

# Records Retrieval Case Study & Testimonials

## California-based Legal Services Provider

### Challenges

- A 10.5-day backlog in records follow-ups.
- Prior offshore vendors with weak English fluency, limited cultural alignment, and no expertise in workers' compensation records.
- Missed KPIs and integration difficulties due to time zone misalignment.
- High turnover within the internal records team, affecting consistency and quality.

Impact: Slower turnaround times and strained client satisfaction.

### Our Solution

- Quick Start Onboarding: Accelerated setup, minimizing disruption.
- U.S.-aligned hours: Seamless collaboration with client teams.
- Expert Knowledge: Deep understanding of records retrieval for legal cases.
- High Retention: Supported by strong HR and professional development programs.
- Proactive Communication: Rapid feedback loops and cultural fit ensured smooth integration.

### Results that Matter

- 71% reduction in backlog within 4 months.
- 90%+ team retention, maintaining continuity and institutional knowledge.
- 100% KPI compliance with significantly reduced errors.
- Improved client satisfaction and strengthened business relationships.



71%

The result: A more efficient, reliable, and scalable records retrieval process.

### Client Testimonials

- [info@amalgagroup.com](mailto:info@amalgagroup.com)
- [Legal.amalgagroup.com](http://Legal.amalgagroup.com)

"Gaining control of our backlog sustainably was critical. Amalga made it happen."

— VP of Operations

"Their energy is above and beyond anything we've experienced with outsourcing."

— Operations Manager

"Our internal audits confirmed high accuracy and quality in their work."

— Records Retrieval Supervisor