**Problem**

This is a unique case study because the client had been outsourcing filings to a competing alternative legal services provider, CSC, for a few years before ever contacting Legalinc. With most practices, Legalinc introduces the concept of legal services automation to them for the first time. Their painpoint was actually largely with CSC itself. In addition to not being able to handle all the filings the legal practice wanted to outsource, they also came in at a price point that the firm felt was too high given the quality of service they were experiencing.

So, this client was looking for a new automation partner who could offer more comprehensive services, prove to be more reliable & accurate, and help their practice grow by creating more margin with each filing. Enter Legalinc.

"Our practice had been taking advantage of legal services automation for a few years but felt that it was possible for our dollar to stretch further."

**FOUNDER, DFW LEGAL PRACTICE**
Solution

What first set Legalinc apart was the wide range of filing types that could be automated for legal practices. This law firm has roughly 20 unique practice areas, which in turn begets the need for numerous unique filing types. Legalinc is able to handle filings in every United States jurisdiction, and only requires a few seconds of a customers time to make that happen. For a firm that values efficiency enough to be an early-adopter of practice automation, this differentiator was a major factor.

The second half of the solution Legalinc provided was cost-effectiveness. Legalinc’s culture is predicated on the concept of continuous improvement, which has resulted in automation efficiency at a level previously not thought possible. The cost savings of those innovations have continually been passed on to Legalinc customers. Because of that reality, not only could Legalinc meet all of this practice’s unique document retrieval & filing needs, it could all be done at a lower cost than their current vendor, CSC.

Results

By outsourcing certain filing types and choosing to do so through Legalinc, this legal practice was saving money & time in two different ways. First, just by outsourcing the services, they no longer had to spend attorney hours carrying out these tedious tasks. Those hours are now being rededicated to spending more in-person time with clients and growing as a business.

Secondly, by choosing to make a change and partner with Legalinc, this firm is now paying less while receiving more accurate & efficient automation services. This increases their margins with every filing and gives them the assurance that their clients are receiving the same high caliber of service they’ve come to expect from the firm.

“Legalinc has proven to us that it is indeed possible to receive a higher level of service at a lower cost. We’re thrilled to have them on our side.”

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