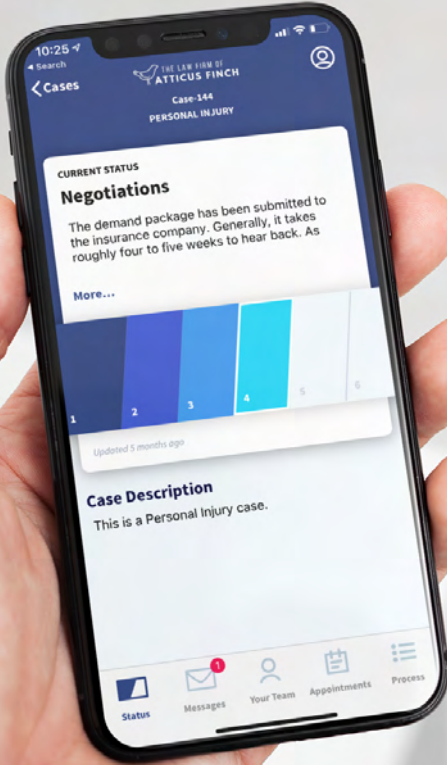




case status



Clarkson



SMALLER TEAM, BIG RESULTS

Learn how Clarkson Law Firm leverages Case Status to scale client experience and maximize the reach and impact of the team.

Clarkson Law Firm's primary focus is social security disability, assisting sick and injured people who have paid into the system with securing those disability benefits from the federal government that they are entitled to. A core value of the firm is providing excellent service to clients during a stressful time.

Company Size
<10 Full Time Staff

Location & Primary Practice Area
Alabama, Social Security Disability

Client Management System
In-house

“CASE STATUS HAS ENABLED OUR FIRM TO REALLY EMPOWER OUR CLIENTS TO HAVE THEIR ENTIRE CASE AT THEIR FINGERTIPS ANYTIME DAY OR NIGHT THAT THEY CHOOSE TO LOOK INTO THEIR CASE. IT ALLOWS OUR CLIENTS TO BE CONSTANTLY UPDATED, AND HAVE A CONSTANT LINE OF COMMUNICATION BACK AND FORTH WITH OUR OFFICE THAT HAS REALLY STRENGTHENED OUR ATTORNEY-CLIENT RELATIONSHIP WITH OUR CLIENTS.”

-Abby Clarkson (Owner and Founder)

THE SITUATION

In order to deliver timely updates at every step in the case journey, Clarkson Law Firm was heavily reliant on providing official updates via old-fashioned letters and answering questions via the phone. An audit exposed the tremendous amount of effort tied to these methods primarily because clients would lose the letters. Since the letters contained a lot of important information, losing them prompted a lot of extra back and forth communications. In search of a better operating model that could balance the high-touch service of the brand with the need to execute cleaner, Clarkson discovered the Case Status platform could deliver the perfect balance.

90%

Of Clients Use The Platform

90%

Reduction In Outbound USPS Mailings

80%

Reduction In Inbound Phone Calls

9.5

Average Client Feedback Score (Scale of 10)

4.8

Google Business Rating



OVERVIEW OF CASE STATUS

Case Status is an all-in-one information hub that transforms the way law firms interact with their clients. It gives your firm the ability to update all of your clients with a single click. Centralize your firm communication across multiple attorneys, case managers, and clients. We reduce your time managing clients, so you can focus on being a lawyer.



THE RESULTS



90%
Adoption Rate

90%+ of clients download and use the platform when we invite them which means Clarkson Law Firm staff knows they can use the system for automation, bulk communications, and self-service updates. They have received feedback directly from clients: "It's just so nice to have this app and be able to look at my case anytime I want to."



90%
Reduction In Mailings

There was a 90% reduction in outbound mailings providing all the important information about the status of the case. Instead, updates are provided 24x7 in the app. Clients appreciate it, especially because many of them are seeking status outside of business hours, and the in-app messaging means that they can easily reach the team the next business day.



80%
Reduction In Calls

Pre-Case Status, the firm would field unplanned calls from opening until long after close. Now, staff can focus on working on the case, to expedite the case, to improve the outcome or all of the above!



9.5 / 10
Average Customer Feedback

Simply put, Clarkson Law Firm is able to measure how well they deliver on their mission of stellar client service. These internal reviews represent an average Net Promoter score of 75, well outpacing the legal industry which sits at 32.



4.8 / 5
Google Business Rating

Not only is Clarkson Law Firm able to measure client delight in their system the clients are willing to shout their praises in the public forum, giving Clarkson those 5-star reviews that are so important in attracting new clients.