

Presentation to FICPI Conference

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30 July 2017

AGENDA

Case Studies

Outsourcing for Legal Practices

enableSME and PPB Advisory

Key Messages



enableSME Case Study 1

National Financial Planning Firm

Problem statement:

- Growth in mortgage broking business
- Freeing up Client facing staff from documentation
- Becoming more efficient in non-client facing areas

Approach

- Initial offshoring of 1 dedicated mortgage lending associate catering to new business
 - Offshore team member experienced in AUS mortgage broking processes and relationships
- Re-locate another 1-2 'documentation-based' roles (mortgage processing/administration)
- Add an inhouse bookkeeper based offshore
- Add an Executive Assistant based offshore

Benefits Achieved

- Cost effective growth in business
 - New 'sales' staff supported by lower-cost back office
- The business retains control over hiring and workload of offshore staff
- Net cost saving estimated at \$165k per annum (compared to employing local staff)

The Client is now an active reference site for our business

enableSME Case Study 2

Small Legal Firm (Single Partner)

Problem statement:

- Free up time for the Principal
- Better manage time for the qualified staff
- Better control over documentation

- Principal and legal staff better able to manage their time productively
- Better document management
- Net cost saving estimated at 50% compared to employing local staff

Approach

- Employment of offshore Executive Assistant role to:
 - Manage the diaries of the Principal and key legal staff
 - Ensure completed documentation is updated in the database
 - Other administrative tasks

The Client is in process of merging with a larger firm

Benefits Achieved

Outsourcing for Legal Practices

Our understanding: A legal practice generally has a split of functions between revenue generating and support roles

Revenue generating roles (including business development)

Roles that have extensive interaction (relationship) with Clients and charge them the majority of their time

- Partners
- Solicitors & Attorneys
- Skilled specialists (eg: conveyancers)
- Other practitioners

Middle Office roles

Roles that directly support the revenue generating staff and may charge clients for their time, but may not be qualified solicitors

- Paralegal
- Legal Secretary
- Conveyancing Clerk

Back Office roles

Roles that support the practice but do not generally have their time billed to Clients

- Personal Assistant/Executive Assistants
- Billing & Collections
- IT systems support
- HR/Payroll/Office admin
- Finance & Accounting
- Document management/archiving
- Word processing

Those roles highlighted in **BLUE** are our targets areas for potential outsourcing

enableSME & PPB Offer for Legal Firms

enableSME partners with PPB, a market leading advisory and consulting firm, to offer targeted services to Legal firms. We work with you to identify improvement opportunities, including the potential to offshore back office tasks.

Our service offer can include any or all of:

1. Consulting/advisory:

1. We can identify improvement opportunities at your Firm, targeting administrative back office functions
2. The outcome is a report outlining scope for potential efficiency improvements, including outsourcing opportunities and cost savings

2. Project planning and execution

1. We work with you to plan and execute any of the improvement initiatives you accept
2. This may include transition to an outsourcing arrangement

3. Outsource service delivery (enableSME)

1. We contract with your firm to:

1. Identify skills required of outsourced staff
2. Source quality candidates using our thorough recruitment process, including final interview and *selection by you*
3. Employ and onboard the staff members who you select
4. Provide the basic tools for staff members to perform their work (workstation, PC, required software) and connectivity to your system
5. Jointly manage the staff members with you, ensuring agreed performance levels are maintained

KeyMessages from enableSME

- All firms have the ability to improve the efficiency of their back offices
 - We have proven track record of assisting Firms of all sizes to improve their operating performance
- Effective planning and execution of improvement projects increases the likelihood of success
 - Outsourcing project have some unique attributes, for which we have extensive experience
- Outsourcing of back office is now available to firms of any size
 - Our approach is fully scalable from a single FTE to whole functions
- Outsourcing is not 'set and forget' and works best where the Client involvement is high
 - We encourage our Clients to consider the outsourced staff as extensions of their team
- Current technologies alleviate security and data storage concerns
 - Offshore staff generally 'remote access' into your system (same as a person working from home), so you control access, security and location where data is stored.