

Midtown Law operates multiple branches across North Carolina, handling a high volume of NavyFed refinance searches. As volume grew, so did the manual work - until keeping up exceeded their team's capacity

"As a firm handling high-volume NavyFed refi’s, same-day turnaround isn't a nice-to-have - it’s the job. Dono made that possible. What used to take our team hours now comes back ready to review. We've gone from a handful of orders to over 100 in a two-week stretch."



Jason Isley
OWNER & MANAGING ATTORNEY - MIDTOWN LAW

THE CHALLENGE

Buried in manual work, blocked by volume

As Midtown Law's NavyFed refinance volume scaled across multiple NC branches, abstractors were spending most of their time gathering and organizing data, not reviewing it. Complex 30-year searches were consuming entire days, and at peak volume the team was capped at 7-8 searches per day.

WHAT THEY DID

Built a same-day operation around Dono

Midtown Law moved their NavyFed COS files onto Dono and built a dedicated quick-turn team around the platform. Instead of abstractors manually pulling records, Dono handles the data retrieval and organizes everything for review. Files that arrive Friday are ready Monday morning. The team focuses on analysis - not data gathering.

STATS

78%	2.6x	20+
Reduction in turnaround time	Capacity increase without adding headcount	Searches per day (up from 7–8)

THE BOTTOM LINE

Midtown Law didn't just speed up their workflow - they rebuilt their capacity model. By removing the manual burden from their abstractors, they unlocked a throughput they couldn't reach before, without adding headcount.

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