

## **Manthan Legal – PI/Med Mal Case Study - 2**

### **AUTOMATING THE PRE-LITIGATION PROCESS**

#### **ISSUE AT THE LAW FIRM**

- The process of Pre-Litigation settlements in Personal Injury cases produced 90% revenues for the firm. Law Firm mapped that getting the demands out was the slowest step in the firm.

#### **MANTHAN SOLUTION**

- Built a dedicated team of 5 paralegals to supplement their Pre-Lit team.
- The team at Manthan took responsibilities of Case Intake File creation, Request of Medical Records, Medical Summaries and preparation of demands.
- Dedicated team worked as a well coordinated extended arm of the law firm. Currently the offshore team handles processing of 160 intakes and 50 demands each month.

#### **BENEFITS**

- Law firm focused efforts of marketing. Case Intakes increased from 90 per month to 160 per month. Demands each month increased from 40 each month to 70 each month (50 of which were driven primarily by the offshore team).
- Client is expanding to cover Fort Lauderdale market and eventually the Miami-Dade area leveraging this powerful delivery platform.

***Manthan helped law firm cut down Pre-litigation cycle time by 30% and increase cases settled by 75%***