



Integreon's Information Technology Solution

With growing pressure from clients, law firms must operate more efficiently than ever. However, many elements of the business, such as IT, require non-core expertise and can distract senior management from focusing on core strategy, growth and profitability. Integreon has developed a comprehensive suite of IT solutions that offer law firms the ability to transform their organisations by engaging an expert partner for support and management of their IT needs.

Our Clients Trust Us Because We Deliver:

“More for Less”

We deliver higher productivity as well as greater cost efficiency and predictability in a sustainable and scalable way at a multi-functional, multi-geographic enterprise level. Our global scale, deep expertise and best practices provide our clients with flexible, predictable and cost-effective options when and where they need them.

Higher Quality Services

We offer best-in-class processes, infrastructure, as well as legal market-specific expertise and experience to serve top law firms. Our unique capabilities, combined with an ability to integrate with our client's operations, provide a world-class IT management solution.

Ability to Focus on Core Business

Integreon's collaborative approach ensures that clients retain the right amount of strategic oversight of their IT solution, while our expert team manages the complexities that would otherwise distract the firm's leaders from their highest and best use.

Integreon's Clients:

- 9 of the top 10 **Global Law Firms**
- 32 of the top 50 **Am Law Firms**
- 14 of the top 50 UK Law Firms

Our Unique IT Capabilities:

- We provide a **wide range of IT services** to ensure that our client's IT infrastructure is **optimised for their unique needs**
- Our **proven governance model** covers all aspects of IT to provide clients with an **integrated approach** to strategic planning, projects and programmes, data security, and regulatory compliance as well as tried, tested and efficient IT support

Integreon's Full Range of IT Solutions Includes:

IT Governance

The IT Management team at Integreon has decades of specific legal sector experience in delivering IT Governance to law firms. Our IT Governance model is central to delivering a well-managed IT function and utilises two distinct workstreams to ensure success. The first focuses on IT Strategy and takes the primary role in developing and communicating it to our clients. The second focuses on IT Operations; it helps execute and monitor the programmes and projects associated with the IT Strategy, while ensuring that Service Levels are achieved.

Project Management

Integreon's Project Management methodology is a unified, phased approach, designed for simplicity and flexibility using many PRINCE2 and Lean/Six Sigma elements in its foundation. Our approach ensures clarity of project or programme goals, costs and deliverables to ensure maximum success. We deliver flexible and customisable project structure and process design to suit our client's unique needs.

Specialist Legal IT Service Desk

Integreon's Legal IT Service Desk offering focuses exclusively on providing tailored services to law firms. Our experts have extensive knowledge and experience with a wide range of legal IT applications as well as excellent relationships with application developers. Integreon operates the Avocent LANDesk IT Service Desk system, which is built around the ITIL framework and is available 24/7 for our clients. With dedicated delivery centres onshore and offshore, Integreon enables law firms to maximise their benefits while minimising cost and exposure to risk.

IT Procurement

Integreon maintains relationships with many industry leaders, vendors and developers of the best-known applications in the legal marketplace. Due to our scale and knowledge of the market, we can offer access to highly competitive pricing on hardware, software and services. Our supplier management and procurement service ensures that our highly qualified legal IT experts negotiate the best value for our clients. Our end-to-end process management — from procurement to payment — requires minimum input from client teams.

Legal IT Training

Integreon offers a wide range of Legal IT Training services, from a simple review of a client's existing IT training induction programme through specific regular IT system training, self service e-learning tools to the provision of 'one to one' coaching services.



ISO/IEC 27001:2005 CERTIFIED –
INFORMATION SECURITY



ISO 9001:2000 CERTIFIED –
QUALITY MANAGEMENT



SIX SIGMA BLACK BELT EXPERTISE



US-EU & US-SWISS
SAFE HARBOR CERTIFICATION

About Us:

Integreon is the largest and highest-impact provider of integrated legal, research and business support solutions to corporations and law firms. It is a trusted partner to 32 of the top 50 Am Law firms, 9 of the top 10 investment banks, and 11 of the top 50 global brands. Its 2,000 associates operating from 17 offices across North America, Europe, Asia and Africa address clients' specific support needs in areas such as market and competitive intelligence, discovery (disclosure), legal process outsourcing and other business services.