



NetDirector
INTEGRATION PERFECTED

ATTORNEY FIRM CASE STUDY
UTILIZING CASEMAX CASE MANAGEMENT SYSTEM



CASEMAX



INTRODUCTION

The firm we utilized in our case study is recognized as a national leader in default service representation to loan servicers. The firm consistently evaluates its performance, capabilities and business goals in order to best support client needs. The firm makes a significant investment in its people, processes and technology.

NetDirector specializes in connecting disparate systems and integrating disconnected data. The cloud-based integration platform has been utilized by default servicing firms since 2005, and is a powerful new-age technology solution for a long-standing problem in the foreclosure industry.



THE FIRM'S NEED FOR EFFICIENCY

The firm in question was looking to improve their overall efficiency, and turned to automation as a solution for the increasing costs they were incurring in such a data-rich environment.

While exploring options, they discovered the potential of combining its case management system, CaseMax, with NetDirector's cloud-based data integration to deliver unparalleled cost savings regarding Standard Events, Bill Uploads, SCRA searches, PACER searches, and other critical aspects of the firm's practice.

While the overall volume of foreclosures has decreased, there has been a spike in money-saving innovation in the default servicing sector, especially for attorneys.

The firm decided to move forward with the process and began the rapid implementation with NetDirector.

RESULTS

After partnering together, the firm began to see immediate results in efficiency. Between 2011 and 2012 the firm saw their largest increase in tasks completed - approximately a 52% increase year-over-year.

From 2008 to 2016, the firm went from having only 6% of their tasks automated to having roughly 43% of their tasks automated.

With a focus on allowing technology to do repetitive, time-consuming tasks, employees could focus on work that directly impacts the quality of service provided to their clients, not just the quantity.

As technology evolves and firms are looking to expand their capacity, it's important to remember that quality of work and service is equally as important as quantity in the foreclosure industry. The firm understood this and still does. They've made great strides to utilize talented to people to perform value-adding work, while leveraging the NetDirector/CaseMax combination in their firm to handle significant volume increase.

The client firm conducted an ROI study on five of their largest automation pieces - the following data comes from their presentation at our Client Conference in 2017.

	2008	2009	2010	2011	2012	2013	2014	2015	2016
Automated	34,704	32,375	49,919	76,899	158,024	519,877	532,607	547,763	583,950
Manual	588,712	698,123	834,234	924,921	1,362,168	953,017	849,337	820,252	763,035
Total	623,4146	730,498	884,153	1,001,820	1,472,894	1,381,944	1,381,944	1,368,015	1,346,985
% Change		17%	21%	13%	52%	-3%	-6%	-1%	-2%
% Automated	6%	4%	6%	8%	10%	35%	39%	40%	43%

RESULTS CONTINUED

Aside from the efficiency increase, the cost savings was significant.

The following ROI calculations are based on a \$45,000 average annual salary which includes all benefits and taxes of a fully loaded Full Time Employee.

Standard Events			
Automated			Manual
5,200	Monthly Volume		2,000
236	Daily Volume		100
	Manual FTEs		1
\$ 520	Monthly Cost		\$ 3,750
	FTE Equivalent¹		
	Automated FTE	2.4	
	Monthly Cost	\$ 8,900	
	Cost Savings²		
	Monthly	\$ 8,380	
	Annual	\$ 100,560	

1. The number of FTEs required to process the same volume of tasks when automated through CaseMax + NetDirector.

FTE SAVINGS SUMMARY

	Monthly Auto	Daily Manual	FTEs	\$\$
Standard Events	5,200	100	2.4	100,560
Invoice Uploads	3,750	55	3.1	100,950
SCRA Searches	10,600	65	7.4	295,440
Pacer Searches	4,800	100	2.2	84,000
Documents	37,000	175	9.6	392,040
		Total	24.7	972,990

CONCLUSION

The firm managed to save almost one million dollars annually by combining their case management system (CaseMax) with the NetDirector integration-platform-as-a-service.

With over one hundred thousand dollars in Standard Events savings alone, and almost four hundred thousand dollars in Document Upload/Download savings, it's clear why the firm chose to integrate in the cloud. They also continued to automate and now utilizes NetDirector to integrate over 15 unique transactions in their business.

For more information on cloud-based data integration, contact Gretchen Borer, NetDirector National Account Executive, by phone at 813-343-0971 or visit us online at www.NetDirector.biz.

For more information about law office file management and case management solutions, contact Kevin Tonovitz at CaseMax by phone at 844-679-2273 or visit them online at www.CaseMax.com.

Document Upload/Download			
Automated			Manual
37,000	Monthly Volume		3,850
1,682	Daily Volume		175
		Manual FTEs	1
\$ 3,330	Monthly Cost		\$ 3,750
	FTE Equivalent¹		
	Automated FTE	9.6	
	Monthly Cost	\$ 36,000	
	Cost Savings²		
	Monthly	\$ 32,670	
	Annual	\$ 392,040	

ATTORNEY FIRM CASE STUDY



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Founded in 2003, NetDirector provides a Cloud-based data exchange service to improve business process efficiency and standards compliance. NetDirector creates value for organizations by providing speed in transaction processing, reducing partner collaboration costs and enabling greater responsiveness in serving customers.

Is your company allocating critical IT resources to build and maintain a myriad of data interfaces with trading partners instead of focusing on core business needs?

NetDirector offers an innovative solution that reduces labor costs and increases resource capacity. As a cloud-based service, there is no software or hardware to buy, install, maintain, or upgrade with NetDirector. The value companies experience with on-demand computing far exceeds what they can expect with traditional software.

NetDirector's subscription pricing includes everything you need, so that unlike traditional Interface solutions, you won't be surprised later by hidden costs in software or labor that can quickly add up to as much as ten times the original licensing fees.