

OFFICE SERVICES CONSOLIDATION IN THE LEGAL INDUSTRY

ENHANCED SERVICE QUALITY BASED ON INDUSTRY BEST PRACTICES



This leading global law firm was experiencing disjointed services between its offices. Office Services were provided by a combination of outside vendors and in-house operations in the firm's US locations.

Challenges

The firm's situation created a number of challenges for the business, including a lack of service continuity, which created different levels of service and quality in different offices, leading to an inconsistent end-user experience. Furthermore, there was an administrative burden on the firm due to the multiple in-house operations and different vendors to manage.

Additionally, there was a lack of innovation from vendor partners and in-house operations, and reporting was not integrated, making it difficult to manage and control costs.

In an attempt to improve and standardize service levels and reduce overall operating expenses, the firm led a global initiative to outsource office support services to a single provider in multiple firm locations. The firm recognized the need for a provider who could deliver a solution to address the challenges it faced.

Solution

SPS was initially selected to provide services in two of the firm's offices (Northern

California and Washington DC), where it displayed its ability to provide operational excellence and service continuity.

As the firm sought to continue standardization beyond the two locations managed by SPS, the firm included SPS in a thorough RFP process to consolidate services in four of the larger offices under one vendor.



standardized

SPS' solution brought consistent levels of service to the firm's offices nationwide

As a result of SPS' continued excellent performance, the firm selected SPS to provide additional service lines and further expand its footprint to four additional locations. SPS was selected due to its demonstrated expertise in providing outsourced services for the legal industry as well as its ability to design a custom solution, which included highly-trained talent with restructured staff schedules, the replacement of outdated technology and enhanced service quality based on industry best practices.

Customer Profile

For over one hundred years, this global law firm has consistently delivered results to its clients. The firm's lawyers provide expertise in multiple legal jurisdictions and serve a portfolio of diverse clients.



Learn more about
our legal services

SPS 
Swiss Post Solutions

The SPS solution included standardized processes and technology across locations to create a uniform guest and end user experience. SPS also redesigned the mail and print centers for the centralization of processes while reengineering and streamlining operational procedures.



integrated

reporting for the entire operation

Additionally, the SPS solution provided integrated reporting for the entire operation and established Service Level Agreements (SLAs) to ensure quality, consistency and performance.

Benefits

SPS provided a comprehensive, proven and customized solution that delivered measurably improved service levels, enhancing the quality of Hospitality and Office Services and creating a welcoming and comfortable experience for end users and guests.



cost savings

immediate and ongoing cost savings for the firm

Further benefits of the SPS solution included the standardization of services across locations and the integration of tracking and reporting through updated technology.



excellence

service and operational excellence through process optimization

SPS applied its distinctive expertise with the service lines in-scope and with law firms to provide the continuous improvement and innovation that the firm desired along with measurable and tangible cost savings for the firm.