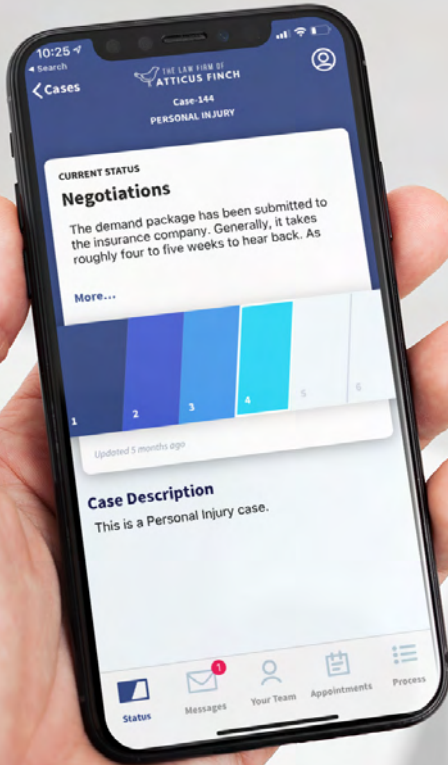




# case status



RICHARD HARRIS  
LAW FIRM



## CLIENT-PREFERRED TECHNOLOGY

Learn how Richard Harris Law Firm stays ahead of consumer trends with Case Status

Richard Harris Law Firm has a long track record of delivering successful client outcomes, which has produced a highly recognized and trusted brand. Richard Harris is grounded in a philosophy that there's nothing better than building relationships with the people they serve.

Company Size  
**100+ Full Time Staff**

Location & Primary Practice Area  
**Nevada, Personal Injury**

Client Management System  
**Litify**

**“WE LOOKED AT CASE STATUS AND SAID, HERE’S A GROWING COMPANY THAT HAS A LOT OF GREAT IDEAS. IT HAS TO BE USER FRIENDLY. YOU HAVE TO GIVE CLIENTS A REASON TO WANT TO ENGAGE WITH THE PLATFORM. SO, WE FELT LIKE THIS WAS A GREAT TIME TO SWITCH AND GIVE OUR CLIENTS A BETTER METHOD OF COMMUNICATION WITH A PLATFORM THAT WAS GOING TO KEEP EVOLVING AT A MUCH FASTER RATE THAN WE COULD EVER DO IT ON OUR OWN.”**

*-Melissa Harris (Chief Operating Officer)*

### THE SITUATION

Richard Harris has always taken pride in being a progressive firm by looking at current consumer trends. The firm originally built their own proprietary client web portal. They soon learned how challenging it is to innovate software, while also managing the core business of legal cases and matters. It was a classic case of build vs. buy. As the firm was looking at next generation case management platforms to enhance their operation, they widened their search for new, disruptive technologies focused on client empowerment, transparency, and self-service. Their search brought them to Case Status.



Immediate Time-to-Value:  
Integration to Litify

**2500**

Unique Client App Logins  
In 12 Months

**60%**

Adoption Rate



Instant Reviews To Measure  
Client Satisfaction

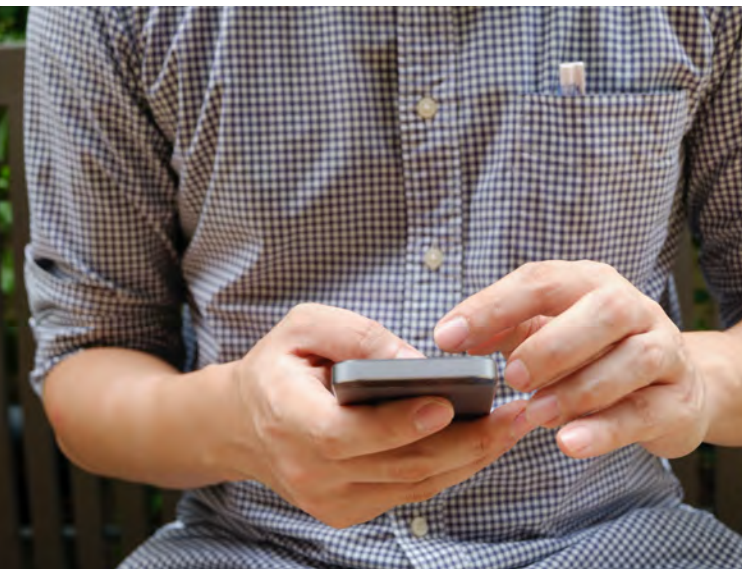
**58**

NetPromoter Score In  
Last 12 Months



## 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 customer new to Litify, Richard Harris Law Firm was looking to optimize their “back-office” operations. With Case Status integration to Litify, Richard Harris was able to upgrade the “front-office” experience at the same time. The team imported and synchronized all their cases, documents, and messages and pushed stage and status updates to the clients. Because of the pre-built integration, client experience improved the days invites went out.



### 2500 Clients Using Case Status

A testament to a client-preferred tool is the adoption by clients. Web 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 because they have to remember login credentials and urls, they resort to calling and emailing to their legal team. With Case Status, the mobile platform and app is preferred, and Richard Harris can be assured that their clients will use it.



### INSTANT Reviews

Because Case Status measures client satisfaction at each stage in the journey, Richard Harris Law could monitor and adjust where needed. “For me, as the COO, it is very important to get reviews, yes, but it's also important to address concerns on the front end to avoid bad reviews.” -Melissa Harris



### 58 Net Promoter Score

With an legal industry average of 30, Richard Harris Law uses the consumer-preferred technology of Case Status to measure client satisfaction at each stage. Scoring experience along the journey allows Richard Harris to drive even more customer satisfaction even as the staff grows into a larger firm with more complex operations.