

THE CHALLENGE

Law firms representing creditors' rights have been lamenting the challenges associated with manually redacting documents.

The problem is a true triple threat:

Employee Dissatisfaction: Redaction is tedious and mind numbing, leading to the risk of high employee turnover.

High Cost: The fully-loaded cost of manual redaction erodes several percentage points of profit margin off each case.

Compliance Risk: Research shows that manual redaction leads to a high rate of errors in public records; 20-25% of documents contain unredacted PII, putting firms at risk of scorecard failures and lost business.

In preparation for the higher referral volumes expected in 2022, SouthLaw PC sought a better solution to these industry challenges.

THE SOLUTION

CaseMax's Blackmarker Integration

Blackmarker's redaction solution is powered by Artificial Intelligence and enables scalable, affordable, and efficient compliance with ever-expanding privacy regulations. Blackmarker is fully integrated into the CaseMax case management system. At the touch of a button, SouthLaw began automatically sending all documents to Blackmarker for systematic redaction.

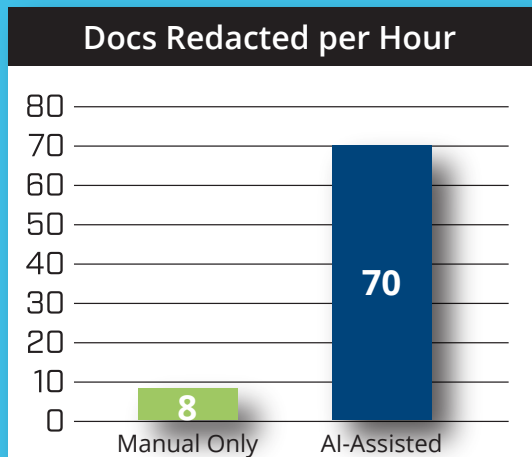
THE RESULTS

Employee Satisfaction:

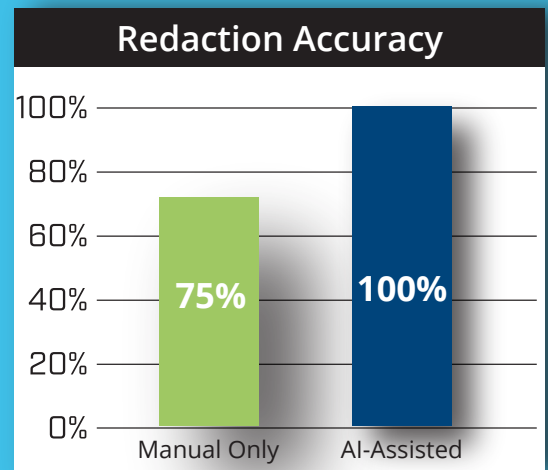
With Blackmarker doing most of the work, redaction is **8X faster than manual-only redaction**, allowing the team to focus on more value-added work.

Cost Savings: SouthLaw estimates total **labor costs on redaction have decreased by 80-90%**, significantly enhancing profit margins.

SPEED



PERFORMANCE



Compliance Enhanced:

With AI-assisted redaction, no PII slipped through the cracks. Essentially, **a perfect redaction rate**.