

Executive Case Study

Scaling Legal E-Filing Without Management Complexity

Executive Summary

Electronic court filing is one of the most critical operational functions within any legal organization. Every filing must be accurate, timely, and compliant with the requirements of multiple courts and jurisdictions. As companies and firms grow, maintaining that level of consistency becomes increasingly difficult when leadership is also responsible for supervising staffing, coordinating schedules, resolving coverage issues, and managing day-to-day operations.

A growing legal services provider recognized that adding more personnel would not solve these challenges. Leadership needed a better operating model, one that could deliver dependable execution while reducing the amount of management attention required to keep the operation running.

Equivity partnered with the client to build a managed legal e-filing operation that combined experienced professionals with dedicated operational leadership, workforce management, structured communication, and executive visibility.

What began as a two-person pilot evolved into a long-term managed partnership supporting approximately **2,240 hours of legal e-filing services each month.**

Engagement At a Glance

Metric	Outcome
Initial Team Deployment	Approximately 2 weeks
Team Growth	2 → 19 professionals in four months
Current Support	Approximately 2,240 hours each month
Onboarding	3-day Equivity onboarding + 1-day client onboarding
Coverage	Progressive training supporting a nationwide filing operation
Management	Dedicated Team Lead + Account Manager
Governance	Bi-monthly service agreement reviews

The Challenge

Leadership needed to expand electronic court filing operations while reducing the time spent managing staffing, schedules, communication, and operational issues.

The organization wasn't simply looking for additional people.

It needed a partner capable of managing a critical business function with consistency, accountability, and operational oversight.

The Equivity Solution

Equivity implemented a managed operating model built around:

- Dedicated legal e-filing professionals
- Daily supervision by a Team Lead
- Executive oversight from an Account Manager
- Structured workforce management
- Backup coverage to support operational continuity
- Weekly leadership meetings and reporting
- Scalable operational processes

Rather than asking leadership to supervise outsourced staff, Equivity assumed responsibility for managing the operation itself.

Why It Worked

Operational Leadership

Dedicated management ensured consistent execution while reducing the client's day-to-day management responsibilities.

Workforce Continuity

Structured staffing management and backup coverage helped maintain operations during staffing changes.

Executive Visibility

Regular reporting and leadership meetings kept stakeholders informed without requiring constant oversight.

Scalable Operations

The operating model expanded as business needs grew, allowing leadership to increase capacity without proportionally increasing administrative effort.

Results

Operational Growth

- Expanded from **2 professionals to 19** within four months
- Approximately **2,240 hours of managed support delivered each month**
- Rapid deployment of additional teams as business needs increased

Leadership Benefits

- Less time spent managing staffing
- Reliable daily operational coverage
- Greater visibility into performance
- Faster response to staffing changes
- Increased confidence in daily execution

Why the Partnership Expanded

The client began with a limited pilot engagement.

As Equivity consistently demonstrated reliable execution, proactive communication, and responsive operational management, even during staffing transitions, the client continued expanding the partnership.

Growth reflected confidence in the operating model rather than satisfaction with individual team members.

Key Takeaways

- Reliable operations require more than qualified people.
- Managed workforce leadership creates greater long-term value than traditional staffing alone.
- Structured communication improves visibility and reduces leadership involvement.
- Scalable operating models allow organizations to grow without increasing management complexity.

Could This Model Work for Your Organization?

Every legal organization reaches a point where adding more people is no longer enough.

If your organization is evaluating alternatives to traditional staffing, Equivity can help you build a managed legal support operation designed for reliability, scalability, and long-term operational success.

Contact Equivity to learn how a managed legal support model can support your organization.