



CASE STUDY — HEUSER & HEUSER

How Heuser & Heuser Saves Time and Money with DemandsAI

AI tools help the firm create higher quality documents in less time — leading to faster settlements and happier clients.



Year Founded: 1996

Location: Colorado Springs

Practice Areas: Personal Injury, Workers Compensation

Products Used: DemandsAI, FilevineAI, Filevine, Vinesign, Docs+, Periscope

Website: heuserlaw.com

THE CHALLENGE

Traditional demand-writing processes no longer serve the needs of forward-thinking firms.

Heuser & Heuser relies on well-crafted demand letters to secure the best outcomes for their clients. However, traditional drafting methods were often slow, costly, and susceptible to human error.

47%

Demands completed within a day. Before DemandsAI, that number was 2%.

\$123

The firm saves on every demand, with more complex demands saving over \$500 each.

Clearer and more accurate demands are leading to **faster settlements.**



Aurora Payne
Heuser & Heuser

Aurora Payne is the AI Specialist at the Colorado personal injury firm Heuser & Heuser. She is also in charge of creating all the firm's demand letters. Marquita Braun is the firm's Internal Software Manager.

THE SOLUTION

DemandsAI empowers Heuser & Heuser to create high-quality demand letters with greater efficiency and accuracy—all while maintaining attorney oversight to ensure precision and compliance.

7 Ways the Firm Benefits from DemandsAI:

1. **Quality.** DemandsAI has elevated the quality of the firm's demand letters, making them more readable and compelling. According to Payne:

“The AI does a much better job at summarizing the issues, creating a more solid demand. Every draft is reviewed by our attorneys to ensure it meets our high standards before it's sent out, ensuring the best representation for our clients. It really does create a more solid demand.”

2. **Speed.** Since switching to DemandsAI, Heuser & Heuser has noticed a significant decrease in the time it takes to draft a demand. With DemandsAI, 47% of demands were completed in the same day, while their outside drafter could only complete 2% of demands on the

same day. The firm generated 76% of their total demand count in two days or less, while the outside drafter was only able to complete 23% of their demands in that time frame.

“A demand that once took three hours can now be drafted in less than one. For a complex case with five providers heading to litigation, it took just two hours instead of six.

This expedited process enables our attorneys to focus on building stronger cases while still conducting thorough reviews.”

- 3. Accuracy.** The AI tool identifies details and nuances that might otherwise be overlooked, ensuring demands are complete and insurance adjusters have less room to dispute.

“DemandsAI requires proper documentation to generate its summaries, meaning we’re sending out fewer incomplete demands.”

- 4. Case Type Flexibility.** DemandsAI adapts to the nuances of various case types, moving beyond the one-size-fits-all templates often used in traditional drafting.

“The AI highlights the differences between a slip-and-fall, a dog bite, or a workers’ comp claim far better than a standard template. This ensures each demand reflects the specifics of the case.”

5. Faster Settlements. With clearer, well-organized demand letters, insurance negotiations are often shorter, leading to quicker settlements.

For example, in a complex case where a client had surgeries before and after an injury, DemandsAI accurately differentiated the incidents. The demand is so well-written that we're having less push-back from adjusters."

6. Cost Savings. Using DemandsAI is significantly more cost-effective than relying on external demand writers.

"Using DemandsAI is much cheaper than paying any demand writer that we've used."

7. Happier Clients. Ultimately, DemandsAI has improved client outcomes. Faster resolutions lead to better results for their clients.

"If we're not going into litigation, that's fewer fees the lawyer takes and more money for our clients."

JUST THE BEGINNING

At Heuser & Heuser, they combine decades of legal experience with a commitment to innovation. In 2023, they transitioned from Needles to Filevine, a change that's been transformative for their firm.

“Changing from Needles to Filevine was like going from a 1997 Civic to a Tesla.”

Now, the success of DemandsAI has inspired the firm to explore other AI tools from Filevine. For instance, they’ve started using FilevineAI for Medical Chronologies and Expert Disclosures, cutting drafting time from hours to mere minutes.

“Before, it probably took our team 3-4 hours to draft an expert disclosures. The other day, we did one in 45 minutes.”

Heuser & Heuser isn’t just keeping up with change; they’re leading it. By thoughtfully integrating AI capabilities, they’re delivering better, faster results for their clients while preserving the integrity and excellence that define their work.



See how Filevine can help your firm grow with a free demonstration.
Request a Demo at filevine.com