

## Case Study

A Premier New York Boutique Law Firm Partners with BeeSeen Legal to enhance efficiencies and reduce operating costs.

### Introduction

A leading New York City boutique law firm with areas of practice comprise all aspects of civil litigation, including breach of contract, personal injury, civil rights and discrimination, real estate, employment, and landlord-tenant, as well as a full-service transactional practice handling real estate purchases and sales, corporate formation and business relations, lottery and tobacco licensing, contracts, and wills and estate planning/administration. The firm is dedicated to its clients in order to achieve successful outcomes to each matter.

### Challenge

- The law firm has been inundated with new cases, which put them in a position to explore hiring additional staff on site or using an outsource model to help support its influx of work while being able to scale properly and manage costs.
- The firm was struggling to find and retain quality talent to manage the high volume of new cases they had taken on.
- The focus of growing the firm started to become distracted due to the back-up of work needing to be completed by the internal staff.
- Due to rising operating costs the firm was at a crossroads exploring creative strategies to help the day-to-day business.
- The need to create proper file preparation and research became a pain point for the firm.
- Putting together the proper documentation to showcase the claimant's case to assist in the legal argument was not getting done timely by the internal team.
- The need to do proper research, and compiling of medical records to support the litigation strategy became a burden to the internal team which started to impact production and completing work timely.
- Preparing of Demand Notices and other back-office functions were taking longer than expected causing frustration inside the firm.



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We are extremely impressed with the quality and efficiency BeeSeen Legal provides to our firm. We continue to explore additional areas where they can assist us to utilize their LPO services in other areas of our practice.

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**Managing Partner**



## Solution

BeeSeen Legal offered the law firm a Free Trial on its services to showcase the ease in doing business and significant cost savings they would achieve in a go forward.

- BSL put together a team of virtual attorneys who operated as a direct extension of the law firm, providing all back office and paralegal functions.
- The virtual attorneys were divided into different teams, in an effort to research important information that could assist the firm's personal injury cases to help maximize the awards to their clients.
- The team was able to source pertinent information that outlined the incident which occurred that impacted the client being injured, and the costs associated with the medical treatment needed.
- The team helped provide an outline of the liability on the defendant's part for what happened and how it could have been prevented.
- The team put together the summary of damages highlighting the exorbitant medical bills, significant pain and suffering which included emotional, physical and mental distress as a result of the injuries tied to the legal matter.
- The team put together demand notices for the clients to help relieve the internal team of the law firm and give them more flexibility.
- The work was completed in a fraction of the time compared to what it was taking the internal team to handle while ensuring quality.
- Research on the medical bills the client had already paid, the treatment of injuries and how the client has been impacted temporarily or permanently was handled efficiently by the virtual attorneys.

## Business Outcome

- The Law Firm was successful in helping its clients achieve proper representation delivering a successful outcome.
- BSL and the Law Firm moved from a Free Trial to an active engagement operating as a pure extension of the internal team.

- The Law Firm gained exposure to how partnering with an LPO provider like BSL offers significant cost savings while ensuring the quality of work is not compromised.
- The partnership continues to flourish and currently exploring additional areas they can utilize the LPO strategy with BSL.
- The Law Firm can focus on growing its practice with confidence knowing they can handle higher volumes without taking on the traditional increased cost to support growth.

## Conclusion

The continued collaboration between the law firm and BeeSeen Legal has allowed for expansion and a successful partnership. Operating as a dedicated extension of the firm's internal team, BSL provides virtual attorneys to handle functions across all of the back office and paralegal job scope. With the significant savings the firm experienced they are able to reinvest to help grow their practice. Through its active partnership with BSL, they are now learning about AI and how it can be utilized by firms. The law firm is operating more efficiently today than prior to the partnership with BSL.

BeeSeen Legal consistently works with partners collaborating to deliver next generation offerings and cutting-edge strategies. A commitment to deliver best-in-class services, access to our virtual attorneys who handle the entire paralegal and back-office functions at a fraction of the cost, clients gain access to experienced professionals who operate as a dedicated team.

