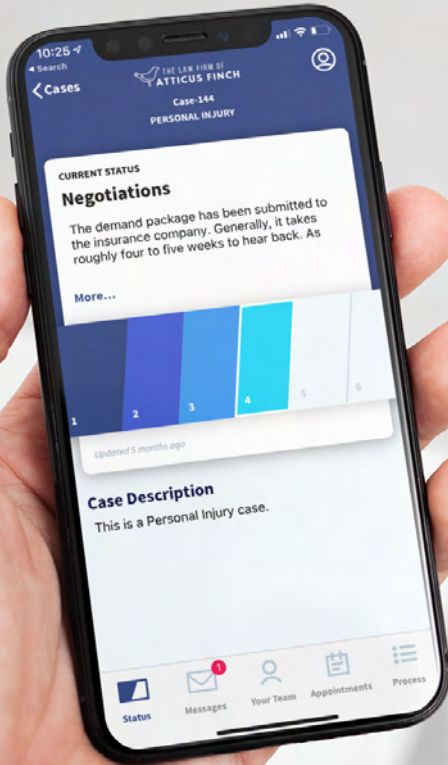




case status



GHITTERMAN GHITTERMAN & FELD



PROACTIVELY LET CLIENTS KNOW THEY ARE ON TRACK

Reaching clients who don't even have an email? No problem! Learn how Case Status helped GG&F put each client's case within arms reach.

Ghitterman, Ghitterman & Feld was founded in 1956 by Allan Ghitterman, who began fighting for the rights of the injured and disabled in California. 65 years later, GG&F continues this charge led by Allan's son, Russell Ghitterman, his law partner, Benjamin Feld, and a team of dedicated and compassionate attorneys and staff.

Company Size
10 Attorneys, 30 Total Staff

Location & Primary Practice Area
**California | Workers Compensation,
Social Security Disability**

Client Management System
MerusCase

"THEY CAN SEE A VISUAL PICTURE IN THE STATUS BAR OF WHERE THEY ARE IN THEIR CASE. YOU CAN CUSTOMIZE WHAT DESCRIPTION. IT'S A WAY FOR THEM TO KEEP IN CONNECTION. IT CAN REPLACE CALLS AND EMAIL OR IT CAN SUPPLEMENT. SOME THINGS ARE BETTER VIA EMAIL OR WARRANT A VERY HEFTY CONVERSATION, BUT CASE STATUS IS A WAY TO GET THAT QUICK COMMUNICATION BACK AND FORTH."

-Kaylan Steele (Firm Administrator)

THE SITUATION

As expected with many cases, there can be long stretches of time when there are no updates or changes to the status of the case. The team needed ways to reassure clients that they were still on track. As such, GG&F was handling lots of calls to keep clients updated. The team decided they needed a way to probe clients on a regular basis to remind them that they were doing just fine. And with many laborer clients not even having email, they needed alternative methods to reach their clients. Mobile phones seemed to be the answer. The search brought the team to Case Status. The smartphone app was just the answer the team needed to change the update game.

88% Client adoption of the platform

63 Firm net promoter score vs 32 industry average

191 Average cases per attorney

10k Hours saved in 3 years



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



88%
Client Adoption

With close to 2000 active cases in any given year, the team knows that a vast majority are engaging in the best, most efficient way. "Overall it is a huge time saver. So on that same smart phone, if they call you, they're going to be at least five, 10, 15 minutes. Whereas if they message you, it's 10 seconds. You can reply back, 'Yes I processed it.' or, 'No, you don't need to go to the hearing.' And it's a much quicker conversation." -Kaylan Steele



63
Net Promoter Score

"The feeling from the client is that they're talking directly - like they have the direct line to the attorney. They don't have to go through the secretary or the receptionist, the caseworker, there's a direct form of communication. And I think if anything, that is probably one of the most satisfactory feelings for a client, is that they have their attorney with ready access." -Ben Feld (Managing Partner)



191
Cases Per Attorney

Case Status enables scale for the law firm, without sacrificing quality. "As a midsize firm with about 30 employees, it's kind of difficult. We have attorneys and hearing representatives and staff throughout the state. So I don't get to see their interactions with clients every single day. Using the firm insights tab of Case Status, I actually have a separate screen with my firm insights always up so that I can see what our clients think about their interactions with each one of our staff members on a updated real time basis." -Ben Feld



10K
Hours Saved In 3 Years

With Case Status, you delight your clients by scaling communications, not turning it off. These in platform message volumes speak to new economies of scale for the firm. "Our email volume decreased substantially, our mail volume from our clients decreased substantially. And what they found was this actually saved them time." -Ben Feld