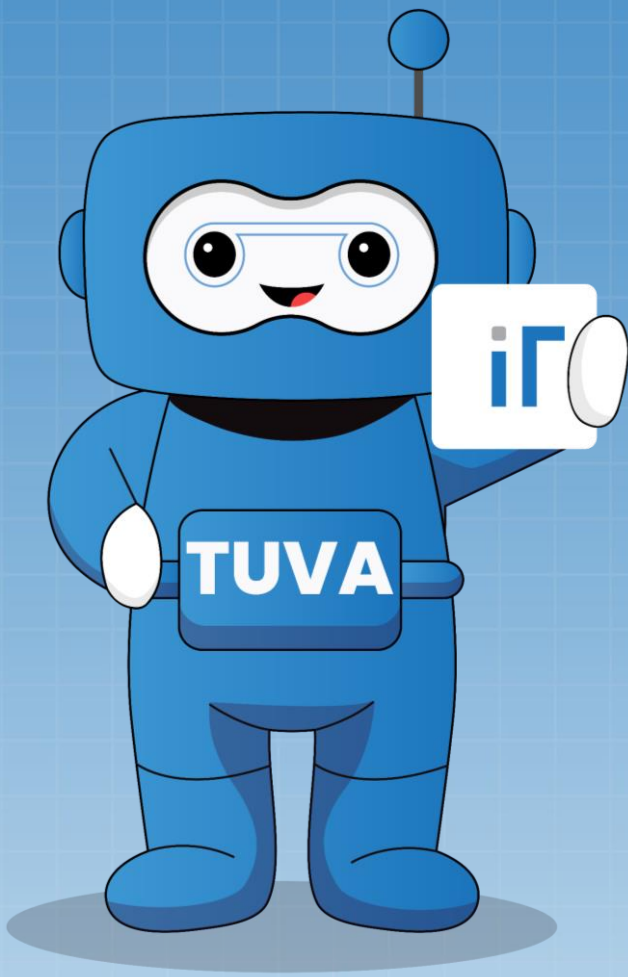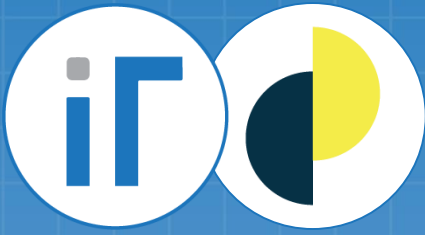# Casepoint

Success Story

5600+

Each IT support tickets addressed in less than 10 secs.

16,000+

Productive hours saved with streamlined workflows and automation

400+

Employees supported 24/7 in 10+ different languages.

01 Founded
2008

02 Industry
Legal IT MSP

03 Region
Tysons, VA

04 Service Segment
Legal

About Casepoint

"Industry leaders in legal discovery technology"

Casepoint Empowers legal departments, law firms, and public agencies by providing smarter legal technology combined with award-winning client service.

As part of their mission, Casepoint aims to provide their clients with actionable insights at enterprise scale, as well as to empower the Casepoint community globally with techno intelligence.

Casepoint customers love their ability to innovate quickly based on their needs. Casepoint's team of software developers, engineers, and testers are dedicated to building and continuously upgrading the industry's best legal discovery platform.

Challenges

➤ Having difficulty to address IT Support Tickets on time.

➤ Unable to address the constant increase in IT Support costs.

➤ Having difficulty providing IT support to global remote teams.

Expectations

➤ Need a self-help solution for employees to solve IT issues.

➤ An IT Support solution that maintains serviceability, availability, without putting a strain on IT budgets.

➤ Need a solution to interact with employees in their own language.

Outcome

➤ Successfully implemented a self-serve solution for employees which helped them resolve their IT Issues 24/7.

➤ Tuva IT's automated L1-L2 IT Support significantly reduced IT Support costs.

➤ Solved the language barrier with Tuva IT Multilingual Support.

"With Turabit's Tuva IT, employees were able to resolve problems within 3 to 5 minutes, resulting in increased productivity and reduced IT technical support needs by 24%".

Vishal Rajapara
CTO, Casepoint

Boosting Casepoint's growth!

- As a result of utilizing Tuva IT's Software Management, Performance Management, User Management, and Email & DL Management modules, Casepoint has successfully streamlined operations and improved efficiency.

- Performance Management ensures optimal system performance by automating tasks such as performance tuning, troubleshooting, and predicting upgrade needs. Casepoint experiences a 28% improvement in IT system reliability.

- Additionally, Email & DL Management facilitates efficient communication by enabling bulk operations for email and group management. Analytics shows an 18% increase in employee productivity. Casepoint's positive experience, backed by industry statistics, highlights Tuva IT's value in optimizing organizational processes.

- Software management proves invaluable for Casepoint. They can now efficiently handle software-related tasks and enhance productivity. As a result, they have noticed an increase in employee satisfaction with effective software management.

- User Management simplifies administrative tasks by automating user creation, group policy management, and other related processes. Casepoint's adoption of User Management aligns with their needs and showing a 24% reduction in IT administrative overhead.

Key integrations

A data driven IT transformation

In the intricate web of challenges accompanying rapid global expansion, Vishal Rajpara, Casepoint's CTO, recognized the drag exerted by outdated IT systems on his team's efficiency. Confronting this hurdle demanded a thorough overhaul of the support mechanisms.

Vishal's insight struck upon automation as the pivotal solution: for a company dedicated to optimizing operations and curtailing costs, expediting internal support through AI emerged as an organic evolution.

"We need our IT team to do more with less in order to continue to grow and enable frictionless user experiences," said Vishal.

"That's where Tuva IT comes in."

Solution Overview

In response to the dynamic needs of Casepoint's internal workforce, a comprehensive solution was implemented, integrating Omni-channel communication, Multilanguage support, a robust Knowledge Base, and round-the-clock self-service functionality.
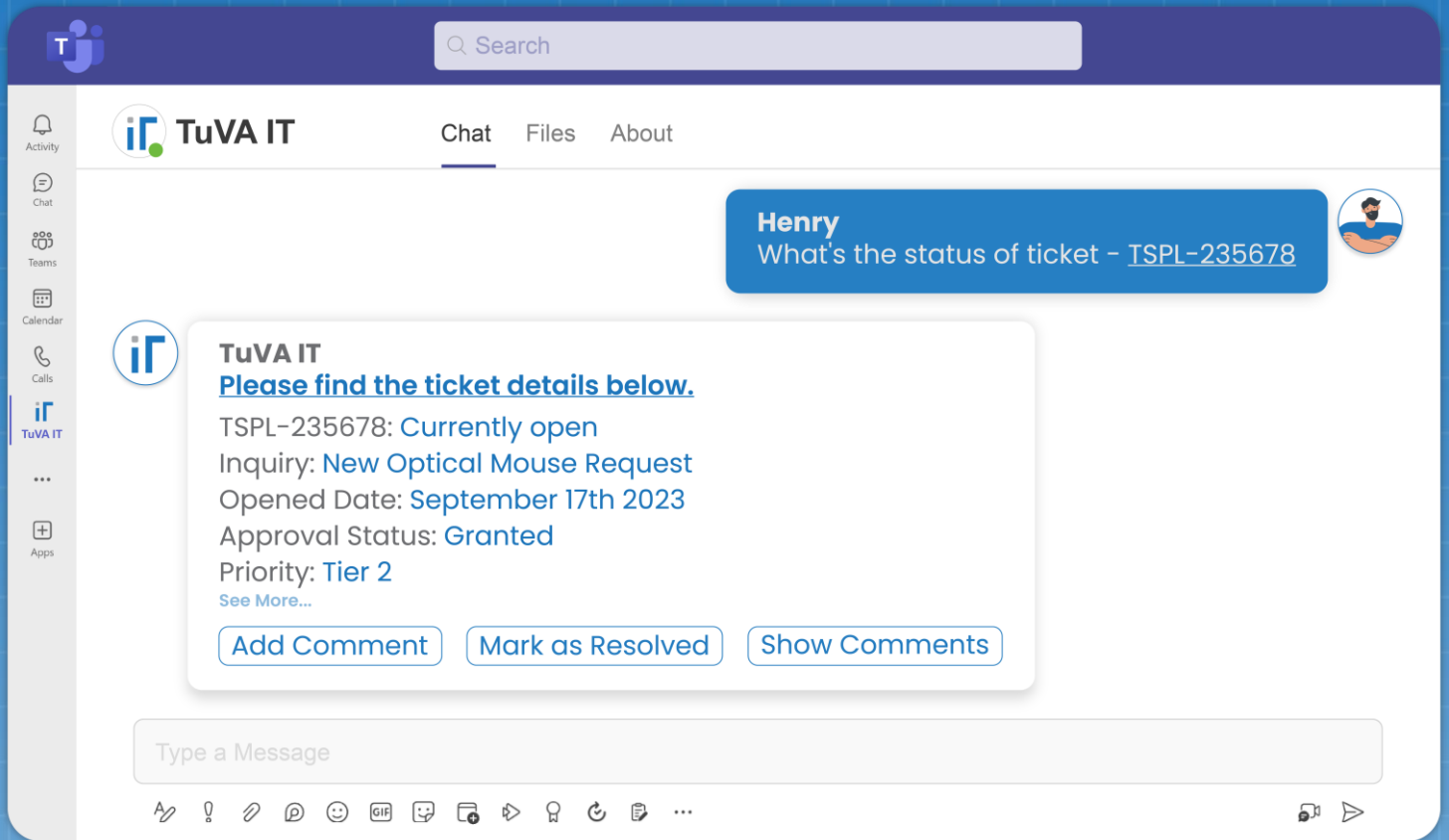
Channels: In order for Casepoint to foster collaboration and productivity, it incorporated various communication channels like email, chat, and internal messaging platforms.

Integration: Additionally, integration with Microsoft Teams and ConnectWise further enhanced collaboration and streamlined workflows.

Knowledge base: The implementation of a centralized Knowledge Base streamlined access to critical information, reducing dependency on manual support and enhancing operational efficiency.

Multilingual: By providing information and support materials in multiple languages, the company enhanced inclusivity and engagement.

Top IT Support tickets resolved by Tuva IT

- ✓ Need a PDF reader
- ✓ My Outlook stopped working
- ✓ Wi-Fi not working
- ✓ Reset account password