an inevitability. The firms that simplify gain advantages that compound over time. Clear data. Faster decisions. Staff focused on legal work instead of technology workarounds.

Your technology should work for your firm. Not the other way around.

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*Ready to simplify your stack? [Schedule a conversation](#) about your firm's technology environment, or explore our [legal technology solutions](#).*