

Industry: Legal

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Summary:

This case study is about Docsvault's search and retrieval benefits that helped a legal firm to satisfy their clients.

"The product is excellent, stable and it works and is implemented easily. Just buy some scanners. The Docsvault service has been excellent as well. They have been great and have answered all of my needs quickly and resolved any issues that arose."

– Franklin Muher (Glusing & Muher LLC)

Read more about Docsvault's uses in Legal Industry [here](#)

Introduction

Glusing & Muher, LLC provides assistance in practice areas including personal injury, workers' compensation and vehicle accidents. Prior to using Docsvault, they had a hard time managing files.

Challenges

Time is of essence in any legal firm. Loss of time in searching for documents results in bad customer service, which eventually results in loss of clientele and reputation. This was what was happening in Glusing & Muher, LLC.

- When communicating with a client over phone, they had to look all over the office for a document in a file
- Their processes were very time consuming, inefficient and produced poor customer service.

Solution

Identifying the problem of filing, search and retrieval, Glusing & Muher decided to adopt Docsvault to solve the problem.

Benefits

Docsvault changed the office of Glusing & Muher dramatically. According to Mr. Franklin Muher, "Simplicity and familiarity of Docsvault interface makes sense. It uses a logical setup for the files, folders and cabinets."

No longer they are running around trying to find a piece of paper in a six inch file which could be anywhere in multiple offices. When a client calls, they are able to talk to them immediately and knowingly about what is going on in their case. Their clients are happier and so are they.