

# Foundation AI Fuels Expansion for South Carolina Injury Law Firm

After implementing Foundation AI, firm saves nearly 100 hours per month without adding any headcount



**“With Foundation AI, processing the mail is down from 5-6 hours a day to 15 minutes”.**

**Carly Knight,**  
Client Services Manager

Miller, Dawson, Sigal & Ward (MDSW), known throughout South Carolina as the “Thumbs Up Guys”, has been growing steadily since opening its doors in 2018. While its upgrade to Litify in 2018 helped improve efficiency and organization, MDSW’s process for sorting, naming, and saving inbound documents had remained largely unchanged. As the firm expanded, managing inbound documents became a significant bottleneck.

Carly Knight, MDSW’s Client Services Manager, shared that after scanning the mail, she would spend up to 6 hours each day searching Litify to match each document to the right matter, naming it, saving it to the right folder, and then distributing it to the right people. Even after all of this time and manual effort, which she could have better spent focusing on MDSW’s Clients, the firm was often still left with a backlog.

Large, consolidated documents, such as litigation referrals and batches of medical reports, were particularly painful. Staff could spend a whole day on a single file, splitting up the various documents and then manually naming each one. Compliance with the firm’s naming convention waned as document volumes surged and the staff moved faster to keep up. These trade-offs often cost attorneys’ valuable time. Jeffrey Ward, Founding Partner, noted, “There were several times that I remember spending hours searching for a discovery response or other important documents that I knew were in the file but couldn’t locate, even with Litify’s advanced search.”

## The Solution

MDSW sought a scalable solution that integrated with Litify, was proven to understand the personal injury and work comp documents it received, and that could quickly, accurately, and consistently get all its incoming mail and email attachments named and saved into its digital practice management system and routed to the people that needed to see them. It found this solution in Foundation AI.

Knight remarked, “The implementation process was incredibly smooth, and the system is so easy to use.” The FAI Platform automatically ingests scanned mail, email attachments, and even e-faxes and then uses AI to match each document to the correct matter, name it to MDSW’s desired naming convention, save it to the correct subfolder, and alert relevant personnel according to MDSW’s specific rules.

For larger, consolidated files, FAI employs a proprietary unitization model to split out individual documents. The platform can either name and export each document into separate folders within Litify or create chronologically ordered batches for efficient review.

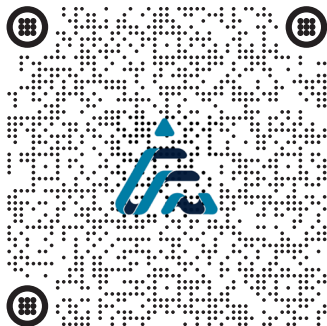
Law firm staff can easily validate FAI decisions through an intuitive user interface before finalizing document uploads. Knight explains, “I simply confirm that the information has been extracted correctly and make any necessary adjustments. From there, it automatically sends the document to the right folder in Litify and emails the attorney and paralegal with a direct link to the document.”

"We love the intuitive nature and learning capabilities of the platform. It's really amazing!"

Jeffrey Ward,  
Founding Partner



### Book a Demo



## The Results

"Before Foundation AI, I was spending almost my entire workday manually sorting and filing every document one at a time," explained Knight. "Now, it's down from 5-6 hours a day to 15 minutes." This efficiency allows her to refocus on critical client interactions, enhancing overall service quality.

Attorneys have also benefited directly, with all documents consistently named and organized within Litify the same day they arrive. Foundation AI allows the firm to customize which document types are sent to case managers, paralegals, and directly to attorneys upon validation, ensuring attorneys only need to see the documents that matter to them.

Ward remarked, "The email notification feature of new mail in Litify is amazing. I was a little hesitant to change at first, admittedly, because I previously preferred all of my physical mail to be placed on my desk for review. Now, these email notifications are all that I want. I can review important documents immediately and from anywhere."

Overall, Foundation AI has been transformative for MDSW. The software was pre-trained for personal injury litigation, and fully configurable to MDSW's needs. In a fraction of the time, all documents are now seamlessly routed into Litify, consistently named and properly organized. Best of all, MDSW can now continue to scale, and deliver a 5-star experience for the people of South Carolina, one of the founding principles of the company. Ward concludes, "We love the intuitive nature and learning capabilities of the platform. It's really amazing!"

### Foundation AI Features:



#### Seamless Integration

Easily integrates with your existing hardware and core systems.



#### AI-Powered Document Indexing

AI names, saves, and routes documents over 8x faster



#### Auto-Split Large Documents

Breaks up large, consolidated documents and exports chronologically ordered files.



#### Standardize Naming and Filing

AI ensures that each file is named and organized according to your rules.



#### Human-in-the-Loop

Your staff validates the AI when it is unsure, ensuring high accuracy and continuous improvement



#### Best-in-Class Security

Foundation AI is ISO 27001, Soc 2 Type 2 Certified and HIPAA compliant



Let AI

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

Your people have better things to do

(mail, medicals, bills, email attachments, faxes, you name it...)



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(310) 294-8955