

Streamlining Word Processing Capabilities for an AmLaw 50 Firm

CHALLENGE

Novitex was providing office services, such as mailroom management and reprographics, to this AmLaw 50 international law firm based in New York. They turned to us to help improve their Word Processing operations. The law firm was utilizing in-house staff on-site to complete projects. They needed to optimize their support staff's workload and expenditures. Following a thorough analysis of the firm's overall workflow, we discovered that our client:

- ❑ Lacked defined procedures
- ❑ Experienced fluctuating project volumes
- ❑ Had limited insight into project workflows
- ❑ Struggled with hiring talent with legal experience
- ❑ Did not have the capacity to handle 24/7 requests

SOLUTION

To help create a seamless transition, we recommended a Word Processing solution that started with our client utilizing four experienced legal experts that we hired and trained to work on-site in our existing space within the firm. Our team quickly ramped up, expanding services to include Excel and PowerPoint support. To manage the fluctuating workflow volume, we sent more complex projects to our off-site facility. This allowed the client to tap into our creative labor pool and high proficiency in Word Processing while increasing service hours from eight hour, five-day shifts to 24/7 availability. At our off-site facility, our experts support the law firm with the creation and deep reshaping of documents, such as last minute proofreading and fact-checking. Services provided include, but are not limited to:

- ❑ Formatting Excel or PowerPoint files
- ❑ Stripping and reformatting documents
- ❑ Creating diagrams and charts
- ❑ Generating Table of Authorities, Tables of Contents,.
- ❑ Cross-referencing
- ❑ Revisions

Novitex also leveraged Six Sigma methodology and technology to implement our proprietary job-tracking system, allowing Novitex to manage all Word Processing projects from client submissions while providing complete transparency into the workflow. This system facilitates:

- ❑ Direct submission of work by the firm and/or Novitex's Service Delivery team members
- ❑ Work routing and tracking to Lead Word Processors, Word Processors and Proofreaders
- ❑ Reporting of work status to management and our client
- ❑ Export of statistics on work performed for billing purposes
- ❑ Recordkeeping and auditing of work performed
- ❑ Web-based access for multiple sites/customers

RESULTS

We completed the hiring and transition of staff in a two-week timeframe. This required the hiring of an experienced Word Processing Manager with extensive experience in managing word processing and desktop publishing services in a similarly-sized environment. All workflow coordination/leadership positions were filled with experienced supervisors and lead operators.

Our client benefited from improvements in staffing and processes as well as the implementation of our on- and offsite approach.

Specific results included:



\$3MM
Reduction in
Costs Over the
Contract Term



Increased
Annual
Savings by
40%



Improved
Productivity
and
Processing
Times