

Personal Injury Protection Law

The Client

Shuster & Saben is the leading law firm in Florida in the field of PIP claims for medical professionals. Shuster & Saben has been counseling to more published orders and opinions in favor of medical providers than any other firm in the history of the PIP statute.

With offices statewide, Shuster & Saben is close to medical professionals in every community in Florida, with proven results in getting doctors paid on PIP claims. Their unique relationship with doctors statewide also makes them a leader in Personal Injury Protection. Whether it's representing medical professionals or the accident victims they treat, their experience always takes advantage.

Business Challenge

A large firm such as Shuster & Saben, has immense data coming and going, and handling such case-sensitive data was a big challenge for them. One of the challenges they faced was changing and turning all their hard copies into soft copies which were in massive volume.

With an increase in the number of clients, more work was headed their way, and every case required keen attention to detail, timely creation of demand letters, and amid all of this, missing out on any information or calculation could result in a significant loss. Shuster & Saben has respect in the pool of firms dealing in PIP statute and was looking for timely verdicts of their cases and no way could they afford anything beyond their deadlines.

About Us

We are a leading IT-enabled business process outsourcing company covering diverse technology platforms and industries. Over the last four decades, we have helped our clients solve complex business problems by delivering digital solutions. In 2017, the company embarked on a new journey with a vision to bring a positive difference in the industry and help businesses with back-office support. As an IT-enabled company committed to excellence in customer experience with every interaction, we dedicate our time to delivering outstanding customer experience to all our clients.

Results

We initiated and resulted in creating a seamless workflow for our client. We cleared all the backlog and brought our client ahead in the game. We were able to create a task board, setting priority levels for every important task and with deadlines. This enabled a more straightforward method for our clients to assign new tasks, keep track of them, and work on tasks according to their priority. Our timely completion of tasks ensured that Friedman Legal did not miss any deadlines for submitting court documents, depositions, mediations, and court hearings. Friedman Legal was able to gain more clients with all the backlogs.

Solution & Approach:

HazenTech from the very first day took responsibility for all the email handling and association that the firm received. Our team of professionals was designated with certain duties, including demand letter creation, email handling and processing, demand response association, and payment reviewing to take the burden from Shuster & Saben. We ensured the timely completion of tasks, and all the assigned tasks were completed before the beginning of the next day. We maintained clients' confidentiality of sensitive information by working on the Remote System set up by the client. We created a process together with the client through daily meetings to understand and implement any updates on a mutual basis. We cleared up the backlog of hard copies by importing scanned copies of previous documents and associating them with relevant cases. We assisted Paralegals in finding any missing documents and files of high importance.

Realized Benefits

- Our client was able to gain more clients.
- The data was monitored and controlled smoothly
- Increased revenue of the firm as cases were reaching a verdict.
- All scheduled hearings and deadlines were met.
- Attorneys got to work on the growth of the firm.
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