

A LEGAL OUTSOURCING CASE STUDY

May 1, 2018

LAW FIRM DESCRIPTION

Bill Gordon & Associates is a nationwide Social Security Disability Insurance law firm lead by Attorney Bill Gordon. Founded in 1992, the firm was one of the first nationwide “virtual” law firm without walls. Rather than investing in costly, brick and mortar office space, the law firm has invested heavily in building a back-office team in the Philippines with STAFFVIRTUAL, and allowing their partner Attorneys to work from home.

BUSINESS CHALLENGE

Growth trajectory of the firm was flat, and profits were eroding annually. Office costs and employee turnover were major business challenges. The firm was only able to handle about 200 cases per month, winning only 50%. Employee retention was a major challenge. Professional fees were limited, but overhead costs were increasing unabated.

HISTORY

In January 2010, Bill Gordon began to build an offshore legal team with STAFFVIRTUAL in the Philippines. Attorney Gordon and his partners visiting our offices to kick off the partnership, and interview the first two team members. STAFFVIRTUAL was able to get the first two employees hired and on-boarded within three weeks of contract signing, and has grown to a team of almost 30 FTEs at its peak. We provide a turnkey case management solutions including collecting and filing medical records, assisting with appeals, providing customer service, and sending out welcome packages to new clients. STAFFVIRTUAL has also provided programmers to build custom software that integrates smoothly with PracticeMaster, their case management system (CMS).

CONCLUSION

STAFFVIRTUAL successfully built a large team of highly talented legal professionals in the Philippines for Bill Gordon & Associates to process SSDI cases with military-grade precision. The team works all three shifts, which has resulted in dramatic increases in efficiency. The firm went from handling approximately 200 cases per month in 2010, to over 800 cases per month. The cost to processing each case has dramatically decreased by over 70%. The firm has enjoyed digital transformation, and a seamless end-to-end legal process outsourcing solution. Because STAFFVIRTUAL handles staggering amounts of confidential medical records daily, we also maintain full HIPAA compliance, as well as ISO 9001:2015 compliance. To date STAFFVIRTUAL has managed over 100,000 SSDI cases over nine years. In 2017 we won 64% of the cases. No other legal outsourcing provider in the Philippines or India has more SSDI experience than STAFFVIRTUAL.



“We deal with a lot of paperwork, huge amounts of paperwork actually and STAFFVIRTUAL has helped us to become more profitable and efficient by giving us administrative assistants that are out of this world. I couldn’t have possibly asked for better employees. They are both conscientious, quick learning and amazingly quick at everything they do. In short, STAFFVIRTUAL is our “secret weapon” that gives our firm a competitive advantage!”

– Attorney Bill Gordon