

CASE STUDY

Working through a strategic partnership with NSource, ofPartner was engaged to conduct a job analysis on a law firm's nearly 750 legal and support staff located in New York. This analysis was conducted to gather workflow and process information to be used as the firm evaluated roles and the design of its anticipated new office space.



“Without ofPartner and the RevelationLegal analysis tool, I do not believe we would have been able to obtain such insight about how our people work. Although we presented Bill with several significant challenges, his flexibility and willingness to ‘do what it takes’ were invaluable.”

—Mike Bryant, Founder, NSource

CLIENT PROFILE:

NSource's client was a premier international law firm handling high-profile, complex cases and business transactions through 12 offices worldwide. Its offices work together on an integrated basis, giving the firm an extraordinary global presence and allowing its people to serve a client base that includes the world's leading companies and financial institutions.

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 client was designing new office space and planning a significant relocation, the firm sought additional information to support its efforts to improve workflow and administrative processes. The goal was to incorporate these improvements into the design and efficiency of the new space.

Under consideration were a) moving all staff to the new location; b) creating a near-site operation for certain roles/tasks that were not proximity dependent; and c) creating a far-site operation in a lower-cost jurisdiction for non-proximity-dependent roles.

The client needed an effective and efficient method of gaining insight into how its personnel were working. While the firm had access to anecdotal and surmised information, it sought quantifiable data to clearly see where opportunities existed.



THE SOLUTION:

ofPartner was engaged to implement its unique data collection and analysis tool, RevelationLegal, to perform a functional analysis of nearly 750 people located in the client's New York offices. 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 survey was conformed with descriptive language that client personnel were accustomed to using. 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 200 individual positions (titles) across 35 legal and administrative departments, reflecting more than \$90M of annual compensation and more than 1M annual labor hours. ofPartner worked closely with the NSource project team to correlate the data to the project objectives.

The RevelationLegal process identified:

- Opportunities to use contract or lower-cost personnel to perform select legal activities
- Support services that could benefit from process improvement efforts (e.g., training, technology and outsourcing)
- Personnel performing tasks outside their normal departmental activities
- Opportunities to improve the utilization of secretarial personnel
- A detailed analysis of the firm's present contingent personnel
- Much more...

CONTACT US FOR MORE INFORMATION

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