

## TRANSFORMING BUSINESS SUPPORT SERVICES FOR A LEADING UK LAW FIRM

When a leading UK law firm sought to transform their business support services, Integreon developed an outsourced ‘support services in a box’ solution that eased firm growth and enabled new offices to adopt efficient processes. Our dual on-shore/off-shore solution helped the client reduce labor costs while enabling them to focus on their core competencies: high-end legal and tax services.



### CHALLENGE

- A law firm’s strategic review directed them to transform their business support services
- The business had a continuous need for support services to deal with the increased complexity and scope of support operations, however, Partner propensity to invest in ‘non-core’ operations was diminished.
- The client need to reduce overhead costs in an environment of recession, client pressure on rates, and pressure on an anachronistic business operating model
- Long-term, the client wanted support services to operate at scale, with emerging technologies and deep subject matter expertise

### SOLUTION

- Integreon proposed outsourcing ‘non-core’ business services, enabling the client to focus on its strengths: providing high-end legal and tax services
- We developed an integrated single-software platform for essential enterprise systems
- Our established, location-agnostic ‘support services in a box’ approach eased law firm growth, and enabled new offices to tap into efficient support processes
- The client moved significant portions of support services off-site, to Integreon’s onshore and offshore delivery centers, to reduce labor costs

### IMPACT

- Smooth ‘Day One’ transition for outsourced support services across multiple functions
- Immediate procurement savings and reductions in the number of London-based staff working for the client
- Transferred ‘back office’ staff become fee-earning professionals, in a growth business, with enhanced career development opportunities, as well as the opportunity for experience with multiple clients
- The Immediate success of the partnership has already led to co-developed Integreon/client solutions

### GET IN TOUCH

For more information, contact us at

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