


CUSTOMER STORY

PLAINTIFF EMPLOYMENT LAW



You didn't go to law school to answer administrative questions all day.

How Freeburg & Granieri got their lawyers back to practicing law and turned client communication into a force multiplier.

FEATURING

Freeburg & Granieri, APC

Pasadena, CA · Employment Litigation

Granieri Legal Consulting

Intake · Operations · Growth for Law Firms



A Case Status® Case Study

Spring 2026

RECOGNITION

Your work is good. The system between the work and the client isn't there yet.

Plaintiff lawyers don't get paid to answer "when's my mediation?" They get paid to write the brief, prep the deposition, and win the case. Every random text and email pulls an attorney out of deep work, and it takes **minutes** to claw back into it.

The number one complaint to state bar associations isn't legal strategy. It's client communication. Which means the thing distracting your lawyers from the work is also the thing most likely to put a complaint on your desk.

"You didn't spend the time and money to go to law school to waste your day on administrative tasks answering repetitive questions."

Paul Granieri, Director of Operations and Technology, Freeburg & Granieri, APC

Freeburg & Granieri runs a boutique employment litigation firm out of Pasadena: four attorneys, five paralegals, three intake staff, and an operations leader. Volume is real. Cases are complex. The client base spans every walk of life. And the firm still puts every one of them on Case Status®, with results that speak for themselves on the page that follows.

PROOF

What four attorneys, five paralegals and a system get done.

All figures pulled from Case Status platform analytics for Freeburg & Granieri, APC. Conservative estimates where noted.

96% ADOPTION

of clients on the Case Status app

Across a client base of warehouse workers, injured laborers, and civil-rights plaintiffs. Real adoption, real outcomes, at real volume.

~1.25 CAPACITY

FTE returned to the firm

Estimated based on logins, automation usage, and value-added features. Conservative. The real number is likely higher.

+59% REVIEWS

lift in 5-star reviews

Driven by automated review asks triggered at the moment of peak client satisfaction, not staff remembering to ask.

78 SATISFACTION

Net Promoter Score - 9.3 / 10 feedback

High-water mark of 80. World-class territory, better than most consumer brands. The "check engine light" stays green.

Source: Case Status platform analytics, April 2026. Figures reflect Freeburg & Granieri, APC. NPS calculated across all post-resolution surveys; review lift measured against the firm's pre-Case Status baseline.

MECHANISM

Six plays Freeburg & Granieri runs every week.

Paul Granieri built these into the firm's operating rhythm. None of them require any prior tech experience from the client. None of them require an attorney to be the one answering the phone.

01**Train the client at the door.**

Welcome package teaches every new client how to use Case Status. Once signed, they trust the firm to follow our lead.

ONBOARDING**02****Push admin off the attorney's plate.**

"When's my trial?" doesn't bottleneck on a lawyer. The whole team has eyes on the message and can respond from inside Case Status.

TRIAGE**03****Kill the email inbox abyss.**

One thread, one place, branded to the firm. No more CCs dropped on dueling email chains.

CENTRALIZATION**04****Plug-and-play for turnover.**

When someone from the firm moves on, the next hire inherits templated messages and workflows. Right message, day one.

SCALE**05****Gather documents through the portal.**

Medical records, W-2s, and police reports are collected in the app, then dropped cleanly into document storage.

DISCOVERY**06****Ask for the review automatically.**

After great work for a happy client, the system asks for the Google review at the right moment, every time.

GROWTH

FROM DEFENSE → TO OFFENSE

Stop defending against client communication. Start using it.

A client portal bolted onto your case management system is fine if you have two or three clients. Once volume goes up, the question changes from "do we have a portal?" to "is the portal protecting our attorneys' time and turning happy clients into growth?"

WITHOUT A CLIENT EXPERIENCE SYSTEM

The firm plays defense.

- Random questions interrupt deep legal work. **Minutes** lost on every context switch.
- Client communication is the #1 bar association complaint category.
- Email inbox abyss: threads with paralegals dropped off the CC.
- Reviews depend on someone remembering to ask. Most don't.
- Turnover means re-teaching every new hire how to communicate with clients.
- Document collection lives in scattered email attachments.

WITH CASE STATUS

The firm goes on offense.

- Attorneys protected from administrative interruptions. Paraprofessionals handle it.
- Communication centralized, branded, and audit-ready in one place.
- 96% client adoption across every plaintiff client.
- Automated review asks at peak satisfaction drive a 59% lift in 5-star reviews.
- Templates plug-and-play with new hires from day one.
- Documents collected through the portal, drop straight into document storage.

"Clio helps you get the legal work done. Case Status protects you from the distractions that pull you out of it. They're complementary, and the distraction costs more to defend against than the work costs to do."

Paul Granieri, paraphrased from the field

THREE TOOLS, ONE SYSTEM

Three tools. Three forms of intelligence. **One cohesive system.**

Freeburg & Granieri are forward-thinking by design. Their stack runs Clio for matter management, Eve for back-office AI, and Case Status for the front office. Each brings intelligence to a different part of the firm. Together, the whole firm scales.

CASE MANAGEMENT

Clio**The single source of truth.**

All matter data lives in Clio. Clients, matters, dates, documents, and billing. Every other tool in the stack defers to it.

BACK-OFFICE AI

Eve**Reads the file. Drafts the work.**

Eve reads through case records and drafts demand letters. AI-powered back-office intelligence that accelerates the legal work itself.

CLIENT INTELLIGENCE

Case Status**AI on every interaction.**

AI client intelligence runs on every interaction in Case Status. That intelligence is what makes the client experience clean enough to capture every document and detail Eve and Clio need, faster than any non-AI tool could.

TOGETHER

- Documents flow in clean through Case Status, then on to Eve for processing.
- Clio stays the matter source of truth that every tool defers to.
- Three tools, three roles. Each extends the others. None duplicate.

THE OPERATOR BEHIND THE NUMBERS



Paul Granieri

Director of Operations and Technology · Freeburg & Granieri, APC

Founder · Granieri Legal Consulting

Nearly a decade at the crossroads of law, technology, and growth. Early team at Lexicata, then Clio post-acquisition. Today Paul runs operations for a boutique employment litigation firm and consults with solo, small, and mid-sized firms on intake, business development, and the systems that let lawyers practice law instead of chase email.

Want to talk to a firm that runs this playbook?

Paul has offered to speak directly with prospective Case Status firms about how Freeburg & Granieri uses the platform: what worked, what they'd do differently, and what it took to get to 96% adoption across every client. Stop by the booth or book a discovery call and we'll connect you.

[Book a discovery call](#)

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FREEBURG & GRANIERI, APC

Pasadena, California ·
Employment Litigation
fgfirm.law

GRANIERI LEGAL CONSULTING

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CASE STATUS

The client experience platform
built into the CMS you already
use.
casestatus.com

A FOUNDING PARTNER'S VIEW



We are a client-first law firm and we seek to serve the whole needs of our clients, legal and emotional. Employment legal matters can leave a client feeling powerless and hopeless. Of course a great legal outcome is sought by all. But having an advocate and a champion throughout the process is just as important. Case Status® allows us to scale this core belief and measure it before, during, and after the matter because we meet the client where they expect us. We empower the client through information and transparency and make our team easy to connect with. Case Status not only helps us to scale, but it helps us to show our humanity at every step.



Christy Westcott Granieri

Founding Partner

Freeburg & Granieri, APC

96%

CLIENT ADOPTION

78

NPS

+59%

5-STAR REVIEWS

~1.25

FTE RETURNED