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How to make offshoring work in a law firm environment

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7 November 2017

AGENDA

The background of the slide is a long-exposure photograph of a road at night. The road curves from the bottom left towards the center. Light trails from cars are visible, with a prominent white trail in the foreground and several red trails further down the road. The sky is dark blue, and there are some distant lights on the horizon.

The business case for offshoring

- Why?
- What?
- Where?
- How?

Addressing key challenges

- Pitfalls to avoid
- Maximising your chances of success

The business case for offshoring

Reduction of costs

- Reduction of internal cost base
- Delivering better value to clients

Indirect benefits of cost reduction

- Standardising and streamlining processes
- Freeing up higher cost staff for value-add work

Risk management (can work both ways)

Client expectations



Identifying what to offshore

Looking for repeatable processes

- Little or no jurisdictional variation
- Ideally high volume

Try to standardise **before** offshoring

The danger of denial



Choosing a location

Factors to consider

- Cost base and economic environment
- Availability of office space, staff and capabilities
- Time zone and travel distance
- Cultural compatibility
- Political stability and infrastructure
- Other organisations already based there

Offshoring v. “nearshoring”



Choosing an operating model

Outsourcing

Offshoring/nearshoring

Which model is right for you?

- How sensitive are the tasks you wish to offshore?
- How important is control over staff, quality, etc?
- How important is flexibility of resourcing?
- How quickly do you need to get up and running?



Addressing key challenges

- Ensuring quality
- Managing capacity
- Need good “on the ground” management
- Getting buy-in from your firm





Questions and discussion...



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