



DRIVING CUSTOMER OUTCOMES

Learn how Connecticut Trial Firm drives the best client experience with Case Status

Connecticut Trial Firm is dedicated to help those who have been wrongfully injured or killed. Started by first-generation attorneys, their goal has always been to lift the heavy burden of an injury and guide the client through a complicated process so they can find the healing they deserve.

Company Size
100+ Full Time Staff

Location & Primary Practice Area
Connecticut, Personal Injury

Client Management System
Filevine

"CASE STATUS ALLOWS US TO TELL OUR CLIENTS - 'ALL OF THE QUESTIONS YOU CAN EVER THINK OF ARE GOING TO BE ANSWERED IN THIS APP. THE FIRM CAN ANSWER THEM FOR YOU AS WELL, JUST MESSAGE US.' THAT'S WHEN THE CLIENT KNOWS THEY ARE WITH THE RIGHT LAW FIRM. AND THAT TRUST AND CONFIDENCE CARRIES ALL THE WAY THROUGH TO THE TRIAL."

-Ryan McKeen (Founder of Connecticut Trial Firm)

THE SITUATION

Connecticut Trial Firm has always used data and technology to drive the best client experience. A simple, but powerful, goal for the firm was never get the "what's going on with my case?" phone call or email. While always looking for opportunities to improve, the team took note of the time and effort required by staff to drive outbound communications to keep all their clients informed. The search began for a technology partner that could drive the same level of service, but drive down the time and effort needed. The firm found their platform in Case Status and is leveraging it to drive beyond the competition.

71%

Client Adoption Of
The Platform

82.5

Net Promoter Score

249

5-Star Google Reviews

300%

Year-On-Year Increase
In Client Referrals



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



71%
Adoption Rate

A testament to a client-preferred tool is the adoption by clients. Browser-based portals are often marketed as the solution to help law firms scale communications and to allow clients to self-service. But if client's don't adopt, they resort to phone, email and text their legal team. With Case Status, the platform is accessible via multiple mediums including the mobile app and browser portal.



82.5
Net Promoter Score

Connecticut Trial Firm has used client satisfaction data in the past to manage relationships, but the information was only available at the end of the case when it was too late to address any low scores. With Case Status, the firm is able to track satisfaction from beginning to end, at every step along the way. This results in a net promoter score that is 50 Points above the industry average!



249
5-Star Google Reviews

Connecticut Trial Firm understands the important relationship between how clients predominatntly search online for a firm for their case and how public reviews on forums like Google, Avvo and Yelp influence their choice. Having such a high NetPromoter score with their clients is the foundation. Case Status as a messaging platform allows Connecticut Trial Firm to easily nurture and request these reviews from their happy clients.



300%
Referral Growth

Referrals are the lifeblood of any successful law firm. Case Status gives Connecticut Law Firm the opportunity to encourage their happy clients to refer new business. Three times growth in referrals is a proof-point that a grateful client is a client for life!