

OPTIMISING CENTRAL LONDON REAL ESTATE

WHILST REDUCING DOCUMENT PRODUCTION COSTS

Keen to maximise the value of its central London location, the firm decided to migrate its document production work to Intelligent Office's secure shared service centres (ISC) and reduce the amount of office space required for onsite support services.

RESULTS ACHIEVED

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

IO'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, IO's dedicated implementation manager spent time with BDB Pitmans' 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 ISC team, as well as to produce standard operating procedures for providing support to BDB Pitmans.

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.

IO's implementation manager conducted a number of information sessions with secretaries and fee earners before the service transferred to IO. 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 the ISC.

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

ABOUT BDB PITMANS

BDB Pitmans was established in 2018 following a merger between legacy firms Bircham Dyson Bell and Pitmans Law.

The firm brings together over 300 years of legal expertise across four locations – Cambridge, London, Reading and Southampton.

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 Pitmans' 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 THE ISC

Working with more than 40 law firms, including 14 of the UK top 100, the ISC provides a range of document production services and support from four onshore shared services centres. Our services are:

- High-quality: we only work with the legal sector and have a 99.7% accuracy rate
- Secure: the IO shared services centres in Scotland and Bristol are ISO27001 accredited
- Trusted: 100% of our work is completed in four onshore shared services centres. We do not use homeworkers
- Fully integrated with your systems and styles: an extension of your team
- Cost-effective: pay-as-you-go and use as much or as little of the service as you wish



We had confidence in Intelligent Office 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”

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