

Optimising central London real estate whilst reducing document production costs

Intelligent Office Transcription Services (IOTS) started working with Bircham Dyson Bell (BDB) in February 2015.

Keen to maximise the value of its central London location, the firm decided to migrate its document production work to IOTS' secure shared service centres in Scotland and reduce the amount of office space required for onsite support services.

Results achieved

Since the contract began, IOTS has received 98.8% satisfaction from the fee earners at BDB. After just two months of working with IOTS, the volume of work had increased by 156% and resource allocated to the account at IOTS increased by 33%, in line with demand.

Mark Jones, Chief Operating Officer at BDB had this to say about the service:

"We had confidence in Intelligent Office Transcription Services from the start. The implementation process was smooth and straightforward and the fee earner information sessions held by their implementation manager were instrumental in providing credibility and reassurance, in particular around the level of service we could expect and the confidentiality and security of our information."

The quality of the documents produced has been great from the start and the flexibility offered by Intelligent Office allows us plenty of additional resource to ensure that documents are produced for our clients in a timely and efficient manner."

Intelligent Office UK's Chief Executive, Rachel McCorry said:

"Law firms throughout the UK are looking at their operating models and identifying how they can best match resources and service to their business needs. Key to this is flexibility and an increasing number of firms are realising that there is an alternative way of working which provides everything they need at a fraction of their existing costs."

Managing change

To kick off the process, IOTS' dedicated implementation manager spent time with BDB's secretaries to gain a clear understanding of the firm's house style, precedents and case management system. We used the information obtained on site to train our team in Scotland as well as to produce standard operating procedures for providing support to BDB.

When they learn that their document production is going to be completed offsite by a third-party provider, fee earners often have a few concerns. These include perceived lack of control and whether the work will be completed within timeframes and to a high standard.

IOTS' implementation manager conducted a number of information sessions with secretaries and fee earners before the service transferred to IOTS. This enabled us to ensure that they understood

the service level agreements, new workflows, how they would send and receive work, and how they could get in touch with IOTS.

The IT set-up was straightforward. IOTS works directly in the BigHand queue, via a Citrix connection, and returns work into BDB's document management system.

About Bircham Dyson Bell

As a UK top 100, award winning London law firm, BDB advise a diverse range of clients: from private companies, public sector bodies and individuals, to not-for-profit organisations, blue chip companies and household brand names.

The firm works across all major practice areas, including: corporate and commercial; real estate; planning and major projects; private wealth; family; employment; litigation and dispute resolution; intellectual property and charities. Other areas of focus include advising on influencing government policy and legislation – offering the unique ability to add value to clients on reputation and crisis management. Internationally, BDB's memberships with law firms in other parts of the world enable the firm to deliver effective support to its clients on cross-border matters and transactions.

About Intelligent Office Transcription Services

Working with more than 40 law firms, including 13 of the UK top 100, IOTS provides a range of document production services and support from two onshore shared services centres in Scotland: Alloa and Glasgow. Our services are:

- High-quality: we only work with the legal sector and have a 99.7% accuracy rate
- Secure: 100% of our work is completed in two onshore shared services centres. We do not use homeworkers
- Cost-effective: pay-as-you-go and use as much or as little of the service as you wish

Find out how much you could save with IOTS by visiting our online cost calculator at www.intelligentofficeuk.com/cost-calculator.

TRANSCRIPTIONSERVICES

from **IntelligentOffice**^{UK}

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