

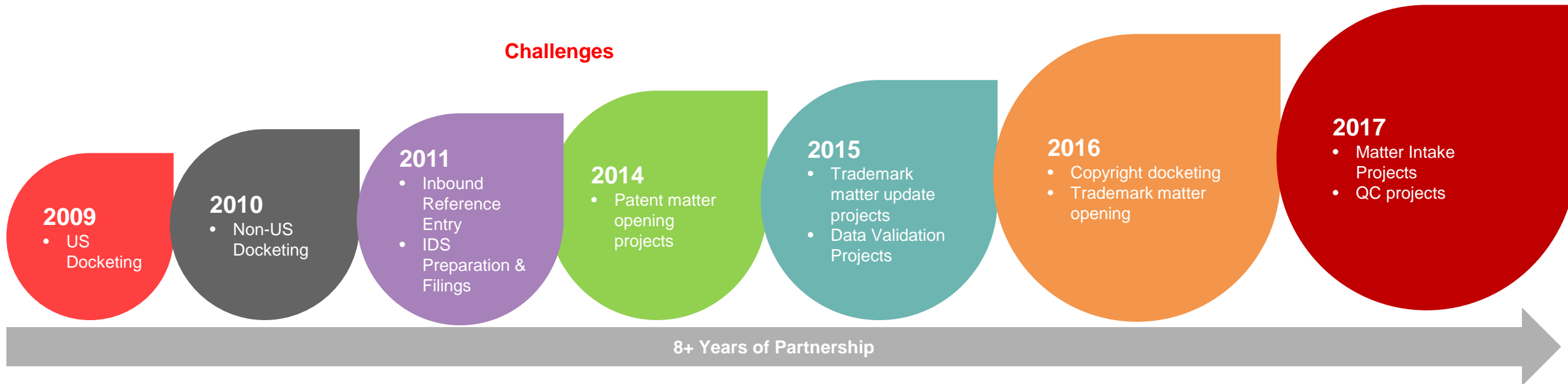


CASE STUDY

US LAW FIRM

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- Began with US-PCT docketing due to **employee turnover** as temporary special project on a transactional basis
- Converted to **FTE engagement** while expanding docketing work type
- Started **IDS & Ref Management** for one of their locations
- Challenges – **Multiple Instructions** as work type increased. Perceived quality issues
- Resolution – **Close coordination**, development of **Standard Operating Procedures (SOPs)** signed off by the client, use of **technology**
- Engagement started with **transactional support** and has now grown to **31 Dedicated FTEs**
- Extra resources to manage seasonal **spikes in volume**



Choose the right partner

- Focus on Long Term Approach

Stakeholder buy-in

- Immediate POC
- IT & IS infrastructure support

Maintain Standards by

- Defining KPIs and managing performance – in line with business goals
- Frequent deep dive reviews (SOPs etc)
- ISO 9000:27000 Certifications
- Investing in feedback and training



Risk Mitigation

- Export Compliance
- Circumventing Attrition Concerns
- Structured BTO Approach – Experienced Project Managers to drive the transition



Be Realistic

- Move one step at a time
- Evaluate at every stage and then ramp up

THANK
YOU