

Rebuilt Workflow Cuts Record Retrieval Time from 6 Weeks to 14.2 Days



Year Founded: 1995

Location: Fort Myers, Florida

Practice Areas: Personal Injury, Car Accidents, Truck Accidents, Catastrophic Injury, Motorcycle Accidents, Slip & Fall, Premises Liability, Burn Injury, Product Liability, Wrongful Death, Hurricane Claims, and Securities Investment Fraud

vilesandbeckman.com

Records retrieval was always the bane of our existence... it was slowing down our case cycle times and causing frustration.

Kayla Grayson
Chief Operating Officer

Viles & Beckman rebuilt their in-house record retrieval workflow using Arctrieval's system, slashing turnaround time from 6 weeks to 14.2 days, shortening case cycle times, improving the client experience, increasing staff efficiency, and driving measurable revenue gains.

The Bottleneck

Record retrieval was a persistent bottleneck across the firm.

Like many personal injury firms, Viles & Beckman depended on complete medical and billing records to move cases forward, but the process was time-consuming and difficult to scale. One team member managed thousands of requests each month, while case managers drafted emails, listed providers, and tracked requests through inboxes.

The system functioned, but it did not scale. Retrieval timelines averaged around six weeks, slowing case progression and creating friction for staff and clients.

The firm needed an internal record retrieval system that could scale with its caseload without adding strain.

The Workflow Shift

Viles & Beckman implemented Arctriever as an in-house system and built their workflow around it.

Previously, record retrieval relied heavily on individual effort, with a single person handling thousands of requests. By implementing a structured workflow, the firm eliminated that dependency and created a process that could be executed consistently across the team.

The firm introduced legal assistants dedicated to handling record retrieval and connected their workflow directly to Filevine. Case managers no longer needed to draft emails or coordinate requests. Instead, they initiate requests within their existing workflow, entering a small set of required fields and submitting them immediately for processing.

From there, the process is standardized. Legal assistants manage requests through Arctriever, and automated follow-ups ensure providers are consistently contacted without requiring repeated follow-up calls to providers. The firm also shifted from traditional third-party HIPAA authorizations (45 CFR 164.508) to Individual Rights of Access requests (45 CFR 164.524), further improving turnaround times.

“They just go in, click a button, and it sends immediately... it’s saved a lot of time and frustration.”

What changed wasn’t just the tool—it was the structure. Record retrieval became a core operational advantage for the firm rather than an administrative burden across the team.

Operational & Business Impact

Viles & Beckman reduced average record retrieval time from approximately six weeks to 14.2 days—and have sustained that performance over nearly three years and across more than 29,000 requests.

*We went from six weeks...
to 14.2 days.
And that’s consistent.*
Kayla Grayson, COO

It has really increased our revenue by way of decreasing our cycle times.
Kayla Grayson, COO

For the firm, this is not a one-time improvement. It has become a repeatable, system-driven process the firm relies on to manage record retrieval at scale. It's how record retrieval operates today.

That consistency has fundamentally changed how cases move through the firm. With records arriving sooner, the team can evaluate cases earlier, prepare demands faster, and move more efficiently into discovery, mediation, trial preparation, and settlement.

Over time, those gains compound. Shorter retrieval timelines reduce overall case cycle time from intake to resolution, boosting the firm's capacity to move more cases through the pipeline and directly increasing revenue.

Operationally, the impact extends beyond speed. By removing manual workflows, the firm reduced administrative effort and internal coordination while expanding the role of its legal assistants beyond retrieval. As a result, the team can handle more work without adding headcount.

Why It Worked

The key factor in Viles & Beckman's success was recognizing that Arctrial is not a records retrieval service—it's a system the firm operates internally.

This distinction matters. Retrieval services shift where the work is done, but they do not fundamentally change the process or the outcome. The same manual follow-ups and delays often remain, simply handled by a third-party, and the firm may lose visibility and control in the process.

By contrast, Viles & Beckman took a different path. Using Arctrial, they built their workflow around Individual Rights of Access requests, where providers are legally required to respond within 30 days. This replaces uncertainty with a defined and enforceable process for obtaining records. It delivers predictable

This is not a records retrieval service... it's a tool that you use in-house to get your records quicker.
Kayla Grayson, COO

results at scale, as reflected in their 14.2-day average turnaround time.

Much like Filevine supports the lifecycle of a case from intake through resolution, Arctrieval supports the retrieval of the records that cases depend on. Record collection becomes a controlled part of the firm's workflow instead of a separate, manual effort.

For Viles & Beckman, this approach became an investment in operational infrastructure. By keeping the process in-house and improving its execution, the firm increased speed, control, and overall productivity. These improvements drove measurable gains in case throughput and revenue.

Arctrieval

See how Arctrieval can improve your record retrieval workflow. Request a demo at Arctrieval.com