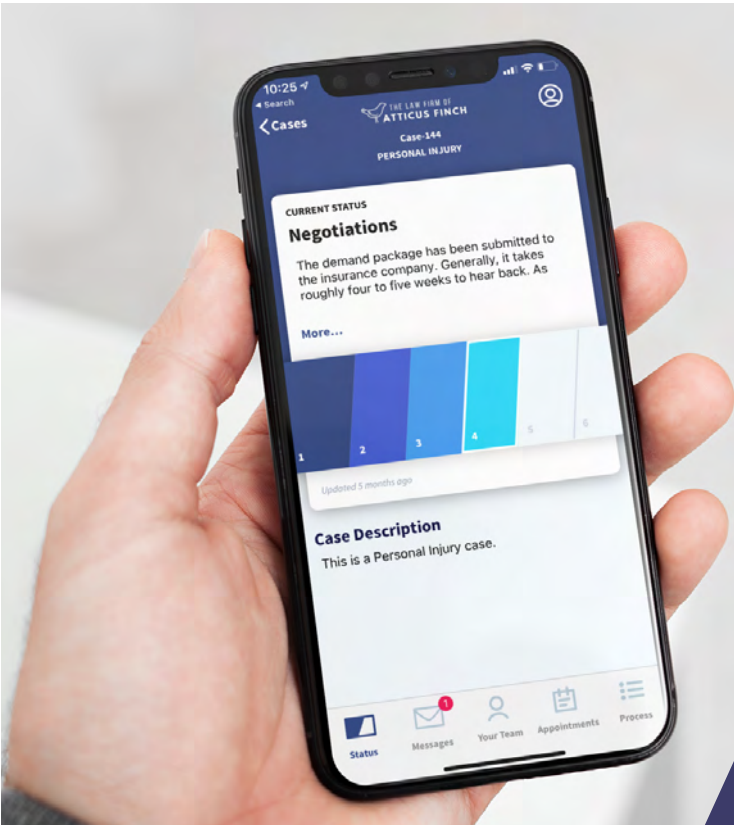




case status



POND LEHOCKY



CUSTOMER TESTIMONIAL

Learn how Pond Lehocky Giordano transformed the way they interact with clients

Pond Lehocky assist clients with workers' compensation, Social Security disability, long-term disability, short-term disability, employment law matters and all other legal needs.

Company Size
130+ Full Time Staff

Location
Pennsylvania & New Jersey

Client Management System
Litify

“THE IMPLEMENTATION PROCESS WAS SURPRISINGLY QUICK. DESPITE THE SOPHISTICATION OF OUR SYSTEMS AND PROCESSES, IMPLEMENTATION ONLY TOOK A FEW WEEKS.”

-Pond Lehocky (Owner and Founder of Pond Lehocky Law Firm)

THE SITUATION

Pond Lehocky Giordano has always been grounded in providing client-centric legal services with the best experience and outcomes, but they also know their clients are consumers and understood the evolution of consumer behavior in other industries. Emails and phone calls were no longer the channel to turn clients into raving fans. The time was now to find a solution to stay true to their core mission. The Case Status platform is driving the best client experience.

30%

Reduction in Phone Calls
Case Status reduced Pond Lehocky's inbound phone calls.

90%

Decrease in Emails from Clients
Incoming emails from clients dropped after using Case Status.

800%

Increase in 5-Star Google Reviews
Pond Lehocky's 5-star google reviews surged after using Case Status.



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



30%
Reduction

In just 30 days after joining Case Status, Pond Lehocky started communicating with clients via the platform. With clients able to self-serve, Pond Lehocky saw an instant reduction in the number of inbound phone calls from clients simply looking for a case update.



90%
Decrease

Due to the Case Status integration with Litify, Pond Lehocky has seen a 90% reduction in emails from clients. Those messages now go straight to Litify, ensuring that all written client communications are stored in a central hub accessible to everyone working on a client's case.



800%
Increase

With the foundation of better communications in place, Pond Lehocky moved to measuring just how satisfied clients were using automated NPS surveys. This drove two enhancements. First, they were able to quickly resolve issues related to lower scores. Second, they leveraged the built-in Google review component to encourage speaking up publicly. The result was 800% in 5-star Google reviews in just a few short months.

THE FUTURE

When looking at technology to incorporate into your operations, the questions you should be asking yourself are: "Can this technology reduce overhead?" and "Can this technology help us bring in more cases?"

"For Case Status, our answer is a firm Yes."
-Pond Lehocky