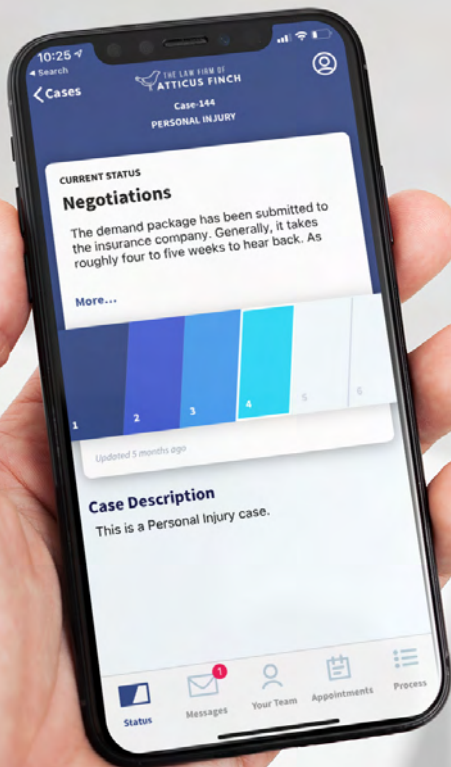




# case status



# LyfeLaw



## GROWTH AND OUTCOMES MADE SYMPLE

Learn how Lyfe Law takes full advantage of consumer-preferred technology to expedite claims and grow the firm

At LyfeLaw, everything they do is focused on obtaining the best possible result for every client they serve. From thorough investigation of injury accidents to tech-stack that expedites their clients' claims, they have built a personal injury law firm to provide superior service and performance to clients throughout California.

Company Size

**11-50 Full Time Staff**

Location & Primary Practice Area

**California, Personal Injury**

Client Management System

**Filevine**

**"I WOULD SAY ONE OF THE BIGGEST GOALS THAT WE HAVE IS GROWTH. JUST LIKE ANY OTHER BUSINESS, WE WANT TO GROW. WE WANT TO HAVE MORE CLIENTS. IT GOES HAND-IN-HAND WITH OUR FIRM GOALS: IF WE'RE SPENDING LESS TIME ON THE PHONE, WE'RE SPENDING LESS TIME ON REMINDERS, OUR CASELOAD IS ABLE TO GROW BECAUSE WE DON'T FEEL LIKE OUR STAFF MEMBERS ARE OVERWHELMED WITH COMMUNICATING WITH THE CLIENTS..."**

*-Wendy Mejia (Director of Operations at Lyfe Law)*

### THE SITUATION

For Lyfe Law, a key factor to continued success is growth. When looking at the different ways to grow, operational execution stood out as a huge opportunity to be better than the rest. Inefficiencies identified centered around traditional communications channels like text, phone, and email. With staff and core values to be ultra-committed to client service, the time needed to maintain and react via these channels was material. That's when Lyfe Law learned about the Case Status platform and how it could provide the ideal solution for team and client interactions. Not only does it make them better, they use it to win business.



Immediate Time-to-Value:  
Integration To Filevine

**1000+**

Hours Saved Per Year

**75**

Net Promoter Score

**3x**

Growth In 5-star Google  
Reviews In Just 7 Months.

**2**

Languages Supported



## 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



### Immediate Time To Value

As a Filevine customer, Lyfe Law had already optimized their back-office operations. With Case Status integration to Filevine, Lyfe Law imported and synchronized all their cases, documents, messages, pushed stage, and status updates to the clients. Because of the pre-built integration, client experience improved as soon as invites went out.



### 1000+ Hours Saved Per Year

With 300-400 cases active at any given time, the team manages around 150 appointments per week. Case Status removes 5 minutes for every appointment. "We wanted to reduce the time spent on reminders so our team can work on something else like reviewing medical records or anything that might bring value to the case."



### 75 Net Promoter Score

With an legal industry average of 32, Lyfe Law uses the consumer-preferred technology of Case Status to drive high customer satisfaction and outpace the competition. Clients know exactly where they are in their journey to justice.



### 3x 5-Star Google Reviews

In just the first 7 months after rolling out Case Status, Lyfe Law was able to mobilize their happy clients to get loud and proud in public forums like Google business. 86 reviews turned into 239 reviews and continues to grow to this day.



### 2 Languages

Lyfe Law proudly serves many hispanic clients who may speak English as a second language, or not speak english at all. With staff that is bilingual, they have the foundation to serve these consumers. At the same time, the Case Status mobile app is also available in Spanish which enhances the client experience further.