

# Case Study

## Global Law Firm Outsourcing Word Processing



### Challenge

- A top global law firm client sought to provide more cost effective, scalable word processing (“WP”) support – reducing its dependence on temp staff – for its largest offices in the UK and US
- The client wanted to improve the efficiency of its existing WP operation and ensure its more experienced WP staff were put to their highest and best use
- The client’s WP department lacked a documented global standard for best practices and training, and needed a more systematic approach to training that was less dependent on sheer mentoring



### Solution

- In collaboration with the client, Integreon recruited and trained a Mumbai-based WP team that was integrated with existing centralized WP departments in the UK and US
- Integreon’s WP team focused on longer documents so the client’s more experienced WP staff could focus on work requiring quick turnaround or high interaction with end users
- Working with the client, Integreon project managers and trainers created, implemented and documented a standardized, repeatable training process for all new WP staff



### Impact

- Integreon enabled the client to transition from heavy dependence on temp staff to a scalable dedicated team offshore, **eliminating overtime** and enabling **significant cost savings**
- New support model **improved overall WP efficiency** and enabled client staff to **focus on higher value-add work**
- Integreon implemented (and documented) a **systematic, repeatable training process** for WP globally