

CASE STUDY

Working through a strategic partnership with Elevate Services, Inc., ofPartner was engaged to analyze more than 750 support staff positions in 15 locations across the globe for one of Elevate's law firm customers. The information was being assembled as a preliminary assessment of opportunities for global efficiencies.



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“Our client was very impressed with how much information we were able to assemble using such a basic set of material. Although preliminary, the management insights and supplemental observations ofPartner was able to provide were precisely what the client was hoping to receive.”

—Mark Redmayne, VP of Contract Solutions, Elevate Services

CLIENT PROFILE:

Elevate's customer was a global law firm of more than 800 lawyers across 15 offices who help their clients grow, protect their assets, and navigate the challenges of complex law and regulation. A combination of sophisticated legal and business counseling and impeccable service has made the firm counsel of choice to an ever-growing list of market leaders, creating opportunities for its people to engage in the most challenging and exciting work.

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:

The firm was considering a more detailed and thorough analysis of its global support resources, but as a preliminary effort, sought to identify potential opportunities for global efficiencies based on readily available information such as employee rosters and organizational charts.



THE SOLUTION:

ofPartner was engaged to organize and break down the information to reveal insights based on our significant law firm management experience, industry benchmarking, and knowledge gleaned from analysis projects performed for other law firm clients. To complete the analysis, we developed a database to correlate the functional area and geographic location for each support position and the attorneys they support.

THE BENEFITS:

Leveraging our database of available information, ofPartner led the process of compiling, interpreting and analyzing the resulting data, which provided general insight into nearly 50 individual positions (titles) within more than 11 functional areas across 15 locations. ofPartner worked closely with the Elevate project team to correlate the data to the project objectives.

Our efforts identified:

- Categories of activities consuming the most personnel and labor hours.
- Ratios of all positions and functional department personnel per attorney.

A department-by-department analysis included:

- Market intelligence insights
- Industry benchmarking
- Preliminary observations
- Recommendations for further analysis

CONTACT US FOR MORE INFORMATION

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