Mangalam

INFORMATION TECHNOLOGIES PVT. LTD.

E-Discovery Solutions | Litigation Support| Record Retrieval | Medical Summarization
Document & Data Management | Virtual Assistant & Law Office Management
Healthcare Business Process Management | Salesforce Development & IT Solutions

Mangalam

20 YEARS OF HIGH QUALITY SERVICES
20 YEARS OF HIGHEST CUSTOMER SATISFACTION

Mangalam information Technologies Pvt. Limited., is a leading Offshore litigation support service company that specializes in 24x7x365 support for all Business Process Management Services. We are an ISO 27001:2013 Certified company with very strong information security infrastructure.

Each of your team member undergoes a 3rd party verification and signs an NDA before onboarding to ensure complete confidentiality and privacy of your information and data. With 20 years of High Quality Services and high customer satisfaction we are dedicated to provide on time, cost-effective solutions using the latest technologies.

Mangalam has 400+ highly qualified and trained team members to meet all client needs. We at Mangalam are proud and thrilled to be reliable backend partners to more than 30 clients globally.

Our passion to help each of these clients succeed is based on undertaking their secondary work and helping them concentrate on their core competencies in a cost-effective manner.

Significant Cost Reduction | Quick Turnaround Time | High Quality Delivery

www.mangalaminfotech.com

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E-DISCOVERY SOLUTIONS

Mangalam Infotech is a leading offshore Litigation Support Services Company that specializes in 24x7x365 support for EDD data processing and paper discovery. Our team comprises of certified members in Relativity, RelativityOne and Law PreDiscovery. We also provide EDD data processing on IPRO eCapture, Nuix and Viewpoint.

We serve clients globally. Mangalam prides itself on its ability to scale for clients' needs on a project basis as well as on full time employee basis.

In addition to EDD data processing, Mangalam also offers on-shore hybrid coding and off shore coding services including unitization, file conversions, bibliographic coding, LDD and transcriptions services.

Our Training & Development team has the capabilities to train employees on any new software to meet our client's specific requirements.

Our clients include some of the largest national litigation support service providers and law firms globally.

We are an ISO 27001:2013 certified company with very strong Information Security infrastructure. Each of your team member undergoes a 3 rd party verification and signs an NDA before onboarding to ensure complete confidentiality and privacy of your information and data.

With 20 years of high-quality services and high customer satisfaction we are dedicated to provide on time, cost effective solutions using latest technologies. All work is done in-house at our Ahmedabad, India office with a fully operational BCP site.

Our offshore e-discovery and paper discovery data processing services can help you improve profitability &
build robust operations.

LITIGATION SUPPORT SERVICES

Effectively managing legal documents is key in litigation processes. Mangalam has been a trusted leader in providing offshore Litigation Support and Coding services to clients globally. Our professionals have executed projects for over 100+ Litigation Support Companies in last 15 years.

Logical Document Determination (LDD):

Processed over 8 million images. Our team uses in-house software to process client data. The team converts the scanned images to documents in order to identify the document boundaries and its attachments. All document processing is done as per client requirement and with complete data security.

Legal Coding:

Coded over 8 million documents in bibliographic, in-text, keyword, and bates coding.

Value Added Services:

TOC, OCR, Bates Stamping, Redaction, Product Sticker Identification and Bookmarking, Image Rotation and Page Sizing.

RECORDS RETRIEVAL, ORGANIZATION AND SUMMERIZATION SERVICES

Why Mangalam For Your Record Retrieval Services?

Mangalam has a team of experienced and trained professionals who are available 24x7x365 to Request, Collect, Verify, Organize, Bookmark, Review, Interpret and Analyze Medical records. Our team processes more than 50,000 pages/day of all types of records such as medical, employment, social security, billing, insurance and other business records.

We also have a dedicated call center with 200+ team members to help you retrieve records from the medical providers. Our team of experienced callers can Verify Medical Providers and Identify other Possible Providers to collect medical records as value-added services for you and your clients.

- Expertise on Record Retrieval databases: MR8, Legacy, WinCopy and Web Based.

- Other Value Added Services: TOC, OCR, Bates Stamping, Redaction, Product Sticker Identification and Bookmarking, Image Rotation and Page Sizing.

NEW ORDER ENTRY

- Validating all elements of HIPAA authorization (dates, signatures, scope etc.).
- Reconfirming the providers details for successfully sending the request in first attempt.
- Preparing record request by inserting the required data and special instructions.

RETRIEVE RECORDS FROM MEDICAL PROVIDERS

- Confirming the receipt of request/prepayment.
- Checking for the additional document/payment.
- Checking the turnaround time and updating call outcome on the client application.
- Acquiring records quickly through provider relationship.

VERIFICATION OF RECORDS

- Verifying each page for Patient Name, DOB, SSN, Cut-off, Blank, Legal, Page Size (8.5 X 11), Rotate, Illegibility, Partially Illegibility and Duplicate pages.
- Verifying received records as per requested scope such as: Date Range and type of records.

RECORDS ORGANIZATION/ CHRONOLOGY

Organizing & Indexing medical records as per each Insurance companies and attorney's requirement such as: Progress note, Laboratory, Radiology, Diagnostic, History & Physical, Physician Orders, Medications, Nurse Notes and Physical Therapy.

MEDICAL SUMMARIZATION & ANALYSIS / RESEARCH OF MEDICAL RECORDS

Law firms and insurance companies as part of their primary business are required to go through volumes of medical records for various reasons. These medical records are complex and contain abbreviations, medical terminology and often illegible handwritten notes.

Mangalam has a team of para-medical professionals who help Medico-Legal firms by providing them with accurate and well-organized medical summaries that our clients use in their primary business. Our team also provides Keyword Search and Analysis of the Medical Records to help clients search and filter required medical reports.

TYPES OF SUMMARIES OUR EXPERTS PROVIDE:

- **Annotated Summaries:** It provides general description of the medical records by sorting them based on dates of service and document identification number and indexing records for review. This helps client review documents effectively as per requirement.

- **Narrative Summaries:** Client gets brief description of the information contained in the patient's medical records, along with document tabs and page numbers to help assimilate pertinent information effectively as per requirement.

- **Comprehensive Summaries:** an exhaustive view of the patient's medical records for an extensive review and analysis. Clients can take advantage of this service in case of medical malpractice and personal injury cases wherein an exhaustive analysis of the medical record is required.

- **Customized Summary:** Client gets customized summary for the information requested by the client from the complete client data. For instance, a client needs all reports wherein the cause of a particular disease conditions, drug reactions, allergies or implants is mentioned our team will collate the information and present the report to the clients.

- **Hyperlink & Bookmark medical records:** Our team helps hyperlink and bookmark medical records for the clients to help reduce document review time and analyse required documents for the case.

DOCUMENT & DATA MANAGEMENT

Mangalam has a team of team of trained professionals who provide complete back office support by working on a web-based CRM to capture and analyze the required data effectively to optimize client's processes.

CRM - Data Capture – Opening New Cases:
Our team captures data for the pre-defined 110 fields adhering to the Guidance Document and associated Civil Procedure Rules to help the Solicitors review the information and understand the chronology and details of the case.

Indexing & Bookmarking (Annotating Key Documents):
Our team reviews case files and Bookmark/Annotate the documents to help the Fee Earner review in a time efficient manner.

e-Bill:
Our team follows guidelines provided by the client and the rules for Legal Costs set by the CPR and CPD to convert the Bill of Costs provided in a PDF format to a customized standardized format designed to fulfil the needs of a Fee Earner.

Document Scheduling:
Our team prepares an electronic version of the Document Schedules contained in the Claimant's Bill of Costs in Excel format provided by the client and converts the Schedule of Costs Claimed provided in a PDF format to a customized standardized format designed to fulfil the needs of a Fee Earner.

Disbursements Database:
Our team captures data for relevant Medical Experts, Counsel's and ATE Providers to help our client review the Fees charged by the experts dealing with the Civil Cases.

Mangalam

VIRTUAL ASSISTANTS FOR MASS TORT & PERSONAL INJURY LAW FIRMS

Running a Law Firm is a great responsibility and when your business grows, some of the routine tasks are the ones that need attention.

Mangalam provides virtual legal assistant services to independent lawyers, small and medium sized law firms. We have over 20 years of experience in the legal industry our team has the capabilities and the understanding required to address client needs.

We offer a range of Virtual Legal Assistant Services
TO SUPPORT YOU AND YOUR STAFF

- **New Client Intake:** Complete assistance to the potential clients in entering data from intake sheets into your firms' software and completion of forms.

- Capture Plaintiff Details.

- Update all important events such as hearings, depositions, and notices.

- Create tasks, follow up's and calendar events.

- Create Folder in shared drive to hyperlink into case management.

- **Legal Administrative Support:** Complete assistance for office management tasks that you come across daily, helping you focus on what you are best at.

- **Help with Practice Management Services:** Legal Transcription, Medical Records Summaries, OCR, File conversions, coding, bates stamping and unitization of digital documents.

LAW OFFICE PRACTICE MANAGEMENT SERVICES

Mangalam

Our Legal Process Outsourcing team at Mangalam is proficient with various practice management functions that routinely take place in a law firm. We perform tasks such as daily filing activities that include opening, closing, storing and retrieving files. Outsource Law Office Practice Management to us and let us handle all your back-office operations.

- Create New Cases / Matters in your legal practice management software.

- Import / Export document to and from Matters/Case Created.

- Associate email attachments to appropriate matters in any practice management software.

- Provide downloading and importing of documents from Court Docket section to Doc Section in specific Case#.

- Calendar all important event such as Notice of Hearing, Notice of Deposition.

- Provide e-filing of Court Documents and prepare Demand Letters for patient's claim of PIP benefits.

DISTINCT FEATURES OF OUR SERVICES

- Meet your objectives successfully and help you maximize productivity.

- ISO 27001:2013 certified company with very strong Information Security infrastructure.

- 3 rd party verification and signs an NDA before on boarding to ensure complete confidentiality and privacy of your information and data.

- Value Added Services: TOC, OCR, Bates Stamping, Redaction, Product Sticker Identification and Bookmarking, Image Rotation and Page Sizing.

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