



Challenge

- Address all issues on a timely and consistent basis
- Deliver highest level of service within records services and document management areas

Solution

- Cross-train staff to execute all operations services
- GLC pre-screens all employees to match skill sets with site requirements
- Authorize managers to act quickly to correct problems
- Provide access to top management at all times
- Reduce costs while improving service performance

Results

- GLC placed 7 staff onsite
- GLC streamlined records department has reduced staff from 5 to 2
- GLC implemented ERM system and upgrades it as necessary

Firm Employees Know They Can Rely on GLC's "Go-to" Team

Challenge

The firm wanted to improve internal client satisfaction by providing better quality and more responsive service to its attorneys and professional staff. They had set a goal to create an environment where an ongoing proactive approach to improving operations would become routine behavior. They were seeking an onsite support services partner who could supply them value beyond just financial savings and one that could focus on quality while assimilating to and improving the firm's existing culture.

In the past, if there were issues that needed to be addressed, the problems were not resolved quickly. They were looking for consistency and quick response with the team they would outsource their vital operations services to.

The areas that needed attention were the entire records management system, office services, including copy, fax, mail, messenger, and supplies management, and hospitality function including conference room setup and maintenance.

Carla Goggin, Executive Director at Hahn & Hessen, explains what makes GLC successful at Hahn & Hessen. *"GLC is a better provider because of their well-trained people and their management. GLC knows how to screen employees and place the right people into the right accounts while using technology to improve processes."*

Carla Goggin,
Executive Director

Program Solution

In 2006, GLC instituted a range of new processes to improve the quality and efficiency of the office services, hospitality and records departments that began with top down re-evaluation of the process work flow systems. A key productivity improvement area is the mail room that reduced labor cost while increasing output and improving overall customer satisfaction. GLC also condensed the number of supply items ordered and stocked on the in-house shelving units. The reductions in inventory and process changes have reduced supply costs significantly.

Program Solution- *continued*

On the records end of the operation, in addition to implementing a range of new processes to improve the quality and efficiency of the department, GLC increased the utilization of the Legal Key records management system, and improved the effectiveness of the Conflicts process. The GLC team upgraded the end-user training necessary to provide optimum service. These upgrades improved the process for imaging documents and transferring documents to a digital platform thus allowing firm staff the ability to instantly view documents online via their Document Management System. GLC also maintains offsite storage inventory, and tracks all boxes inside and outside of the firm.

GLC's empowered management team makes the necessary day to day process decisions to keep the client's work flowing efficiently. The number of interruptions to major projects has been reduced because our onsite teams are all cross-trained to be able to provide service within any outsourced departments. This improves work flow and the quality of production for optimum performance.

The GLC team oversees records and document filing and maintains walkup copiers, centralized printers, and scanning operations on two floors. In addition they manage the full scope copy center operations. In the centralized copy center, GLC now scans and handles more than 100,000 documents per month and nearly 5,000 per day. The entire firm-wide operation is evaluated monthly through GLC's Value Added Review reporting. The reports are reviewed with the firm's office administrator and site management team to identify opportunities to increase productivity, improve response time and overall customer satisfaction.

"We identified a number of areas immediately where GLC's model works better. We provide consistent, effective communication between the client, our GLC team and GLC management and the results have been apparent throughout all service areas," said Earl Ford, Site Manager.



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Hahn & Hessen LLP is a mid-sized New York City-based commercial law firm of nearly 60 attorneys. Founded in 1931, the firm serves more than thirty of the largest financial institutions in the world.

Results

Site manager Earl Ford sums up the results of GLC's seven-member team by stating that, "they understand the importance of accountability and staff responsibility at Hahn & Hessen". The GLC team provides a level of continuity among all departments that was missing with the previous provider. The day to day process includes meeting with the office administrator on a weekly basis instead of when problems arise. This step has increased the professionalism and sense of ownership in each of the GLC staff person onsite.

"The end users come to office services to manage projects instead of handling them themselves and they know that whatever type of job it is, it will be done with accuracy, excellence and meet the time frame required," said Ford.

The team measures performance from the records department to the mail room and consistently earns excellence ratings for service and support.

Since 1992, GLC Business Services has maintained a client retention rate that exceeds 96 percent annually. Hahn & Hessen LLP 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.

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.