

CASE STUDY SNAPSHOT

Integreon partners with a 1,000 attorney firm on the East Coast



Problem

Changing needs

Integreon partnered with this top AmLaw firm to provide overflow services while the firm became comfortable with the concept of outsourcing. For more than two years, small capacity support was provided to the firm's sizeable onsite word processing team.



Solution

Consistent support

Our solution was designed to provide consistent support during gaps in staffing while including overflow resources during peak request hours.

As the needs of the firm changed, Integreon became a flexible business partner. The client decided to move all services offsite while transitioning multiple positions into other departments within the firm.



Result

Service transition

Culturally, it is a great partnership. Several members of the onsite support team stayed on to help with a responsible transition of services while saving the firm more than 35% year-over-year.

For more information contact:
info@integreon.com



CASE STUDY SNAPSHOT

Integreon partners with a 100 attorney firm in California



Problem

Secretarial ratios

A regional Northern California firm began to see inflated secretarial ratios as attorney needs began to change. In addition, their traditionally-staffed document support team had dwindled down over the years.



Solution

Trusted partner

To stop a trend in expensive secretarial growth, Integreon was brought in to become a 24/7 business partner to all attorneys and support staff.



Result

On-call support

Today, our team is on-call to support a variety of projects ranging from word processing to secretarial and marketing support.

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CASE STUDY SNAPSHOT

Integreon partners with a 250 attorney firm in Colorado



01 **Problem** **Efficiency**

A small but nationally-recognized firm was having issues with the perceived efficiency of their onsite word processing team. Employees who had been with the firm for years were not properly tracking their production time, which created stress on the administrative structure of the firm and a need for outside support.



02 **Solution** **Workflow**

Integreon was asked to become a trusted partner for two reasons:

1. To create a 24/7 environment for the completion of high-priority documents
2. To help coordinate the flow of work while tracking production time



03 **Result** **Trusted partner**

After a few short months of working within Integreon's proprietary workflow tool, the firm was able to realign internal resources to create a proper environment for the completion of projects. As a trusted business partner, Integreon remains in place as the overall gateway to firm-wide document support services.

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CASE STUDY SNAPSHOT

Integreon partners with a 680 attorney firm in Southern U.S.



Problem

Pressure and proofreading

A large firm in the South required outside support for multiple reasons:

1. Their internal team was feeling additional pressure to support attorneys promptly and during non-staffed times
2. The proofreading requirements of their administrative and marketing departments were becoming a challenge to maintain



Solution

Customized service

Integreon was brought in as a trusted business partner to provide a combination of dedicated and on-demand services for multiple departments. The firm is now supported 24/7 and has been able to make a strong case for administrative expansion due to the data that is collected by Integreon's operators.



Result

Efficient support

Today, Integreon supports this client with a number of workflow solutions – dedicated staff during business hours and on-demand support during traditionally slow shifts.

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CASE STUDY SNAPSHOT

Integreon partners with a 600 attorney firm on the East Coast



01 Problem

Reliable support

Integreon began working with this large east coast firm in 2015 as a secondary provider to an already established business partner. The firm was in search of a service that provided around-the-clock support through multiple workflow arrangements (dedicated support and on-demand).



02 Solution

Overflow partner

During the proposal process, firm leadership visited Integreon's proposed delivery center to understand our security parameters, operational best practices, training and workflow management. An initial commitment was made to become an overflow provider to the firm's centralized document processing center.



03 Result

Efficiency, savings and expansion

Almost immediately following the initial contracting process, firm leadership pulled services from the established competitor and awarded all word processing support to Integreon. The partnership has resulted in multiple efficiency gains, cost savings initiatives, and expansions of the service. Today, Integreon manages the majority of all word processing work done firm-wide.

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