

# 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:

CHALLENGE



**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.“*

SOLUTIONS



**Technical optimisation of lead generation**  
Creation of landing pages and forms with direct transfer into the system



**Integrated payment flow**  
Automated screening of bank accounts and assignment of payments to invoices



**Seamless business processes**  
Automation of the complete process for maximum workflow efficiency



**Interactive customer interfaces**  
Customer portal for monitoring the case status and transmittal of documents



**Automated communication**  
Creation and dispatch of documents and emails throughout the legal process



**Integration of third-party systems**  
Spanning (backup), Twillio (SMS), PixelLetter (mail delivery), cloudworx.components



**Email inbox monitoring**  
Transfer of incoming emails and attachments into the system with automated mapping

RESULTS



**Digitalisation of business processes**  
(FROM 35% TO 95%)



**New customer requests per month**  
(FROM 390 TO 800)



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



**Monthly processed cases per employee**  
(FROM 440 TO 1.000)