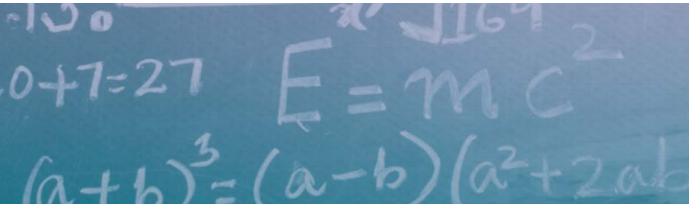
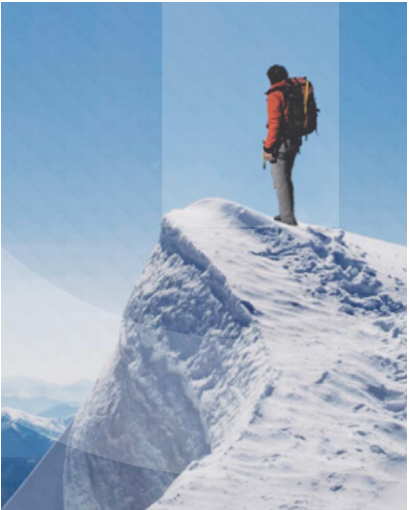
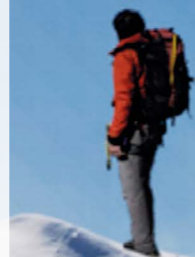


Capability and Credentials



Our objective

To help law firms by delivering more professional, modern and high-quality support services to their fee earners and clients.



Impact of outsourcing to Intelligent Office

Improved typing speeds of the transferring secretarial staff by **32%**

in 12 months, enabling the same team to do more work.

Introduced full-firm e-filing and 'clear desk policy' within **18** months,

creating additional fee earner desk space, increased access of files, improved security and significantly reduced costs.

Supported an increase in reprographics volumes of **35%**

with the same headcount through cross-training and re-engineering processes.

Reduced cost of service per fee earner by **64%**

Why choose Intelligent Office?

Delivery



We handle the detail so you can concentrate on the bigger picture

Delivery, delivery, delivery. By focusing relentlessly on delivering outstanding administrative support services, partners, fee earners and operational management are free to concentrate on growth and profitability. For one client, the combination of our effectiveness and their significant fee earner growth resulted in a 64% reduction in the cost of service per fee earner during our first contract term.

Knowledge



Sharing best practice means that you benefit from maximum value

Using operational best practice from across our network – more than 800 people based in 48 client sites and three shared services centres – we are able to review and improve working practices and processes. With more law firm clients than any other equivalent provider, we have the experience needed to recommend future service improvements and efficiencies, benefiting our clients throughout the life of our contract with them.

Quality



Improving the quality of your support services so your productivity can go sky high

Your clients expect the best. So do ours. Our absolute priority is to give you a consistently high-quality service, so our internal processes, training and infrastructure are all focused on this single goal. We transformed one client's front-of-house service, implemented full-firm e-filing and a 'clear desk policy' at another, and have managed a number of mission-critical office moves.

Enabling change



Fresh and flexible thinking to help change your firm for the better

We are a catalyst for change, with unique experience that includes both restructuring in-house support services and delivering those services – secretarial, document production and back office. We know that people react very differently to change and so we help throughout the process, enabling support staff, fee earners and the wider business to change for the better.

Management



The right people in the right place at the right time

Law firms are really good at providing legal advice; motivating and managing their fee earners to give clients an excellent service. We have the same mentality, but our focus is on support services and people. You'd expect your clients to bring in experts. Why not do the same for your firm? You'll be in safe hands as we have achieved the highest accreditation, Gold, from Investors in People.

About Intelligent Office

- ▼ The leading provider of support services to the UK legal sector
- ▼ More than 800 people based in 48 client sites and three shared services centres
- ▼ Supporting more than 6,000 customers each day
- ▼ Investors in People – Gold accreditation
- ▼ Clients include Addleshaw Goddard, Bircham Dyson Bell, Capsticks, DAC Beachcroft, Farrer & Co, Freeths, Gowling WLG, Penningtons Manches, SRA, Shearman & Sterling, Stephenson Harwood, and Wedlake Bell

Services

- ▼ Secretarial
- ▼ Document production (on and off-site)
- ▼ Print and mail
- ▼ Records and archives
- ▼ Front-of-house
- ▼ Matter management
- ▼ Procurement

To read case studies and client feedback,
please visit www.intelligentofficeuk.com/clients

What our clients say

"Intelligent Office has turned our back office into a much slicker and streamlined operation, bringing improved working practices and efficiencies, which in turn enables us to provide an improved service to our clients."

Sue Shale, Chief Financial Officer and Partner, Farrer & Co

"Outsourcing our back office and front-of-house services to Intelligent Office falls into the 'no brainer' category. In the current environment where law firms are facing so many challenges, we need to rely on the consistent provision of these services to support our busy partners and fee earners."

John Banister, Chief Executive Officer, Wiggin

"We saw outsourcing our administrative and document production functions to Intelligent Office as the best way to maximise value from these services while 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, Chief Operating Officer, Capsticks

"We had confidence in Intelligent Office Transcription Services from the start. The quality of the documents produced has been great 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."

Mark Jones, Chief Operating Officer, Bircham Dyson Bell

Contact

Sam Nicholls
Head of Business Development
+44 (0) 7984 252 150
sam.nicholls@intelligentofficeuk.com

Jo Styles
Business Development Director
+44 (0) 7753 497 940
jo.styles@intelligentofficeuk.com

intelligentofficeuk.com
@IntelOfficeUK

