

Transforming back office support: key achievements

Capsticks is independently rated by The Legal 500 and Chambers Directory as the leading provider of legal services to the health and social care sector and in the field of professional discipline. In June 2013 the firm also acquired a highly rated social housing practice, creating a firm with over 230 fee earners across 4 offices in London, Birmingham, Leeds and Winchester. The firm acts for over 200 clients, including all forms of NHS provider and commissioner organisations, the Department of Health, the NHSLA, regulatory bodies, charities, independent healthcare providers, housing associations, medical malpractice insurers and defence organisations.



Intelligent Office began working with Capsticks in January 2010 ahead of the firm's move to flagship new premises in London. The firm's relocation provided the ideal opportunity to review the way secretarial and administrative support were delivered to the firm's expanding fee earner community.

Outsourcing a range of services to Intelligent Office including, amongst others, elements of the secretarial function, mailroom, reprographics, facilities, front of house, file management and document production over the past five years **has enabled the management of the firm to focus on growing the top line and profitability whilst Intelligent Office has focused on making the back office more efficient and professional.**

As a result of this partnership, within a five year period the **cost of service per fee earner has decreased by 65%.**

The client view

"We saw outsourcing our administration and document production functions to Intelligent Office as the best way to maximise value from these functions whilst enabling us to focus on our clients. It's a major decision for any business to take. Would we make the same decision again? Yes."

Neil Middleton, COO, Capsticks

Since starting work with Capsticks, Intelligent Office have implemented the following key initiatives:

- **Realigned secretarial structure and outsourced document production service to Intelligent Office. The benefits to the firm from this major change in operating structure include:**
 - ✓ A team which is skilled in document production for all departments as opposed to specific fee earners, allowing maximum flexibility in resource management
 - ✓ Improved word processing speeds by 32% through better staff training and performance management
 - ✓ As staff members have left the Document Production Centre, their work has been fulfilled by Intelligent Office's offsite document production support function, Transcription Services. Transcription Services is also used for peaks in workload ensuring that service levels are consistent and cost effective. Furthermore, as work has migrated to Transcription Services, desks have been freed for use by the fee earning staff
 - ✓ Extended opening hours by 64%, incorporating onsite and offsite service
 - ✓ Developing a 'house style' for all document production providing consistency and improving quality and efficiency (ongoing)

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- **Implemented a new 'Floor Support' service, providing a one stop shop for document handling and administrative services within each department. This has delivered the following benefits to the firm:**
 - ✓ Moved from a fee earner centric to a fully centralised filing system within each department providing a more efficient way of managing filing as well as space
 - ✓ Re-tendered stationery provision delivering 33% savings and consulted on a new print equipment tender also resulting in significant savings
 - ✓ Led a 12 month project to move the firm from hard-copy filing to being entirely digitised. The new e-filing system provides huge benefits to fee earners in terms of ease of file access and client compliance. It also generates significant cost savings as less staff are required to file and less physical space is needed to house the files
 - ✓ Implemented a clear desk policy across the firm
 - ✓ The team takes responsibility for office moves, working weekends and evenings to ensure the office set up is ready for launch
 - ✓ Freed up PA time to deal with more high value work such as building client relationships and supporting fee earners
 - ✓ Consistency of administrative processes introduced across the whole firm delivering future economies of scale
- **Review of all First Impression services undertaken which resulted in the following benefits to the firm:**
 - ✓ With the same staff numbers at reception we now also provide a travel booking service with on-site ticket printing facility, ensuring that best value options are always chosen
 - ✓ The visitor experience has been redefined ensuring that they experience a superior client focused service at all times
 - ✓ A new call handling protocol has been implemented which has increased the number of calls being handled by the same team
 - ✓ Existing resources have been realigned to provide flexibility and improved services

- **Restructured the office services function to create a new Docucentre delivering the following benefits:**
 - ✓ Created a multi functional team through cross training giving more flexibility in resourcing
 - ✓ Carried out a full audit of property deeds and implemented a new deeds management process
 - ✓ Increase in reprographic volumes of 28% since our contract started, releasing PAs time for higher value tasks
- **Assumed responsibility for the facilities and health and safety management for the firm, achieving the following:**
 - ✓ Availability of an experienced move team who managed the firm's office move to Wimbledon which involved the planning and co-ordination of the physical move and a major file reduction exercise
 - ✓ Negotiated a substantial saving of 19% on the mechanical and electrical maintenance contract for the new building through tendering the service with a number of suppliers
 - ✓ All health and safety checks and procedures are now managed by our central team ensuring a consistent and current approach which frees up firm management time

Intelligent Office continually looks at ways of improving the range of services its clients require and delivering these in a cost effective manner. We were therefore delighted that – in recognition of the value our team had added to their business during the initial contract - Capsticks chose to renew its contract with us for a further 5 years in September 2014.

IntelligentOffice^{UK}

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