

EXECUTIVE BUSINESS CASE · LEGAL

The cost of inaction in legal

After-hours case inquiries lost and slow intake are clients — and fees — that walk to the next firm.

70% Shift lost to idle	~\$25 Per connected call	8–15% Connect ceiling	~40% CRM decay / year
---------------------------	-----------------------------	--------------------------	--------------------------

The status quo is not free

Prospective clients call when they need help, often after hours; a missed call is a lost case. Paralegals spend billable time on initial screening, and slow intake sends clients elsewhere.

What one quarter of waiting costs

Hidden cost	What it means in legal
After-hours inquiries	Case calls at night go unanswered — clients walk.
Slow intake	Delayed screening loses clients to faster firms.
Paralegal time	Billable staff do first-pass intake by hand.
No conflict check	Manual screening slows every booking.

What Finn unlocks in legal

Pillar Bridge Solutions reached 98% first-call resolution and cut average handling time 85% (7:45 to 1:10) across six languages.

The decision

Finn closes the gap between your system of record and your system of action as a usage-based line item — payback under six months. Waiting isn't free; it's the swivel-chair tax, paid another quarter.

Build the legal business case — book a demo at www.hirefinn.ai/bookademo

Or start free at hirefinn.ai · hello@hirefinn.ai