

GARY SINGER LAW

Real Estate attorney exceeds client expectations and saves 150 hours annually

“To properly serve my clients’ needs, I have to effectively meet and communicate with them on an on-going basis. With TimeDriver, my clients can self-schedule time with me which has saved three hours per week of my time and eliminated scheduling hassles. Now I can focus on my clients concerns and providing excellent customer service.”

*Gary Singer
Attorney
Law Firm of Gary M. Singer*

Scheduling woes wasted busy attorney’s time

The Law Firm of Gary M. Singer works diligently for its clients through communication, negotiation, and litigation. Client communication and easy appointment scheduling are a must for the law firm to be successful. Appointments include client and prospect consultations and follow-up meetings both in person and via phone. “I schedule approximately 15 appointments per week. Previously, if a prospect contacted me via phone to schedule an initial consultation, I often

spent 15-20 minutes listening to their issue before we even scheduled a formal meeting. And to schedule an appointment, it often took multiple attempts either via email or phone to reach one another,” recalls Gary Singer, Attorney at the Law Firm of Gary M. Singer. “The time required to schedule appointments consumed a minimum of three hours per week of my time and often led to unneeded frustration for me and my clients.”

TimeDriver raises the bar for appointment scheduling

Through a Web search, Singer discovered TimeDriver, a personal appointment invitation system that allows customers or clients to schedule their own appointments via the Web. “I simply embed a “schedule now” button in my email messages and through TimeDriver, a client selects a time that accommodates both of our schedules. The appointment then automatically flows into my Outlook calendar. Or, if a client calls in for a meeting, my administrator selects a convenient time from my TimeDriver calendar and this too automatically populates my Outlook calendar,” continues Singer. “Without my intervention, I schedule on average 15 appointments per week.

“To simplify interactions and reduce interruptions in the office, my employees also have access to my TimeDriver account to schedule time with me to review a case or file,” comments Singer. “I’ve received so much positive feedback on TimeDriver, that many of my clients, especially the sales people, have started using it themselves to drive appointments. Overall, not only has it saved me three hours per week of tedious administrative duties but it also plays an important part in projecting an image of providing outstanding customer service.”



About the Law Firm of Gary M. Singer

The Law Firm of Gary M. Singer, P.A. focuses its practice in the areas of real estate, estate planning, probate and small to medium business law. The firm works with local, domestic and international clients serving their Florida legal needs.

- Who?** Gary Singer, Attorney, the Law Firm of Gary M. Singer
- How?** “Schedule Now” link in outgoing e-mails
- Usage?** ~750 appointments annually
- Calendar?** Syncs with Outlook
- Benefits?** Saved ~150 hours annually
Helped deliver excellent customer service