

Legal Services Case Studies



Specialist Law Firm in the West End

A specialist Law Firm in the West End handling the purchase of new build properties from developers for buyers.

Pressure Areas.

- Rising staff costs in London and surrounding areas;
- Many clients requiring a cost effective solution for the conveyancing package;
- Competing with City Firm salaries to retain staff.
- Increased usage of expensive office space by staff.

Challenges Faced.

- Defining a workable onshore/offshore process;
- No prior experience of handling bulk volume conveyancing in this manner;
- Educating the partners (clients and developers) on how the process will work;
- Setting up a case management and reporting structure to provide essential information at a glance for all parties concerned;
- No experience in-house to implement any projects.

Proposed Solutions.

Establish an offshore team of 4 FTE's to handle the majority of the conveyancing process for their clients (up to 80%).

Set up a secure technical link giving both onshore and offshore teams access to necessary data and information;

Changing the business process such that all documents are scanned eliminating the need to rely on hard copy files.

Completing required searches online thereby giving the onshore team the ability to review searches set up by the offshore before they are submitted.

Configuring a case management system which produces detailed reports on each matter.

Result

- Ability to reduce the unit cost of the work;
- Avoid high staff costs of London as only the management of the process and the legal judgement is completed in London;
- Ability to free up UK office space;
- Ability to free up fee earner time so they are able to take on more work;
- Ability to offer an attractive price package to clients while keeping quality high and remaining profitable;
- Ability to increase the workload without having to employ extra staff at London costs;
- Annualised savings in excess of £120k per annum by outsourcing 3 fee earning staff.



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