



CAREY LEISURE & NEAL

KENECT

“ It started as a program we used in our intake department, but now we use it across our entire firm. Kenect has solved many problems for us, it's worth every dime! ”

Melissa Solevilla
Partner - Carey, Leisure & Neal



Law Firm:
Carey, Leisure & Neal

Location:
Clearwater, FL

Type:
Personal Injury

Solutions:
[Business Texting](#),
[Online Reviews](#),
[Web Leads](#),
[Video Chat](#)

Founded:
1984

WANT A DEMO?
TEXT US.
888-972-7422



www.kenect.com

WHO IS CAREY, LEISURE & NEAL?

Since 1984, the mission of Carey, Leisure & Neal has been to represent injured individuals who have been the victim of negligence. They stand as a unique firm in the Greater Tampa Bay area because of their Board Certified trial attorneys, record setting verdicts, and 100+ years of combined experience.

CHALLENGE

Carey, Leisure & Neal had some challenges:

- Complicated to set up video calls with clients
- Online reviews were difficult to generate
- Needed a single phone number to be used across the entire firm for texting all clients.
- Awkward situations with the previous robot chat on the website interacting with leads.

SOLUTION

Implemented Kenect platform into entire firm:

- Use Kenect Video Chat to easily text a video link to clients and quickly meet face-to-face
- Send online review requests via text message
- Text-enable the main business phone number and integrate with Filevine to eliminate the need for unique numbers with each case file
- Add 'Text Us' widget to website for live response

RESULTS

Kenect provided a solution to each initial challenge at Carey, Leisure & Neal. Additionally, the law firm will begin to use Kenect Video Chat for virtual notarization in order to see clients signing documents.



I prefer to do my new client meetings face-to-face, I feel like it helps me build a stronger bond with the new client. Since COVID, we don't have that same ability.

Kenect makes it extremely simple to initiate a video chat with a new client which allows us to have more meaningful conversations with them.

Melissa Solevilla, Partner



Video Chat initiates with a single text

"Kenect Video Chat is EXTREMELY easy. It's much simpler and quicker than Zoom."



82% Increase in Google Reviews

"It's been tremendous, we have close to double the amount of reviews we started with."



Single business line -- Text enabled

"Kenect allows us to keep our phone number consistent across the firm."



Live responses to all messages

"No matter the time, if somebody texts our Kenect website widget they speak to a real person."