

Support and Specs

Support

- Business hours 8am – 5pm PST (M-F, except holidays)
 - Phone and email support available
- After business hours support available via Email

Training

- Complementary training provided including:
 - Weekly webinars
 - Support center with FAQ articles
 - Online video training
 - One hour private training within one month of site setup (additional private training available for a fee)

Data Import Available (additional fee applies)

- Import capability enables you to import data from these solutions:
 - LexisNexis IDS, LawLogix, INSZoom
 - Tracker, Immigrant Pro, MyCase
 - BlueDot
 - Time Matters
- Import using an Excel sheet

Hosting and Firewalls

Cerenade, self-host, or ISP of your choice (additional fees may apply). The hosting facility is guarded with firewalls to protect your data.

Full Data Redundancy

- Triple-redundant data backup policy
- A mirror image of your database is constantly updated and on standby.

Security and Privacy

- Secured Socket Layer (SSL). SSL provides a secure environment for managing and accessing immigration cases and preparing immigration forms across the Internet through a TRUSTED site. Data travels between your device and our servers, encrypted via Secured Socket Layer.
- Each account has its own unique database.
- Compliance with the U.S.-EU Safe Harbor Framework and the U.S.-Swiss Safe Harbor Framework. We Self-Certify Compliance with:



Data Ownership

SQL formatted copies available upon request (first copy provided free of charge; fee required thereafter).

Testimonials

Our firm has used eCMS since 2001 and we continue to be pleased with Cerenade and their staff. Cerenade has gained our trust by continuously working with us in improving eCMS and providing great customer service.”
James B. Rudolph, Attorney (partner), Rudolph, Baker & Associates, San Diego, CA

“eCMS has been a life saver in helping our staff - and we are now able to handle more cases than ever.”
Robert Painter, Executive Director, American Gateways, Austin, TX

“Cerenade has been a trusted partner ever since we launched over 10 years ago. Self-contained and web-based, we are able to work anywhere at any time. As we grow, eCMS will scale with us. I could not ask for a better partner!”

Donald Mooers, Mooers Immigration Law, Bethesda, MD

“We now have improved reporting functionality for our corporate clients. Also, no more headaches with hosting, security, management and maintenance!”

Meredith Kussin, Managing Partner, MUKAI & KUSSIN LLP, Los Angeles, CA



Redefining COMPREHENSIVE

HIGH VALUE

Affordable with NO per case fees



COMPREHENSIVE

Entire PRACTICE management capability with an extensive library of Forms

INTUITIVE

Simple interface that is EASY to navigate

U.S. BASED CUSTOMER SUPPORT

Plus bilingual TRAINING

FLEXIBLE

Entire case process can be CUSTOMIZED

EFFICIENT

Edit FORMS online and on any device

Contact us at 1-800-617-4202 or via email at sales@cerenade.com to request a free trial.

eCMS

The most comprehensive Case & Practice Management System



WWW.CERENADE.COM

PRODUCT CAPABILITIES

Forms Library

Access a vast library of forms from the USCIS, DHS, DOJ, DOL, ETA, EOIR, DOS and California Judicial Council. Forms are updated regularly, and can be saved, printed, emailed, and spell checked.

Case & Forms Management

Create cases, auto-populate forms, attach documents, create reminders, comments, checklists, custom fields and more.

Contact Management

Create and manage individual clients, maintain relationships between clients, track document expiration dates, add comments, and more.

Reports Management

Run reports on clients, cases, and billing. Reports can be exported to Excel, Word, and PDF.

Custom Reports

Revise system templates or add new templates customized to your needs using fields from client, business, case, and invoices. Allow reports to auto email on a daily, weekly, monthly, or yearly basis.

Questionnaires

Gather client data via questionnaires. Clients can fill out questionnaires in multiple languages. Once reviewed, data can be accepted to auto-create or update client profiles.

Tickler

Track expiration dates for all documents (I-94, Passport, Visa, etc.), process steps, reminders, and other important dates for your cases and clients.

Calendar

Create appointments, share, and view calendars between caseworkers. Sync with Outlook, iCal, and Google.

USCIS/Visa Bulletin Times Tracker

Track USCIS processing times and Visa Bulletin informations. Receive notifications when petitions become current and eligible for processing.

Time Keeper

Track time spent working, and integrate with logs or billing.

E-Filing

Easily and accurately submit data collected via eCMS. Runs only on Windows operating systems.

Billing

Create and email invoices, create payment plans, track expenses, and apply payments.

QuickBooks Billing

Link cases to corresponding entries in QuickBooks so that expenses in eCMS sync to QuickBooks.

Credit Card Processing

Process credit cards through PayPal or LawPay via eCMS. Allow your clients to submit payments through the Client portal! Requires a subscription to the Billing module, and does not work with QuickBooks billing.

Mail! Anywhere

Quickly transfer the contents of your email to your eCMS case and client profiles.

Messaging

Communicate with other caseworkers and/or clients within the system via eCMS' secure internal messaging module.

Case Initiation Request

Case Initiation Requests allow employers or representatives of an employer to initiate cases for employees.

Third Party Cloud Storage Integration

Seamlessly integrate with services such as OneDrive, Dropbox, Box, and Google Drive for quick and organized access to your documents.



PRICING



INCLUDED IN ALL PLANS

- Contact Management
- Case Management
- Admin Portal
- Caseworker Portal
- Client Portal
- Questionnaire
- California Judicial Council Forms
- Forms Management
- Letter Merge
- Blank Forms
- Tickler
- Calendar
- Standard Reports

OPTIONAL MODULES

- Custom Reports
- Cloud Storage
- E-Filing
- Billing
- QuickBooks Billing*
- Credit Card Processing*
- USCIS/Visa Bulletin Times Tracker
- Time Keeper
- Mail! Anywhere
- Messaging
- Case Initiation Request
- Immigration Forms

* See feature descriptions for more details on subscription requirements.

SITE SETUP

- One-time setup fee of \$400
- One hour of private training via web conference

Who uses eCMS

- Legal practices
- Nonprofit Organizations (we offer special discounts to nonprofit organizations.)

