

# How Whitley Law Transformed Chaos into Triumph with Supio

## Challenge

Every case is a fight for justice for the legal team at Whitley Law, one of Raleigh, North Carolina's most prominent personal injury firms. Their work helps clients receive the compensation they deserve, often during some of the most challenging times in their lives. But behind the scenes, the firm was grappling with a growing crisis that threatened to undermine its mission: an unmanageable backlog of cases.

The source of the problem was as clear as it was daunting—medical and case documentation. Cases stalled as paralegals, untrained in medical nuances, struggled to sift through thousands of pages of medical records and other case documents. Case event chronologies were crucial, but the process of creating them was overwhelming. With 29 cases piling up, each requiring 40 to 80 hours of meticulous work, the firm's progress ground to a halt.

## An Unsustainable Struggle

For months, Whitley Law's team fought to stay ahead, pouring their time into parsing dense medical records and case documents, summarizing key details, and drafting demand letters—all tasks requiring painstaking attention to detail. In the past, outsourcing these tasks had been a stopgap solution, but it came with high costs and limited control.

Clients were waiting, lawsuits were delayed, and valuable time was slipping away. The firm was losing revenue and risking its reputation for responsiveness and efficiency. Something had to change, and the leadership at Whitley Law knew they needed a new approach.

## Enter Supio

The turning point came when Whitley Law decided to evaluate AI-powered tools to streamline its workflows. After comparing options, it put Supio—a cutting-edge AI solution designed specifically for legal professionals—to the test.

Supio's capabilities were immediately evident. The platform could analyze massive volumes of medical documentation and transform them into categorized, searchable, and summarized medical chronologies. It offered tools like an interactive AI chatbot to uncover missed diagnoses and untreated symptoms, automated demand letter generation with pre-built exhibits, and deep-dive analysis into case-critical documents like depositions and expert reports.

In a head-to-head trial against a competing solution, Supio reviewed six cases—including one with over 10,000 pages of records—and delivered astounding results, handily beating the competition. Whitley Law saved 437 hours of work and over \$12,000 in costs during the testing phase alone.

# The Transformation Begins

With Supio, Whitley Law tackled the once-insurmountable backlog of 29 cases with precision and efficiency. Tasks that used to consume days or weeks could now be completed in hours, freeing up the team to focus on moving cases forward.

Automating medical chronologies and demand letters allowed Whitley Law to bring these processes back in-house, eliminating the need for external providers and significantly reducing costs. Thousands of dollars in savings was passed on to clients, a win-win for the firm and those it serves.

Paralegals, who had been bogged down in labor-intensive tasks, were now empowered to work smarter. With streamlined workflows and easy access to detailed case summaries, they doubled their caseloads—managing up to 100 cases each compared to the 40 they previously handled.

## Beyond the Numbers: A New Era for Whitley Law

The benefits of Supio's AI extended beyond clearing the backlog. The newfound efficiency created opportunities for the team to grow professionally and for the firm to redefine its culture.

With less time spent on repetitive tasks, Whitley Law began investing in its paralegals' development. Team members received training in litigation processes and were offered pathways for career advancement, creating a sense of empowerment and pride within the firm. Paralegals who once felt buried in paperwork now had a clear vision of their role in the firm's success—and the tools to thrive in it.

## Accuracy and Confidence in Every Case

Supio's user-friendly platform wasn't just about saving time—it was about improving outcomes. With advanced AI, paralegals could quickly uncover overlooked details like missed diagnoses or gaps in treatment. This information was crucial for building stronger case strategies and achieving larger settlements.

The platform's ability to instantly retrieve and present key details also transformed how the team interacted with clients and opposing counsel. Whether in negotiations or consultations, they had immediate access to the information they needed, giving them a significant edge in high-pressure situations.

By eliminating the risk of human error and streamlining document analysis, Supio became an invaluable ally, enabling Whitley Law to deliver unparalleled service to its clients.

## Laying the Foundation for Long-Term Success

Supio didn't just solve Whitley Law's immediate challenges; it laid the groundwork for sustainable growth. With every case now processed through the platform, the firm has built a system that ensures consistency, accuracy, and efficiency at scale.

This shift has allowed Whitley Law to focus on what it does best—advocating for its clients. The team now has the bandwidth to take on more cases, provide personalized attention, and secure the best possible outcomes.

For Whitley's leadership, the transformation has been nothing short of revolutionary. What began as a solution to a backlog has evolved into a cornerstone of the firm's success, empowering its staff and strengthening its reputation as a trusted advocate for justice.

## Conclusion

Supio didn't just help Whitley Law catch up—it propelled them forward. By automating labor-intensive tasks, improving accuracy, and empowering staff, the AI platform has enabled the firm to clear its backlog, win more cases, and deliver exceptional value to its clients.

Today, Whitley Law is a testament to how innovative technology can transform a legal practice. With Supio, they've solved a pressing problem and created a foundation for continued growth and success.

**Ready to transform your legal practice? Explore Supio and discover how our legal AI platform can help you achieve more for your clients—and your team.**