

Clio's claim

Reality

Clio alone is insufficient to run a law firm because:

- Additional product subscriptions are required to deliver key features (e.g. Search!?, which means additional subscription costs, configuration, training, and support calls)
- There is confusion around who stores and protects the firm's data. Where is it stored? Does each integration comply with HIPAA, HITECH, GDPR, CCPA, etc.? Is data copied between integrations? How and when would you get your data back when you leave and from whom?
- Who is responsible to patch, update and fix the 200+ integrations when they glitch?
- Do all integration providers guarantee the same uptime in their SLA?

Technology requires support and maintenance, that's a fact.

Having one support number to call for help is a best practice. Firm operations are disrupted when it's unclear who is responsible to troubleshoot and resolve a glitch, or an outage, or a cyberattack or other unexpected cause for downtime. Having multiple points of failure abandons the firm to track down the help they need, stuck in a vendor unaccountability loop.

Does a firm contemplating Clio understand the risks involved with where their data is stored, who has access to it, if security controls are consistent with every integration, if their sensitive data is protected when it's transferred and copied across many different cloud providers?

Better:

Amicus Cloud offers a secure legal practice management solution that includes all of the tools a small firm needs with support by AbacusNext cloud engineers at every level. One monthly subscription tier **includes**:

- An email inbox that links incoming & outgoing messages to clients/cases automatically (O365)
- Legal calendar with Exchange sync
- Precedent workflow automation tool for task, appt, and deadline control



Claim: Clio is a “legal technology platform” with free data migration and a Starter tier at \$39/month.

Reality Check: Calling a pretty calendar and contacts list a “platform” is like selling an empty room as a law office. Clio's starter tier doesn't include basic necessities like text search, data migration, email management or integrations, then it jumps up to a pricey tier (\$110/user/month) that still requires piecemeal adoption of 200+ integrations to resemble a comprehensive practice management solution.

- Document management with secure storage, AI summary and classification, and version control
- Remote work accessibility anytime, anywhere with time tracking and billing from any device
- Client portal with online case updates, secure document exchange, and electronic payments
- Dashboard with productivity tools and visibility into financial metrics
- Meticulously selected partner applications like (Microsoft's O365 and Intuit's QuickBooks and QBO) that provide necessary features without unneeded complexity

Leading the Witness

AC lets you work in Outlook or AC to manage incoming and outbound email. Does Clio allow that?

AC is a single solution that includes practice management efficiency, billing and payment ease, data security, and total support provided by AbacusNext cloud experts. Does Clio offer that?

AC offers clear pricing and an all inclusive feature list with product and integration support. Does Clio offer that?

AC offers an easily configurable client portal. Does Clio offer that?

AC offers custom fields without extra charges. Does Clio offer that?

AC offers Precedent workflows to help guide firm automation. Does Clio offer that?

AC offers AI based document summaries and tagging capabilities. Does Clio offer that?

AC offers electronic payments through its own PCI compliant processing service. Does Clio offer that?