



Driving Engagement, Tech Adoption and Skills Growth with LTC4 Certification at Balch & Bingham LLP

Balch & Bingham LLP began considering the LTC4™ core competencies program after discussion with LTC4's Alliance Partner Harbor. Marie McNutt, the firm's Legal Technology Trainer had first encountered LTC4 at ILTACON and this led her to consider the potential benefits of a certification program aimed at enhancing user engagement and providing credentials.

Marie experimented at first by issuing individual internally recognised credits for the successful completion of the firm's technology training sessions. She soon recognised the relevance of the LTC4 workflow-focused Learning Plans as they offer a global industry-standard Certification. She began by introducing the Managing Documents & Emails Learning Plan and has been closely monitoring the impact. The firm is delighted with the results.

The impact of the LTC4 certification program has been measurable even in the early stages, across several key areas:

- **Skills Improvement:** Certified users show approximately **26% more activity** in the Document Management System (DMS) than before the training, clearly demonstrating increased confidence and digital proficiency.
- **Efficiency Gains:** Certified users file **11% more emails**, directly supporting a key firm initiative. They also generate **only 9% of non-access-related DMS Help Desk tickets**, indicating greater self-sufficiency.
- **User Feedback:** Course ratings have an average rating of **5 out of 5**, reflecting high satisfaction with the training content and delivery.
- **Business Impact:** Enhanced document and email management has led to more efficient workflows, reduced risk, and improved client service.

LTC4's Working with Legal Documents Learning Plan has been identified as the next target for upskilling and re-skilling based on help desk activity. There are also plans to transition to a new time recording system and this would be a great opportunity to utilise LTC4's Time Recording Learning Plan to review and reinforce time entry compliance among attorneys.

"These early results affirm the value of LTC4 Certification as a strategic investment in our people and our processes. As we continue to expand the program, we expect to see even broader impact across the firm" says Marie McNutt.

Balch & Bingham's early success with LTC4 highlights the power of targeted, workflow-based training to drive meaningful change. As the firm expands its certification efforts, it sets a strong example for others in the legal industry.