

# Case Study

## Am Law 30 Law Firm Outsourcing Document Processing



### Challenge

- An Am Law 30 client sought to consolidate and streamline document processing departments across all US offices
- The firm aspired to consolidate internal operations, reduce cost and provide 24x7 support for attorneys to better serve new and existing clients
- Client desired to maximize their internal team's time, improve overall efficiency of its Transcription and Word Processing operation and utilize their secretarial staff for higher value activities such as client management



### Solution

- In collaboration with the client, Integreon's team completed knowledge transfer ensuring smooth and rapid transition within three weeks. Seminars were held at all offices to announce services and answer questions
- A **Virtual Production Center (VPC)** was created for the client wherein the attorneys could initiate requests from anywhere, by any method – access to their document system, email, fax, phone, uploading on workflow tool, shipping boxes, etc. Currently, the VPC team of 41 includes 30 Integreon workflow coordinators and operators and 11 client operators
- The team has documented attorney preferences and Integreon's proprietary workflow tool guides the operators to create high-quality, customized work product



### Impact

- Integreon enabled the client to transition from heavy dependence on overtime and temp staff to a scalable dedicated team onshore, **eliminating overtime** and **enabling a \$6+ million annual cost savings**
- New workflow coordinator support model **improved overall efficiency**, client now enjoys **24x7x365 coverage** for 17 offices across US and **enabled secretarial staff to focus on client facing, higher value-add work**
- Integreon has been a trusted partner to the client the past 10 years. The engagement helped client to restructure the business resulting in an **Attorney to Secretary ratio change from 1:2 to 4:1**