

TRANSFORMING LEGAL SUPPORT SERVICES

Capsticks, a UK top 100 law firm with a turnover of c.£46m, is a leading provider of legal services to the health, social care and housing sectors, as well as in the field of professional discipline. The firm employs c.450 staff across five offices.

Intelligent Office (IO) has transformed the secretarial and administrative functions at Capsticks through digitising workflow, enabling the firm to benefit from an offsite/onsite delivery model and re-engineered support teams. Capsticks has twice renewed its partnership agreement with IO, in recognition of the value our team have delivered.

THE NEED FOR CHANGE

Ahead of outsourcing to IO, Capsticks had already made plans to grow fee earner headcount substantially and whilst the firm had an excellent reputation for the quality of its lawyers, the support services provided to the firm were not keeping pace with the quality of legal advice it provided.

Having chosen to outsource a range of services to IO, a key priority for Capsticks was to free up management time to focus on growing the top line and profitability whilst also working with us to redefine the quality of support services provision.

SERVICES DELIVERED

- Document production
- Administrative support
- Print, mailroom and records management
- Front of house
- Facilities management
- Core goods procurement

SOLUTION

During the ongoing partnership with Capsticks, IO has implemented a number of transformative operational initiatives:

- Transforming the firm's secretarial function with document production being outsourced to IO

- Working in partnership with the firm to institute paper-lite working, with incoming mail scanned by IO teams at source and no new matters being opened in hard-copy
- Implementing a new 'Floor Support' service, providing a one-stop shop for document handling and administrative services within each fee earning team, enabling the firm to gradually increase the number of fee earners supported by one PA
- Freeing up PA time to deal with more high value work such as building client relationships and supporting fee earners
- Carrying out a comprehensive review of front of house services (First Impression) resulting in a redefined visitor experience
- Restructuring the office services function to create a new Docucentre, delivering a multi-functional team through cross training; resulting in more output with the same resources
- Assuming responsibility for facilities management, supporting the firm to open four new offices

RESULTS / KEY ACHIEVEMENTS

IO's focus on continuous improvement, cross-training and introduction of paper-lite working practices has delivered major improvements to the quality of support services at Capsticks, which include:

- **Reducing the cost of IO services per fee earner by over 64%**
- Through the implementation of paper-lite working, in conjunction with a broader agile programme, Capsticks was able to **sublet a substantial portion of its London office space driving a saving to the firm**
- **Improving document production speeds by 32%** through better staff training and performance management
- **Increasing the volume of reprographic work completed by the central reprographics team by 28%**, releasing PA's time for higher value tasks



"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.

IO have made a significant contribution to Capsticks' over the past ten years. The IO team has worked shoulder to shoulder with us in true partnership and we have achieved much together during a time of transformational growth for the firm."

NEIL MIDDLETON, COO, CAPSTICKS

