

Personal Injury Law Firm Credits 31 Years Of Growth To Its Overserve Staffing Model

Stewart Law Offices details the staffing decision it made in 1995, before the firm had a single client.

ROCK HILL, SC, UNITED STATES, August 25, 2026 /EINPresswire.com/ -- [Stewart Law Offices](#) today unveiled the [Overserve Staffing Model](#), the standard the personal injury law firm has used since

“

People are afraid that they look litigious, but you need to understand that when you get hit by a tractor trailer, they're going to be litigious. They're sending people out right away”

*Brent Stewart, Founder,
Stewart Law Offices*

1995 to keep case attention ahead of case volume. Brent Stewart, founder of the firm and a personal injury attorney who opened the practice in 1995, detailed the model during a new appearance on [#Clockedin with Jordan Edwards](#). Stewart Law Offices serves clients from offices across South Carolina and Charlotte, North Carolina. The decision behind the model was made before the firm had a single client: hire more people than the caseload required, accept a smaller margin and give every injured person more attention than the file technically demanded.

Most injured people choose a law firm based on its advertising. Staffing levels rarely enter the decision.

Stewart says the part that actually shapes an injury case is quieter than any billboard: how many files sit on each desk, and whether the person answering the phone has time to explain what happens next. A claim with returned calls and prompt records requests moves differently than one sitting in a queue.

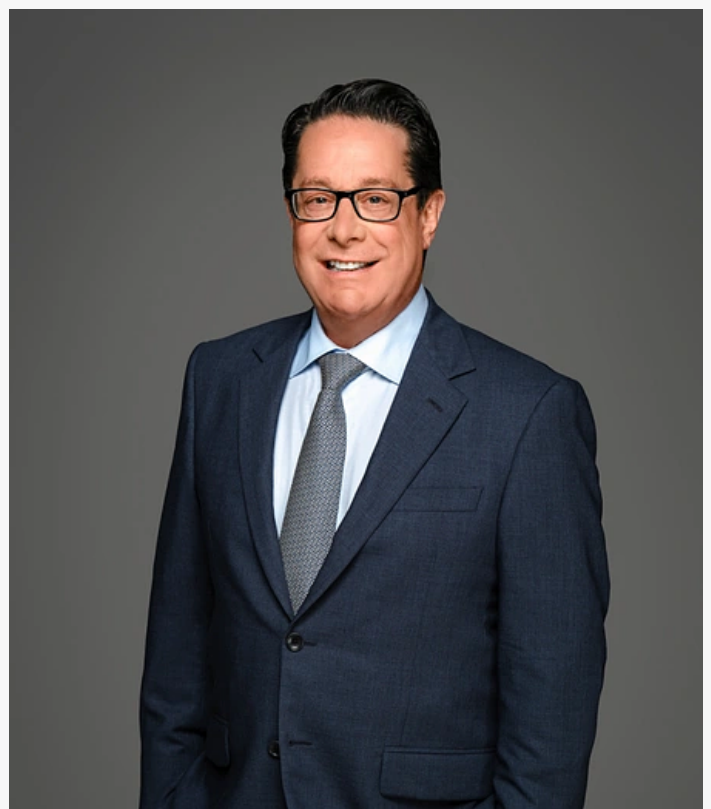
Stewart built the Overserve Staffing Model before he could afford it. He opened the first Stewart Law Offices location in Rock Hill, South Carolina, in 1995, and spent roughly a year driving to Charleston for contract work at his former firm while signing his own cases in Rock Hill at night. He took 60 days before launch to have his advertising professionally designed, on the view that a new firm gets judged on how it presents itself.

"I had decided upfront that it would be better to make less money and overstaff so I could overserve the client base," Brent Stewart said during his appearance on the [#Clockedin with Jordan Edwards](#) podcast.

The model has three working parts, each described on the show. First, staffing sits ahead of caseload, so files get worked instead of parked. Second, the founder stays reachable, and clients who call can still get him on the phone.

Third is retention. Stewart pays overtime instead of salaried staff through late nights, sends people home at 5 p.m. and structures pay so senior employees have little reason to leave. The same paralegal often stays with a case from intake through resolution, which matters most in workers' compensation and tractor-trailer claims that run for years.

"For every client you overserve, you're going to get two more referrals because you treat them better," Stewart said.



Brent Stewart, Founder, Stewart Law Offices

Tenure is the proof he points to. "I have employees that have been with me 16, 17 years," Stewart said. Attorneys and staff across the firm's offices work cases under the model, which Stewart says he has kept in place since the years when the practice had 10 employees or fewer.

Stewart Law Offices reports \$3,500,000 in a tractor-trailer accident case, \$1,578,210 in a motorcycle accident case and \$833,333 in a medical malpractice case.* The personal injury law firm handles injury and workers' compensation matters on a contingency fee basis.

The model shows up most clearly in workers' compensation claims. Stewart says injured workers routinely assume their employer is handling the claim for them, and that assumption costs them time they cannot get back. Those files can run for years, which is why the firm puts them with staff who stay long enough to carry a case start to finish. Stewart is expanding the firm's education work for injured workers for that reason.

Stewart picked his markets with the same logic he applied to payroll. Rather than open in Charleston or Charlotte, he studied which smaller communities around them were growing, started in Rock Hill and bought matching phone numbers across Lancaster and Chester so every ad pointed to one line. He still uses that number.

Brent Stewart is licensed to practice in South Carolina, West Virginia and multiple federal courts. He holds the "AV Preeminent"® rating from Martindale-Hubbell®, a rating based on peer review of legal ability and ethical standards by other attorneys and judges.* His practice covers tractor-

trailer wrecks, car accidents, motorcycle accidents, medical malpractice, wrongful death and workers' compensation claims, and his principal office sits at 1242 Ebenezer Road, Rock Hill, South Carolina 29731.

Stewart also has a book scheduled for release. He says the Overserve Staffing Model stays in place as the firm grows, because the referrals it produces are what paid for the growth in the first place.

Injured people in the Carolinas can read more about the Overserve Staffing Model and request a free consultation at www.stewartlawoffices.net.

About Stewart Law Offices

Stewart Law Offices is a personal injury law firm and workers' compensation practice founded in 1995 by personal injury attorney Brent Stewart, serving injured people from offices across South Carolina and Charlotte, North Carolina. The firm represents clients in tractor-trailer wrecks, car accidents, motorcycle accidents, medical malpractice, wrongful death and workers' compensation claims on a contingency fee basis. A long-tenured attorney and support staff work those cases under the Overserve Staffing Model, the firm's standard of staffing ahead of caseload so injured clients reach someone who knows their file.

*Listed case results are before deduction of fees and costs. Attorney fees calculated prior to deduction of expenses. Case results vary. Prior results do not guarantee any future outcomes. Information about the "AV Preeminent"[®] rating and its peer review criteria is published by Martindale-Hubbell at martindale.com.

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