

CASE STUDY

Working through a strategic partnership with NSource, ofPartner was engaged to conduct a job analysis on a Chicago-based law firm's more than 230 legal and support staff in three U.S. locations. This analysis was conducted to gather workflow and process information to be included as the firm considered a comprehensive redesign of its office space.



“ofPartner and the RevelationLegal analysis tool not only helped us ‘fill in the blanks’ we had been missing, but also provided insight beyond what we were even expecting.”

—Mike Bryant, Founder, NSource

CLIENT PROFILE:

NSource's client was a leading midsize law firm based in Chicago, with four additional offices on the East Coast. The firm provides corporate clients and individuals with a wide array of legal services divided into multiple practice groups and industry teams. Many clients rely on the firm for multiple areas of legal counsel and benefit from the efficiencies realized by opting to consolidate legal services to a single, full-service provider.

NSource has established an outsourcing “version 2.0” business model that offers a scalable, technology-enabled platform that delivers improved profitability for clients. NSource effectively integrates business process outsourcing (BPO), knowledge process outsourcing (KPO) and human resources outsourcing (HRO) through a consultative approach that leverages SaaS and operations excellence across a global platform.

THE CHALLENGE:

As the project of redesigning its space was under way, the firm needed a fast but efficient method of gaining insight into how its people worked. While efforts to understand the culture and preferences were nearly complete, it was proving difficult to ascertain practical information about how employees were actually working.

THE SOLUTION:

ofPartner was engaged to implement its unique data collection and analysis tool, RevelationLegal, to perform a functional analysis of all the client's personnel—a group of more than 230 legal and support staff in three office locations. The project entailed coordination with both the client and NSource project teams on leadership and management presentations, communication planning and survey implementation.

As part of the implementation process, RevelationLegal's questionnaire was conformed with descriptive language that client personnel were accustomed to using. The client's management team participated in the process before any other personnel to provide feedback and suggestions. Over a period of weeks, the survey process collected detailed job analysis information from client personnel. The resulting data, along with an ofPartner Initial Findings report, were made available within a period of weeks.

THE BENEFITS:

By using the RevelationLegal process, the resulting job-related information was consistent and complete. Normalization and standardization of the data were not necessary before analysis could begin. Utilizing RevelationLegal's unique capabilities saved the project team many hours and quickly produced detailed, quantifiable data.

ofPartner led the process of compiling, interpreting and analyzing the resulting data, which detailed insight into more than 65 individual positions (titles) across 12 legal and administrative departments, reflecting more than \$25M of annual compensation and more than 350K annual labor hours. ofPartner worked closely with the NSource project team to correlate the data to the project objectives.



The RevelationLegal process identified:

- Administrative activities consuming significant amounts of lawyer time
- Activities with low participation that could benefit from greater lawyer involvement
- Operational areas that could benefit from process improvement efforts (e.g., training, technology and outsourcing)
- Personnel performing tasks outside their normal departmental activities, which could indicate positions that would benefit from a transfer to a more appropriate department/manager
- Opportunities to improve the utilization of secretarial personnel
- Cost information used to guide billing rate reviews and the development of alternative billing arrangements
- Much more...

CONTACT US FOR MORE INFORMATION

+1 312.720.6145 • INFO@OFPARTNER.COM