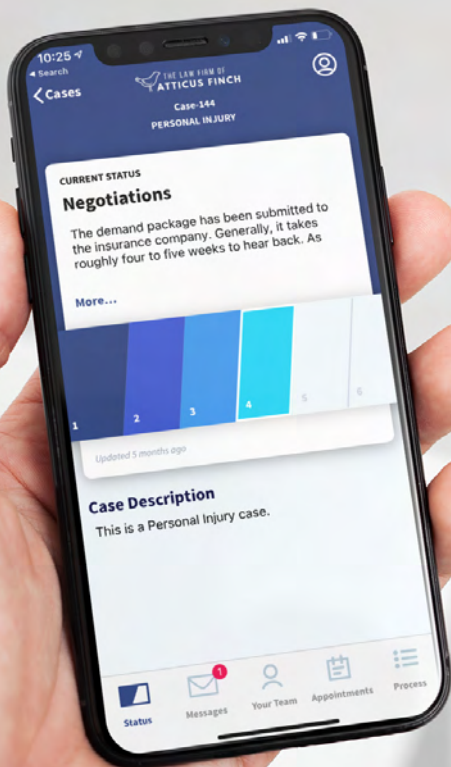




case status



SCHAFFER & ASSOCIATES LPA



EMPOWERING CLIENTS PAYS DIVIDENDS

Clients Don't Always Want to
Call; They Want to Self-Serve

Schaffer & Associates LPA has a long track record of dedication to their clients. Their focus is based on extensive experience handling workers' compensation, SSD claims, and personal injury claims. So whether a person is injured on the job or suffers from a disability and is unable to work, the team delivers the best results.

Company Size
<10 Full Time Staff

Primary Practice Area
**Social Security Disability,
Workers' Compensation, & Personal Injury**

Location
Ohio & Michigan

Client Management System
MyCase

"Plenty of clients have expressed through the app how much they like it and how easy it is to use. We've also had instances where clients have been unreachable through email and phone calls but will quickly respond to a message on the app. We're really glad we've implemented it."

*-Hannah Tansel
(Office Administrator at Schaffer & Associates LPA)*

THE SITUATION & THE SOLUTION

Schaffer & Associates LPA has always relied on happy client testimonials and direct client referrals. As such, new case intake has always been healthy and growing. But as with any healthy growth, the need for a small team to achieve new levels of efficiency was also growing. In addition to this firm growth there were also the external factors at play, like the Social Security Administration seeing increasing lead times, only exacerbated by the pandemic. This "perfect storm" meant more client inquiries asking for updates. Understanding that the clients would prefer to self-serve, the team at Schaffer & Associates LPA began the search for a better, more scalable way to serve the info while delighting their clients with empathetic engagement. In 2022, the firm got notice from MyCase that a new integration was available with Case Status. The team took quick notice of the 5-star rated, firm-branded client portal that was a smartphone app. Verifying high adoption rates and 5-star ratings from thousands of clients, the team took a closer look at the integration with MyCase. With automatic stage updates, real time messaging from MyCase to the App and ability to share documents, schedule appointments and track checklists, the team built a business case that would pay dividends.

85%

ADOPTION OF THE APP

2.5

WEEKS SAVED

5 HR

AVERAGE CLIENT RESPONSE

73

NET PROMOTER SCORE



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



85%
Adoption of the App

A client portal is only good if the client sees value in it. With 85% adoption, the firm knows exactly how to contact the clients. "Plenty of clients have expressed through the app how much they like it and how easy it is to use. We've also had instances where clients have been unreachable through email and phone calls but will quickly respond to a message on the app. We're really glad we've implemented it." - Hannah Tansel



2.5
Weeks Saved

The firm has received Case Status messages from up to 7 different clients on any given day. Assuming all of those messages would have normally been just 5-minute phone calls, Schaffer & Associates will save 2.5 weeks over the course of a year. This valuable reclaimed time can be used to invest back into the clients doing core legal work.



5 Hour
Average Client Response

Case Status allows the client to self-serve a lot of information that they would have otherwise called or emailed asking about. That reduction in inbound calling gives the team a great advantage in responding to the important messages that are sent via the platform - 5 hours on average versus an industry average of 48-72 hours.



73
Net Promoter Score

The team has driven a strong brand through client delight, and that is only amplified with Case Status. Client satisfaction ratings average 9.3 on a 10 point scale and a net promoter score of a 73 is more than 2x the industry average. At each stage change, the client is asked to score their experience. The results are outstanding. "The SSA has been terribly backed up, especially since the pandemic, so processing even just an initial application can take a year in some situations. Our clients all call with the same question for the most part which is 'Are there any updates?' Case Status enables them to keep track of case progress on their own and I feel gives them a little peace of mind during these long waiting periods where there's really nothing to do. They are assured at least we are keeping tabs on everything and are not sitting in the dark." - Hannah Tansel