

# Empowering your legal operations team



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*"One of the manifestations we've seen in the legal industry is the explosion of legal operations."*



**Gabriel Buigas**  
EVP & Business  
Until Head, Legal &  
Compliance Solutions

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## Legal operations as a service

The profile of legal operations has grown exponentially with Corporate Legal Departments under pressure to do more with less while coping with increasing matter volumes and complexity, all while navigating the dynamic landscape of legal technology. Legal operations perform a central role in addressing this environment, and their success has magnified the demand for support across all areas of the legal department. Integreon can help, with a flexible support service aimed specifically at the Legal Operations Department. We are proud to launch our Legal Operations as a Service, delivered in partnership with leading legal operations consulting firm UpLevel Ops. Together, we provide a comprehensive, cost-effective solution for corporate legal operations departments, empowering your staff to focus on strategic, higher value activities.

## Powerful combination

We combine Integreon's industry-leading managed services with UpLevel Ops' strategic advisory capabilities, to deliver a complete solution that extends the reach, capacity and expertise of legal operations. In addition to strategic guidance and planning, we provide administrative support from a platform designed to achieve maximum efficiency, effectiveness, and agility.

## Deep legal ops expertise

Our combined teams bring tremendous depth of professional expertise and years of practical experience in every aspect of legal operations. We have broad legal operations muscle—from legal professionals, technologists and data analysts to finance managers, process experts and trainers. That expertise is on tap, operating as an extension of your in-house team.

## Practical, data-driven solutions

We begin with an objective assessment of your legal operations function, creating a data driven path for optimization based on proven best practices and KPIs designed around business outcomes. From there, we can provide ongoing measurement and analysis to track performance, with regular reporting of detailed metrics to keep you fully briefed on operational progress.

## Flexible, partnership approach

Our global delivery platform and rich array of professional skill sets enable us to tailor our solutions to your organization's requirements, and scale up or down quickly to meet your changing needs. We serve as a trusted partner committed to your success. Our executive team stays actively engaged, ensuring accountability and responsiveness.

**50+**  
languages

**3**  
continents

**3500+**  
employees

## A comprehensive solution for legal operations as a service

Integreon, in partnership with UpLevel Ops, provides a complete managed service solution for legal operations, including:

### Strategic advisory services

- Strategic planning, organization design and technology strategy
- Technology selection, design and implementation
- Information governance
- Learning and development
- Strategic data analytics

### Day-to-day legal ops support

- Resourcing for day-to-day legal operations activities
- Managing projects and tactical deployments with accredited Project Managers

### Financial and budget management

- Budget development, optimization, communications, and oversight
- Infrastructure efficiency drives
- Programmatic expenditure analysis
- Billing breakdowns and pattern highlights
- Reporting and analytics

### Vendor management

- Process quality assurance, system input/output administration and matter updates
- Design and implementation of live and self-paced training packages
- Onboarding and collaboration support
- Engagement and spend policy maintenance
- Centralized communications and request methodology, technology integration, automated intake
- Help desk on demand

### The benefits of partnership

Integreon and UpLevel Ops help maximize your legal operations efficiency and effectiveness:

- Accelerate turnaround times and eliminate work backlogs
- Improve and streamline processes
- Gain better visibility of legal operations performance
- Free up in-house staff to focus on other priorities



UpLevel Ops

integreon

Learn how Integreon can help your organization do more and do it better.

Contact us today at [info@integreon.com](mailto:info@integreon.com) or visit [integreon.com](https://integreon.com).

Integreon is a trusted provider of legal and business outsourced services to corporations and law firms worldwide. Through our global delivery centers, we provide expert support for a range of legal, regulatory, creative design, and administrative needs, with a proven ability to transform our clients' business performance.