

WEITZ & LUXENBERG

# SUCCESS STORY

**98% Reduction in Admin Effort:**  
**How Weitz & Luxenberg Accelerated Legal**  
**Operations with GridMate**

 gridmate





As one of the nation's largest and most respected mass tort and personal injury law firms, Weitz & Luxenberg manages thousands of active cases across multiple practice areas. With so much complexity, speed and precision are critical. Yet manual processes around document generation, mass communications, and case management were slowing the W&L team down, forcing reliance on spreadsheets, workarounds, and external tools.

By adding GridMate to their existing Litify setup on Salesforce, W&L streamlined high-volume workflows across five core areas - saving days of work per task, cutting error rates, and giving attorneys and paralegals time back to focus on client advocacy.



## THE CUSTOMER

Founded in 1986, Weitz & Luxenberg has secured billions of dollars in verdicts and settlements, building a legacy of fighting for justice on behalf of injured clients nationwide. With a team of more than 500 professionals, the firm is widely recognized as a leader in asbestos litigation, environmental law, and mass torts involving defective drugs, devices, and consumer products.

Their mission-driven culture prioritizes protecting communities, ensuring accountability, and delivering results at scale. Managing such a broad caseload requires not just legal expertise but also operational excellence - something GridMate now helps deliver.

## THE CHALLENGE

- ① Manual, repetitive workflows across thousands of matters
- ① Reliance on Data Loader, spreadsheets, and external mail merges
- ① Hours to days required for basic bulk tasks (e.g., generating documents, updating case statuses)
- ① Limited ability for Ops to scale without looping in multiple people for simple requests

Before GridMate, W&L's legal and operations teams spent countless hours on administrative processes:

- **Bulk communications:** Sending mass emails with case attachments involved multiple people and external mail merge tools. Preparing a single send-out could take half a day or longer.

- **Document creation:** Generating 500 documents manually or via external tools could take **1–2 days**, with inconsistent formatting and higher error rates.
- **Status updates & notes:** Updating 1,000 matters or adding structured notes meant prepping spreadsheets and running Data Loader-taking **hours per batch** and introducing risk of mistakes.
- **Matter reassignment:** When redistributing cases, legal teams had to reassign each matter one by one. For 1,000+ cases, this meant **days of work** and risk of orphaned records.

All of this slowed case progress, frustrated attorneys, and diverted staff from higher-value work.

## THE SOLUTION

- Automated bulk document generation directly in Litify
- Mass emails with auto-generated attachments, sent from Org-Wide Email
- Bulk add notes, update statuses, and reassign cases instantly
- Seamless integration with Docrio for templating and compliance
- Significant reduction in Ops dependency, empowering legal teams directly

GridMate was deployed across five high-volume legal operations use cases:

- **Generate Documents in Bulk:** Automated creation of hundreds or thousands of Docrio-based documents in one action, saved to each Matter's file tab.
- **Generate & Email Documents in Bulk:** Personalized, compliance-ready documents created, attached, and emailed in a single flow-supporting up to 2,000 cases in under 2 hours.
- **Add Litify Notes in Bulk:** Standardized notes added across multiple matters at once, replacing 6–8 hours of manual entry.
- **Update Case Status in Bulk:** Case status changes applied to thousands of records directly in GridMate, eliminating reliance on Data Loader.

- **Matter Reassignment:** Batch reassignment of hundreds of matters to paralegals or attorneys in under an hour, ensuring continuity and workload balance.

This empowered W&L's Ops team and trained power users in legal departments to execute actions themselves, without needing to loop in additional staff or run tedious spreadsheets.

## THE IMPACT

- ✓ 92% faster document generation
- ✓ 75% faster bulk emails with attachments
- ✓ 98% faster note creation across matters
- ✓ 88% faster case status updates
- ✓ 96% faster matter reassignment

GridMate transformed Weitz & Luxenberg's legal operations:

- **Document Generation:** Reduced from 1–2 days to under an hour, saving 10–15+ hours per batch and ensuring consistency.

- **Mass Emails with Attachments:** Cut process time by **75%**, with 2,000+ cases emailed in under 2 hours. No more juggling mailboxes or external tools.
- **Bulk Notes:** Reduced 6–8 hours of note entry to minutes, standardizing documentation across hundreds of cases.
- **Case Status Updates:** From 3-4 hours of Data Loader prep and error-checking to under 30 minutes, an **88% faster process**.
- **Matter Reassignment:** From days of manual reallocation to under 1 hour, a **96% improvement** that reduced friction during staff transitions and prevented orphaned records.

Overall, the benefits go beyond time saved: attorneys now get the data and documents they need faster, paralegals spend less time on repetitive work, and clients benefit from smoother, more responsive legal service.

"GridMate has replaced hours of manual data entry and complex workaround processes with simple, streamlined workflows. Whether we are reassigning batches of cases or sending bulk communications from an Org-Wide email, the ease and expediency it provides our team is unmatched."

**Patrick McWade**  
*Project Manager*  
**Weitz & Luxenberg**





With GridMate integrated into Salesforce alongside Litify, Weitz & Luxenberg reduced repetitive admin effort by up to 98% across critical workflows. What once took days now takes minutes, freeing legal teams to focus on advocacy and strategy.

For a high-volume firm managing thousands of matters, GridMate has become more than just a productivity tool; it's a foundation for faster, more accurate, and more scalable legal operations.

