

LEGAL SERVICES >> RECORDS RETRIEVAL

From a 10-Day Backlog to 1.7 Days.

How a California legal process outsourcer reduced 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

KEY TAKEAWAYS

- ✓ Backlog reduced to 1.7 days.
- ✓ Turnaround cut from 60 to 30 days.
- ✓ Scaled to 50+ agents without quality loss.
- ✓ \$91K saved every month

“ *"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

RESULTS TIMELINE



Ready to See Results Like These?

We'll Audit Your Firm's Records Operation for Free

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