

CASE STUDY Legal

## Cape Town law firm's recovery ratio jumps from 0% to 70% with nQueue

**Legal**

Industry

**16**

Employees, 4 branches

**0% → 70%**

Recovery ratio

**R76,000**

Recovered in month one

### The problem

- Manual capturing of disbursements
- Recovery billing recorded was unknown
- 16-20 boxes of paper a month at R450 a box
- Paper & device rental costing R26,205/month

### The solution

nQueue Cloud + nQueue tablet across four Toshiba devices, tracking and billing every disbursement automatically.

Printing

Copying

Telephone

Scan

eMail

### From an unbilled disbursement process to R125,000 a month by 2025



Recovery had gone entirely unbilled before nQueue. Client also reported a net fee increase over and above these recoveries.

\* Client name withheld at their request.

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