



REDEYE



Case Study: Superior Legal Services

Superior Legal Services Improves Pleadings Turnaround Time and Office Efficiency with New CM/ECF Interface Software

Leading legal services firm utilizes innovative software solution to streamline providing accurate and reliable bankruptcy pleadings management to attorneys.

Background

Superior Legal Services (SLS) has been providing a range of pleadings management services to New Jersey bankruptcy attorneys for over 30 years. During that time, the firm has developed a number of services that ensure the accuracy of pleadings and provide up-to-the-minute access to the status of filed pleadings.

Due to the manner in which service deliverables had been developed and grown, much of the work was performed manually, was time-intensive, and created significant levels of employee frustration. Because of its ad hoc design, the system was also prone to crashes, required frequent resetting, and was adversely affecting the company's bottom line.

With the bankruptcy courts now making Case Management/Electronic Case Files (CM/ECF) mandatory, the company needed to improve response time and seamless interface with the CM/ECF system. RedEye, Inc. was engaged to develop an application that would improve speed, document availability, system reliability, and CM/ECF transparency.

The Solution

After an assessment of the existing process and its activities, RedEye developed a software application that improved overall system technology, speed of response, and data integrity.

The new system does everything the old system did and more, but correctly and reliably and is extremely customizable and maintenance free. The application eliminated the need for paper worksheets and drastically improved the ability to track work and who did it. It is also much easier for clients to send jobs to SLS by simply submitting them through the website or through direct business-to-business data feeds. The interface with CM/ECF is seamless. Database information is backed up in near-realtime to both local NAS devices and offsite utilizing secure Class A data centers located in MD with a failover site in Phoenix AZ.

All of the process activities and tasks were made easier and faster. Employees have found the new system intuitive and easy to learn, and new employees can become good users in a single day. Due to its capability to track more data faster, SLS clients now have instant access to the status of their proceedings. The overall result is a happier workforce and more satisfied clients.

In summing up the impact of the new software, Rose Davis, president, commented, "The new information system RedEye developed improved our speed, profitability, employee morale, and client loyalty. We could not be happier."

For more information, contact Ed Wenzel at (888) 475-5711 or by email ewenzel@redeye-inc.com.