When a 500-attorney business and litigation firm needed to reduce the costs – and headcount – associated with word processing, Integreon offered an hourly-rate Shared Services model that delivered 24/7 availability.

By consolidating word processing with Integreon, the firm saved more than $9.5M over three years.

**CHALLENGE**
A 500-attorney business and litigation firm had three goals:

1. Reduce the high cost of in-house word processing services;
2. Modernize their administrative support model; and
3. Reduce headcount.

Under their current model, some offices lacked word processing staff altogether. The firm also had no centralized word processing queue to support these locations or allow for load balancing between administrative teams.

**SOLUTION**
Integreon offered the client a flexible, low-cost solution that utilizes a Shared Services model to deliver 24/7/365 coverage at an hourly rate. Since the model is consumption-based, Integreon enabled the client to hedge the risk of overcommitting to additional staff.

Implementation began with Integreon Associates training alongside client-based support staff through a secure Citrix connection. In addition, administrators from three of the client’s offices visited our Fargo, North Dakota, delivery center to discuss workflow. This immediately created a feeling of collaboration.

Integreon’s services continue to be used steadily by the client, enabling them to outsource their word processing needs on an ongoing basis. As of today, Integreon is marketed internally by the client as their main option for word processing support.

Integreon developed a number of procedures and processes tailored to meet the client’s specific criteria, including:

- Establishing a protocol to ensure that no firm documents were saved outside the client’s network, in accordance with their security policy.

**AT A GLANCE**

- **CITRIX SOFTWARE**
- **REMOTE TRAINING**

Integreon Associates trained side-by-side with client staff over a secured Citrix connection.

- **SECRETARIAL TRANSFORMATION**
- **3.5:1 SECRETARY RATIO**

Integreon helped the client meet their headcount reduction goals.

- **IMPACT**
- **$9.5 MILLION SAVINGS**

Integreon saved the client more than $9.5 million over three years in overtime, overhead and other costs.
SOLUTION SUMMARY

ADDRESSING CLIENT NEEDS

CUSTOMIZED PROCESSES

Integreon developed custom delivery processes to meet client-specific criteria for security, project approval, training and billing.

US-BASED CENTER

Integreon supports this client from our Fargo, North Dakota, delivery center.

ONSHORE SOLUTION

ABOUT INTEGREON

Integreon is a leading provider of legal support, market research, document management and business process outsourcing. Our integrated solutions enable leading corporations, law firms, financial institutions and government agencies to delegate high-volume work to our secure network of global delivery centers and focus on their core strategic objectives.

With more than 2,000 Associates, Integreon supports about 250 clients in 35 languages from 12 delivery centers in the Philippines, China, India, South Africa, UK and the US.

ABOUT INTEGREON’S DOCUMENT SERVICES

Integreon’s Document Services business unit serves about 100 clients globally and offers a full suite of administrative and professional word processing services that help clients reduce costs and increase productivity. With dedicated delivery centers in the US, UK, India and the Philippines, Integreon enables clients to select the right mix of highly-trained resources to meet their exact needs around-the-clock.

IMPACT

Integreon helped the firm save an estimated $9.5 million over the course of three years by reducing overtime costs, eliminating the overhead associated with managing an in-house document processing department and delivering efficiencies through centralized, virtual document processing operations. Integreon also helped the firm meet its 3.5:1 attorney-to-secretary ratio target.

• Implementing a large-project approval process for projects outside a defined scope
• Training five specialists on specific transaction software to deliver a unique, customized offering to a practice group and office within the firm
• Providing client-matter billing number services, enabling the firm to bill Integreon-delivered services to clients as appropriate

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Integreon is a leading global provider of legal, research, document and business support services.