



Phillips Lytle LLP

Case Study for
GLC Business Services

Challenge

- Restore trust in office services department
- Improve competency of personnel services areas
- Increase knowledge base of personnel

Solution

- Standardized records department with ERM solution
- Integrated scanning and labeling of all client files
- Ongoing training on systems and software
- Convert client paper files to digital files
- Cross-train all services personnel

Results

- Successful conversion resulted in no lost files
- Retrieval time to locate records reduced to less than 15 minutes
- Restored and elevated confidence and trust in personnel and outsourcing model
- Improved accountability to firm leaders
- Improved response time to all requests

Digital System Solves Lost Files Challenge at Mid-size NY Law Firm

When setting client objectives, measuring customer success can often be a complex task. Measurable results and ongoing confidence are two of the most sought after metrics in the business services outsourcing industry. At GLC, we accomplish this by achieving all of the goals set by our clients and creating an expectation of excellence.

Phillips Lytle LLP is one of GLC Business Services oldest customers. The company supports the firm's Buffalo and Albany, NY records management departments with an onsite team of cross – trained professionals who are solely responsible for implementing all documents into an electronic system. Today, the firm's seven locations are able to search and retrieve client files effortlessly, and accurately.

Brian Eckert, Executive Director for Phillips Lytle, said, "We chose GLC because we wanted to work with a company that made us a higher priority and would provide personal attention, rather than be treated like just a number to a national provider. The transition to GLC was seamless and within three to four months of the initial contract, we were able to see a dramatic difference."

Brian Eckert,
Executive Director for Phillips Lytle

Challenge

The firm decided on trying an outside solution because they needed to restore trust in the records management department and be able to assure its attorneys and staff that the people who were handling vital client files were competent and knowledgeable in every aspect of the handling, filing and retrieval process. It was imperative to be able to implement the transition without disrupting the entire law firm's day to day business operations.

Program Solution

GLC Business Services adapted existing Phillips Lytle electronic records systems to create a standardized records operation using an integrated scanning and labeling system and a state of the art software solution. All members were properly trained on the system and are required to receive updated training as appropriate when new equipment or software is upgraded. GLC continues to modify, improve and update this system annually.

Program Solution- *continued*

One of the key objectives of converting to an electronic system was the ability to eliminate lost files. When GLC took over the department the rate of lost files throughout the firm's statewide offices was about 50 percent. After the conversion, it has remained at less than 5 percent or as few as one file per year. This is possible because the solution includes the daily scanning of attorney offices, work rooms, file rooms, and meeting spaces with handheld devices to track all imperative document data.

Results

The successful conversion of the entire records management department improved file retrieval turnaround time to fifteen minutes and has remained consistent for many years. The GLC outsourcing solution has now converted nearly 95 percent of all client files.

"We are pleased that we have created a well-run, efficient system for our client, but even more, we know that they depend on us and have placed their trust in us year and year and we have met the challenge," stated Site Manager, Susan Hedrick.

The convenience of digital records means attorneys, paralegals and other staff spend much less time looking for and finding important files and are able to translate that into increased billable hours on client business.

In addition, there are several essential success factors in GLC's ability to remain Phillips Lytle's ongoing provider. The first is GLC's commitment to providing open and frequent communication and accessibility to its customers. The second is our exceptional vendor relationships which allow for ongoing evaluation of equipment costs and programs 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. Phillips Lytle 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
28 Prince Street
Rochester, NY 14607
(866) 258-3910
Fax: (585) 546-5930
www.glcbs.com

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.