

LEGAL SERVICES &gt;&gt; RECORDS RETRIEVAL

# From a 10-Day Backlog to Zero.

How a California legal process outsourcer cleared a records-retrieval backlog, halved turnaround time, and saved \$91,000 every month with a dedicated nearshore team.

## THE CHALLENGE

### A 10-Day Backlog With No End in Sight

For our California-based provider, every day a record sat unprocessed was a day a case couldn't move forward. And the backlog was only getting worse.

Turnaround times had stretched to 60 days. Intake backlog: 10.6 days. Attorneys were missing deadlines. The delays were costing the business.

## THE SOLUTION

### A dedicated nearshore team, built and managed to own the outcome.

- Rapid operational assessment
- Purpose-built nearshore team
- Scalable ramp from 12 to 50+ FTEs

## THE RESULTS



## AT A GLANCE

### INDUSTRY

Legal Services (LPO)

### PRACTICE AREAS

Personal Injury • Workers' Comp

### LOCATION

California, USA

### SERVICES

Records Retrieval • Legal Intake • Vocational Rehabilitation Benefit Processing

### TEAM DEPLOYED

50+ Full Time Agents

### SERVICE MODEL

Managed Services • Nearshore

### MONITORING

Real-Time Dashboards

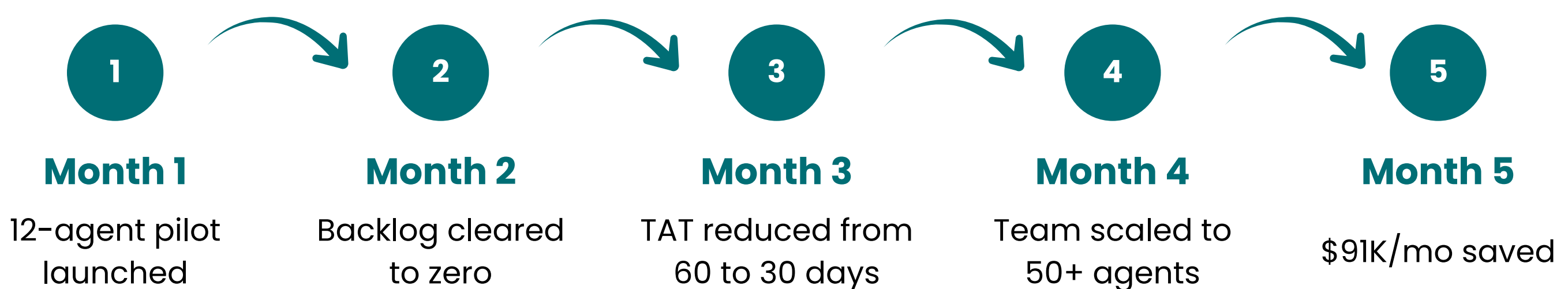
“We had been backlogged and we were able to gain control of that. That was super helpful to the business.”  
 - VP of Operations

“The Amalga team has been crushing it. They're doing awesome. It's less work for me as a trainer.”  
 - Supervisor / Trainer

## KEY TAKEAWAYS

- ✓ Backlog cleared to zero and held there.
- ✓ Turnaround cut from 60 to 30 days.
- ✓ Scaled to 50+ agents without quality loss.
- ✓ \$91K saved every month

## RESULTS TIMELINE



Ready to See Results Like These?

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amalgagroup.com • +1 (214) 233-6438 • info@amalgagroup.com