



Mid-Size DC Law Firm

Case Study for
GLC Business Services

Challenge

- Provide competent, knowledgeable employees
- Improve quality of all output
- Upgrade technology systems and equipment
- Cross-train all services personnel

Solution

- Cutting edge digital platform for document management
- Updated mail room and message delivery systems
- Ongoing training on all systems and software

Results

- Restored and elevated confidence and trust in personnel and outsourcing
- Improved accountability to firm leaders
- Improved communication
- Improved attorney to secretary ratio: 3 to 1

Records Management Solution Leads to Zero Lost Files Annually.

Among GLC Business Service's top NE region clients is a mid-sized Washington, DC law firm of more than 50 attorneys. The firm's areas of practice include general commercial litigation, Supreme Court and appellate litigation, antitrust, telecommunications, class actions, governmental investigations, intellectual property, products liability, securities fraud, and white collar criminal defense.

Challenge

GLC Business Services became the exclusive onsite support services company for the firm in April of 2006. The firm's administrator was seeking ways to better control all of the onsite support services needed at their single office location and to improve internal relations. The challenge was to replace the current services provider with the goal of improving the overall quality and accuracy of each functional area while improving the communication and responsiveness within the organization. GLC evaluated the site's operation of the incumbent operation and outlined numerous production improvement areas.

Program Solution

One of the reasons that GLC, an 18 year old onsite support services company, has been successful and has experienced growth even during the past two years of a highly volatile economic climate, is because of its founding principle: to meet and exceed client expectations. Each day Consider It Done, the company's long-standing mantra is put into practice.

The firm required a top to bottom restructuring of their onsite support services which had been managed by an incumbent outsource provider for several years. The objectives were to provide customized solutions that would establish better quality, and to improve internal staff relations, streamline communication and improve productivity throughout all office support areas.

GLC has just entered the fifth year of their services contract with the firm that is represented by just over 50 attorneys. The company is responsible for the firm's imaging, printing, scanning, mail center and messenger service, faxing, office supply management, catering, conference room and hospitality operations.

Gerard Chambers, founder and CEO of GLC Business Services, explained the significance of securing the services contract four years ago.

"The Washington, DC marketplace is a very important space for GLC to grow our onsite support services company. While we are competing in the same arena as other leading global onsite support service firms such as Oce and IKON, we are confident that our strategic, customer service centric approach to managing law firm sites will continue to improve the productivity and profitability of our small to mid-range legal clients throughout the region."

Gerald Chambers,
Founder & CEO of GLC Business Services



Consider It Done.

Program Solution- *continued*

The firm sought an onsite support services partner who could supply them value beyond just financial savings and one that could focus on developing processes that would result in better control of the onsite service team. GLC delivered on both challenges. As part of the initial site evaluation, GLC learned that internal client satisfaction and quality had to be addressed. The team solved the problem by providing a performance-based system to enable more responsive service to its attorneys and professional staff through online communication and new reporting standards. They had set a goal to create an environment where an ongoing proactive approach to improving operations would become routine behavior.

The GLC site manager Patricia Porter leads an onsite team of six.

"We have become a team that everyone at the firm depends on because we are able to respond to their needs at a moment's notice. Everyone on the team places communication at the top of their accountability list," she said. "They have been involved with every aspect of the records department conversion to the just completed space renovation work."

In the past, if there were issues that needed to be addressed, the problems were not resolved as quickly as management required. In addition, there had been a lack of timely communication and therefore, slower problem solving was the norm. That changed as a result of consistent and ongoing email and face to face communication between firm staff, GLC team members, and the Firm Administrator.

GLC introduced a suite of cutting edge printer/copier systems with eCopy scanning capabilities and assisted with the implementation of new software solutions to address inefficiencies in a number of areas. One of the systems, nQueue, provides software based information accountability solutions to assist firms in better managing and accounting for their digital transactions. It not only maximized the firm's billable revenue in the document output area but it also provided valuable metrics that allow GLC and the firm administrator to monitor and evaluate service deliverables in both front and back office operations.

"GLC instilled a confidence and trust level that we had not experienced before. We made a difference from day one by providing the objective critical assessment of the firm's work flow and then went to work to implement more effective oversight and support to transform the departments that were identified. The firm now operates with a 3 to 1 attorney to secretary ratio." said Porter.

Results

GLC has provided a streamlined onsite support operation that is scalable and flexible. They have and continue to be a proactive firm that is positioned to recommend technology upgrades and optimize existing systems as the client's needs change to meet the demands of their legal practice. They replaced the firm's legacy systems with state of the art electronic records management and filing systems and have provided the leadership necessary to provide ongoing recommendations for the firm's transformation from a manual-based office support operation to a digital platform.

The law firm's own professional staff has become more productive and efficient and has gained the level of control that they required. GLC also recommended changing the office supply vendors and have been able to provide cost savings in several key areas including paper products.

In addition, there are several additional success factors in GLC's ability to remain the firm's provider. The first is GLC's commitment to providing accessibility to its customer's management partners and administrative team. The second is their exceptional vendor relationships which allow for ongoing evaluation of equipment and product costs to provide the most cost-effective support and supplies solutions.

Since 1992, GLC Business Services has maintained a client retention rate that exceeds 96 percent annually. This Washington, DC firm chose GLC Business Services because they know that our model of customer service is unmatched in the industry.

If you'd like more information about GLC Business Services, please call us at (866) 258-3910.



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GLC Business Services is an independent provider of on-site office operations for law firms in the United States. The company specializes in deploying high-level, strategic initiatives such as enterprise-wide electronic records management systems and office support services including document production, records management, and mail services. GLC Business Services is known for providing individualized solutions that meet each law firm's specific requirements and objectives. For more information, visit www.glcbusinessservices.com.