Legal Document Processing

Elevating Performance and Reducing Cost of an
AmLaw 50 Firm's Document Team

9
delivery
centers

50+
supported
languages

3800+
employees

24/7
operations

"Integreon evolved our in-house document production team to a hybrid group who, through training Integreon provided, have grown into a well-oiled machine. We are proud of and can rely on this team for even the toughest assignments and have peace of mind they can get the work done well and on time."

- Operations Leader, AmLaw 50 Client Firm

Client

Top 50 US law firm known for representing some of the world's largest technology and life sciences companies. Practice areas include corporate, litigation, patents and innovations, regulatory, and technology transactions.

Challenge

Documents lie at the heart of legal matters, and for any law firm operating under the pressures of increased workloads and client demands to reduce costs, creating efficiencies for document production is essential.

Our client sought an approach to reduce document production time, while decreasing costs. The selected solution also had to ensure not just speed, but accuracy while also meeting regulatory requirements and client agreements on time and budget.

The firm turned to Integreon legal document processing services team to architect and implement a new firm-wide model to boost the performance of their document product team.

Solution

Integreon worked closely with the law firm's operations and administrative leaders to pinpoint the obstacles to making document production efficient and created a series of recommendations and a roadmap to meet their objectives:

Reconfigured Team to Boost Performance

- Created a high performing, well-coordinated, dual-shore support team, with upgraded skills and knowledge including enhanced presentation support
- Custom designed and deployed in-depth work quality training
- Streamlined the firm's document production hiring process to ensure resources are placed on the team to best meet client expectations

Improved Efficiencies

- Created and rolled out a robust workflow model to improve team efficiency and manage workflow
- Developed a cost-effective workload capacity plan and implemented automation to improve efficiencies
- Built "quick turn team" to handle rush projects with required delivery time of two hours or less. Now 50% of the overall team's work is handled this way
- Improved use and accuracy of project and production hours reporting

Upgraded Work Product and Service Levels

- Devised quality assurance framework to maintain high service standards
- Developed commitment to continuous improvement through feedback loops and proactive adjustments
- Applied strict adherence to legal and regulatory requirements across multiple jurisdictions

Strengthened Data Security Practices

- Identified and implemented a safer, more secure and client connectivity system supported 24/7, creating less downtime and access complications (Integreon Citrix)
- Adopted best practices security configurations, and created unique, auditable user accounts with specific access security such as dual-factor authentication

Results

- Dual-shore model resulted in 15% overall cost reduction
- Scaled headcount in response to increased workload and adoption of new services
- Team assisted in expediting implementation of new document management system
- Both US and offshore (Mumbai-based) associates can access Citrix through different servers and can connect to alternate servers in case of any downtime that arises due to maintenance or any IT related activity

integreon