

Case Study

Offshore Dedicated Delivery Center for Contract Compliance Review



Challenge

- Global financial services company sought to reduce costs and follow consistent review protocols
- In-house legal team wanted to focus on highest and best use of time and not coordinating multiple reviews with outside counsel
- Company already utilized offshore services in other high value service areas and understood benefits of dedicated resources
- Business continuity concerns; security concerns



Solution

- Client sponsor worked with Integreon in planning a Dedicated Delivery Center (DDC), an Integreon offshore facility
- Security concerns required Integreon to build a Tier I environment for client
- Dedicated team of experienced attorneys and Legal Services Manager assigned to DDC
- Customized training and document review protocols designed to match client's current environment and culture



Impact

- **Significant cost savings**
- Team's familiarity with client's financial documents **significantly accelerates learning curve** for each new review; **process improvement** has **increased document review speed** and comprehension
- Outside Counsel focused on "**highest and best use**" instead supervising review attorneys
- Expanded review team to steady state of 15 which **can scale up quickly** when needed, and team was cross-trained to handle other routine legal related tasks