

Large Law Firm



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A large law firm was having problems with backlogs in document production throughout the practice.

The Personal Injury department being the worst affected, resulting in a negative impact on client service.

Pressure Areas.

- Growing backlogs within the department;
- Increased need to send volumes of simple yet lengthy letters to clients;
- Increased client frustration leading to an increase in telephone calls from clients with regard to the status of their case;
- The current office close to capacity and additional support staff could only be taken at the expense of taking on more Fee Earning staff as both could not be accommodated within current premises;
- The current budget did not allow for taking on the extra expense of additional office space;
- The practice wanted standardisation of templates and procedures but since it was non critical it kept being postponed.

Challenges Faced.

Some support staff felt threatened by the concept, as they were worried that outsourcing automatically meant their redundancy;

No time in-house to implement any projects.

Proposed Solutions.

Taking on 10 FTE offshore across the practice and keep all current onshore staff members to deal with more semi fee earning work and to manage the offshore resources;

The project was set up, migrated and fully managed by Magellan with minimal disruption to the onshore staff.

Result.

- Backlogs were eliminated in most departments and significantly reduced in the Personal Injury Department;
- Templates and processes were standardised throughout the practice as a by-product of outsourcing;
- Significant reduction in telephone calls from clients as letters and documents were sent on time;
- Significant cost savings for support services;
- Support staff were delighted with new “managerial/fee earning” roles;
- Fee Earner time freed up to take on more client work.
- Annualised savings in excess of £180,00 per annum.



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