



HELPING CLIENTS THROUGH CHALLENGING TIMES

Treating People With Respect When Others Don't

The Harbin Law Office is a firm committed to clients. The firm prides itself on providing its clients with top quality legal assistance, expert advice, sound business practices, and fair settlements all while providing the highest level of guidance and counsel through an emotional legal journey.

Company Size
<10 Full Time Staff

Primary Practice Area
DUI / DWI & Criminal Law

Location
Maryland

Client Management System
MyCase

“As a firm that practices criminal defense our clients’ emotions and nerves run high as they navigate the judicial journey. With Case Status, we give them constant reminder that they hired the right team and that they are right where we expect them to be. This brings peace of mind for them and lets us focus on the important legal defense work.”

-Molly Allen (Legal Assistant at Harbin Law Office)

THE SITUATION & THE SOLUTION

Earning a reputation for excellent outcomes and a client-first experience has driven growth for Harbin Law Office. As such, new case intake has always been healthy and growing. But as with any growth, the need for a small team to achieve new levels of efficiency was also imperative. Phones were ringing off the hook. Communicating with clients could eat up so much time that staff didn't have time for important legal and admin tasks. Harbin Law Office began the search for a better, more scalable way to serve the info while delighting their clients with empathetic engagement. Case Status provided the perfect client service solution with seamless integration into their practice management software, MyCase. Just as MyCase helps the firm operate effectively in the back-office, Case Status provided the client a window into their journey. Real time updates, automated tasks and messaging, checklists, and appointment reminders are just a few of the features that helped the staff at Harbin Law Office get back to work. And their client's love it! Case Status delivered a true win-win.

80%	ADOPTION OF THE APP
2.2k	CLIENT LOGINS IN < 12 MONTHS
1.2k	MESSAGES SENT IN < 12 MONTHS
7 Hr	RESPONSE TIME VS 48 HOUR INDUSTRY AVE
85	NETPROMOTER SCORE
200	STAFF HOURS SAVED IN < 12 MONTHS



OVERVIEW OF CASE STATUS

Case Status aims to transform the client experience in the legal industry through consumer focused innovation that guarantees personalized attention and appreciation for every client. Our cutting-edge software and mobile app actively involve clients throughout their legal journey, ensuring they stay well-informed, content, and empowered.



THE RESULTS

 **80%**
Adoption of the App

A client portal is only good if the clients use it. Because the Case Status App provides the utility the client needs and wants, it get's 5-star ratings on the Apple Store and the Google Play store. It also helps to cut out the need for old technology like email and text. "Plenty of clients have expressed through the app how much they like it and how easy it is to use. When a client is incarcerated, the app can be the difference between getting info or not. We're really glad we've implemented it." - Molly Allen

 **7 Hour**
Average Client Response

Case Status allows the client to self-serve a lot of information that they would have otherwise called or emailed asking about. That reduction in inbound calling gives the team a great advantage in responding to the important messages that are sent via the platform: 7 hours on average versus an industry average of 48-72 hours.

 **85**
Net Promoter Score

And a score from zero to 10 isn't the only way to measure satisfaction. NetPromoter Score (NPS) is the best way to measure overall brand strength because it is weighted. It subtracts everything 6 and below from the 9s and 10s, ignoring the 7s and 8s. The legal service industry has an average NPS of 32 on a scale of -100 to +100. By providing a 5-star app experience and continuing to deliver a people-first case experience, Harbin Law Office are more than doubling the industry average.

 **200**
Hours Saved

Each one of the 2200 client logs in means a client is logging in to find information on their own without engaging the staff at Harbin Law Office. Moreover, each of the 1200 messages sent via the platform means that communications are consolidated in one place - in MyCase. This saves the staff at Harbin Law Office lots of time that they are able to put back toward legal and client work.