

One of the Nation's Largest Injury Firms, Nyman Turkish, increases document processing productivity by more than 12x with Foundation AI



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Jason Turkish,
Managing Partner

Overview

With over 35 years of experience handling complex Social Security Disability (SSD) and Workers' Compensation cases, Nyman Turkish is a leading name in injury litigation. The Firm has over 160 employees spread across its four offices representing tens of thousands of people across all 50 states. SSD and Workers' Compensation are very document intensive, and with tens of thousands of open matters at any given time, Nyman Turkish's centralized mailroom in California receives a tremendous amount of incoming mail and electronic faxes. To keep up with this increasing surge, Nyman Turkish implemented and integrated the Foundation AI Platform with its scanners on one end and its practice management system on the other, completely transforming its manual process for matching, naming, and saving incoming documents into its systems. **The results have been over 12x increase in productivity gain, with Nyman Turkish now processing all of its inbound case documents same-day with a fraction of the labor.**

Problem

Even before Foundation AI, Nyman Turkish worked hard to streamline its document intake process, bringing its average handling time to around 4 minutes per document.

The Firm's manual process started with multiple levels of sorting – between SSD and workers' compensation, and urgent and non-urgent mail. After scanning each document, or downloading each faxed attachment, staff would examine the contents to determine the appropriate document type (out of about 200 different classifications), search through tens of thousands of matters to find the correct file in its Litify legal operating platform, and then manually name the document, insert it into the correct folder, and alert the responsible attorney, paralegal, or case manager, depending on the document type.

Misfiled and mislabeled document could be catastrophic for the firm and its clients; if the firm failed to respond to a critical case document, it could even be considered malpractice.

As the firm scaled, and document volume increased, it constantly needed more labor. However, it was becoming increasingly difficult to attract and retain skilled talent willing to do this tedious, manual work. Nyman Turkish's 12-member mailroom team was overloaded and there was often a backlog of mail and faxed attachments waiting to be processed.

The Solution

Nyman Turkish implemented the Foundation AI Platform to help get all its inbound mail and faxes properly named in its practice management system and in front of the staff members or attorneys who need to see them. The FAI Platform syncs directly with Nyman Turkish's OPEX scanner and its Office 365 email boxes to catalog and track each document from initial ingestion all the way through its journey into the practice management system, ensuring that nothing is missed.



Benefits of Foundation AI for Nyman Turkish:

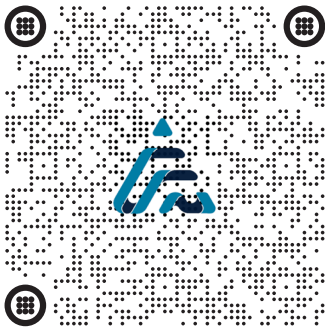
- **12x Increase in Productivity:** All documents matched, named, and saved same-day with a fraction of the labor
- **Staff Realignment:** Most experienced and reliable mailroom staff moved to higher-value casework
- **Risk Mitigation:** Perfect compliance with firm rules, eliminating risk of malpractice

“The hard cost savings are great, but risk mitigation is probably more important. Foundation AI removes human error from the equation and prevents malpractice every day, and that is worth hundreds of thousands more.”

Jason Turkish,
Managing Partner



Book a Demo



Foundation AI automatically pulls scanned mail and attachments into customizable work queues, and uses its proprietary AI models to profile and match each document to the right matter, classify it to one of over 200 document categories, and then name it according to the firm’s naming convention and save it into the right folder in the firm’s document management systems. The FAI platform fully integrates with Litify, and upon document ingestion, Nyman Turkish kicks off custom alerts, flows, and automations based on the document type and information that Foundation AI extracts from the documents.

The Foundation AI platform uses proprietary AI models that have been trained over the last 5 years on millions of injury litigation documents. Unlike generative-AI based systems, Foundation AI models produce a reliable confidence score for each decision and present uncertainties to Nyman Turkish’s team for review and validation.

The Results

Within weeks of implementing Foundation AI, Nyman Turkish was fully caught up on mail, processing documents same day for the first time ever. At the same time, it was able to bring the mailroom team down from 12 people to only 2, redirecting the more experienced mailroom team members to higher-value case work.

“Not only can staff move much faster, but we were able to assign document intake to less experienced people, and move our best people into higher value case management work. That’s also helped with retention in these departments,” notes Jason Turkish, Managing Partner. The majority of documents are profiled and classified automatically, with no human intervention, and those that do require human review are processed much faster because all of document specific naming, routing, and workflow rules are built into the system and automatically executed upon validation.

“We took our mail and document intake process from a few minutes per document down to a few seconds or less,” emphasizes Turkish. “The AI processes most documents perfectly and then when it is unsure, it only takes a few seconds for someone to check. At the end of each day, all of our documents are processed perfectly accurately with less than 1/10th the time and effort.”

Most importantly, the platform tracks each document, so the firm can be confident that all documents that it receives make their way into its document management system and in front of the people who need to work on them. Turkish highlights, “The hard cost savings are great, but risk mitigation is probably more important. Foundation AI removes human error from the equation and prevents malpractice every day, and that is worth hundreds of thousands more.”



**Let AI Match, Name, and Save
Your Inbound Documents**

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