

21legal

With up to 30 years of experience in enforcing claims for consumers entitled to compensation against institutions such as major banks and insurance companies, 21legal is well prepared for legal disputes with car manufacturers. The team of experienced lawyers commits to its customers and strives to help them exercise their rights. 21legal approached us to provide them with an integral IT solution for handling their complex legal and internal processes. The priority was to automate time-consuming routine activities and to offer a solution to make their communication channels more customer-friendly. The specific goals of our assignment were:

- Implementation of an integral IT system for all departments in order to partially automate the entire business process including a back-up solution for maximum security
- Reducing time and expenses of handling legal cases with a clear automated task assignment flow within the team
- Simplify customer communication channels through automated email notifications and implementation of a customer portal providing real-time information about the procedure
- Facilitate lead generation by optimising the technical synchronisation of landing pages to Salesforce



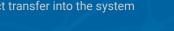
Wilhelm Lachmair 21LEGAL, MANAGING DIRECTOR

"Thanks to the partners of cloudworx, we are getting better and better at identifying and controlling time wasters in the law firm's daily routine. Particularly impressive are the competent support in the analysis, the on-time delivery as well as the compliance to the promised budget."



Technical optimisation of lead generation Creation of landing pages and forms with

Creation of landing pages and forms with direct transfer into the system



Seamless business processes

Automation of the complete process for maximum workflow efficiency



Automated communication

Creation and dispatch of documents and emails throughout the legal process



Email inbox monitoring

Transfer of incoming emails and attachments into the system with automated mapping



Integrated payment flow

Automated screening of bank accounts and assignment of payments to invoices



Interactive customer interfaces

Customer portal for monitoring the case status and transmittal of documents



Integration of third-party systems

Spanning (backup), Twillio (SMS), PixelLetter (mail delivery), cloudworx.components



Digitalisation of business processes

(FROM 35% TO 95%)



Net processing time per legal case (FROM 150 TO 40 MINUTEN)



New customer requests per month

(FROM 390 TO 800)



Monthly processed cases per employee (FROM 440 TO 1.000)

