

CASE STUDY

Working through a strategic partnership with Elevate Services, Inc., ofPartner was engaged to conduct a functional analysis for one of Elevate's customers, a law firm with over 500 support staff across Australia, the United Kingdom and Hong Kong. The information was assembled as part of a long-term global initiative to standardize operations and improve the firm's competitive advantage.



“The analysis was splendid. ofPartner and its RevelationLegal analysis tool were critical to the project team successfully handling the trying task of collecting and analyzing a tremendous amount of difficult-to-gather information.”

—Liam Brown, Founder, Chairman and CEO, Elevate Services.

CLIENT PROFILE:

Elevate's customer was a global Verein law firm with a team of over 2000 lawyers in 27 locations around the world, offering a broad range of legal services and representing some of the world's most significant businesses.

Elevate provides consulting, technology and services to law departments and law firms. With a global team of lawyers, engineers, consultants and business experts, Elevate extends and enables customers' resources and capabilities, working closely with COOs, CIOs and practice managers to design practical, effective support solutions that provide greater operational efficiency for the firm—and by extension, its clients. Elevate helps ensure firms have the objective operational metrics needed to drive management decision-making.

THE CHALLENGE:

After experiencing a period of significant growth, the firm sought to examine its operational processes and activities and explore opportunities for true global integration and standardization of support services. By analyzing operations across multiple partnerships, the global firm could better understand the current state and use the data to help shape operations to meet its future needs.



THE SOLUTION:

ofPartner was engaged to implement its unique data collection and analysis tool, RevelationLegal, to perform a functional analysis of a group of more than 500 support staff distributed across three continents. The project entailed coordination with both the firm's and Elevate's project teams on leadership and management presentations, communication planning and survey implementation. As part of the implementation process, RevelationLegal's survey was conformed to local language preferences, and a team of resident liaisons were selected and trained to answer employee questions and ensure full participation. Over a period of weeks, the survey process collected detailed job analysis information from the hundreds of employees who were invited to participate. The resulting data was provided in multiple formats to meet the complex reporting requirements of the firm's partnership structure.

THE BENEFITS:

By engaging ofPartner and the RevelationLegal process, the resulting job-related information was consistent and complete. Normalization and standardization of the data was not necessary before analysis could begin. Utilizing RevelationLegal's unique capabilities saved the project team hundreds of hours and produced detailed, quantifiable data in a very short time period.

ofPartner led the process of compiling, interpreting and analyzing the resulting data, which provided insight for more than 30 functional areas reflecting more than \$50M of annual compensation and more than 1M annual labor hours. ofPartner worked closely with the Elevate project team to correlate the data to the project objectives.

The RevelationLegal process identified:

- Activities consuming the most labor hours
- Number of employees performing functions outside their primary area
- Hours worked performing functions inside/outside their primary functional area
- Average total and hourly cost of employee by function and department

Our robust reporting included:

- Heat maps showing where functions are performed geographically
- Heat maps illustrating the concentration of resources by function
- Detailed functional analysis by individual and by primary functional area

CONTACT US FOR MORE INFORMATION

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