

Case study: Integreon

Integreon optimizes law firm service delivery with BigHand Now task delegation



Integreon choose BigHand Now to centralize workflow and effectively manage work across 14 global delivery centers

Overview

Integreon is a leading global alternative legal and business services provider specializing in litigation, contract lifecycle management, and business enablement services for law firms, financial institutions, as well as corporate and consulting clients. Integreon provides services across 50+ languages from 14 Integreon owned delivery centers across four continents. With experience and expertise providing clients with transformational solutions to address high-volume, process driven needs, Integreon needed a workflow and visibility tool to enhance its own business enablement services, better support clients, and further differentiate its offering.

Over the last decade, the legal sector has experienced unprecedented change. "We continue to see the demand for greater predictability in our service levels from law firms and their clients. We need to ensure the effective control of quality, cost and on-time service delivery and that starts with the tools our team use," said Al McNee, Executive Vice President of Business Enablement Services at Integreon. Economic uncertainty and increased competition combined with client demand for fixed fee pricing arrangements have triggered many law firms to assess operations and consider alternative, more cost-effective and efficient approaches to delivering firm services. For Integreon, this has resulted in steady growth in its legal word processing business as a rising number of organizations look to outsource work that is time-intensive in nature yet requires accuracy and consistency.

Applying process expertise to internal workflows

Drawing on talent and tools from around the world, Integreon's services are designed to solve complex business challenges more quickly, completely, and cost-effectively than an organization can achieve on its own. As Integreon's Business Enablement Services (BES) business expanded, it was faced with some challenges of its own.

Over 20 years, the organization and its services have grown exponentially, with various workflow tools developed in-house along the way. This resulted in Business Enablement Services – and more specifically legal word processing, having multiple teams using different applications with varying levels of sophistication. As Kalie Olson, Vice President, Integreon, explains, "Applying process to a high volume of transactions is what we do, and so not having consistency across our own internal processes caused challenges when it came to communicating and reporting across teams."

"We wanted to make sure that we were working in a way that mirrored our best practice: having the right work being done by the right person, at the right time, and at the right cost."

A seamless approach to task delegation processes was required to provide better visibility, increase efficiency, and streamline reporting.

Promoting consistency and best practices

To implement a consistent and configurable workflow platform for all teams and to ensure a smooth migration, Integreon required a partner and not simply a provider. It was important that processes were optimized, not overhauled, and that by making a change, teams did not feel in any way disrupted.

Having established a successful relationship with BigHand over many years leveraging its digital dictation software, Integreon was interested in exploring their assessment of the situation and recommended solution.

“When the team presented BigHand Now to us, we could see right away that our vision was shared,” explains Olson. “We were excited by the simplicity of the solution, how intuitive and not overwhelming it was. All the features you need from a workflow tool were clear to see, but without bogging users down in hundreds of unnecessary fields, processes, or steps.”

At the same time, Integreon was keen to take its workflow optimization one step further and provide an expanded service to clients that could extend this consistency throughout the entire life cycle of a project. Via a collaboratively designed Service Provider Gateway, clients using BigHand Now would have the opportunity to send projects directly into Integreon’s workflow, for even closer integration and greater efficiency on both sides.

The overall solution was built and refined to meet Integreon’s exact process and configuration requirements and was rolled out in stages over a six-month period between September 2017 and February 2018. BigHand and Integreon worked in close collaboration and ensured that enough time and training was provided to ensure a seamless transition. There are now hundreds of users on the platform, across 15 client teams.

“BigHand was key to the success of the project,” says Olson. “From the initial concept to building and refining the solution, collecting and interpreting user feedback, and managing the phased roll-out, the team worked tirelessly to make sure we had a solution that would improve our internal processes and add value to our joint clients.”

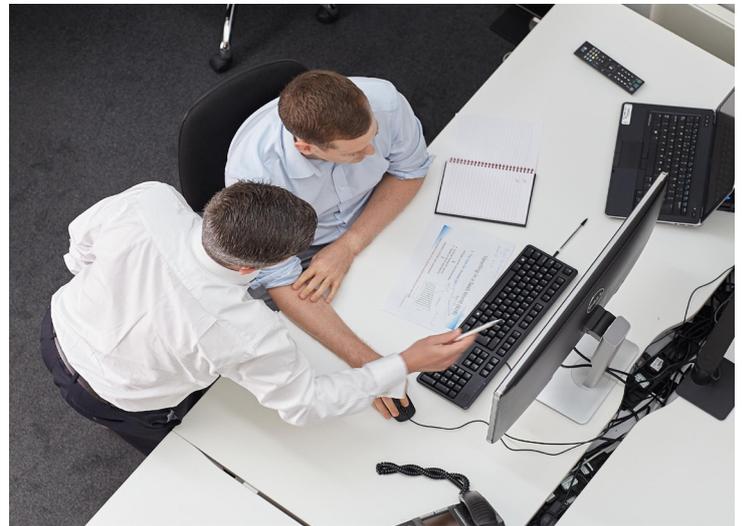
The benefits

Since implementing BigHand Now, workflow is now consistent across all Integreon’s legal word processing teams resulting in greater collaboration. “Teams are speaking the same language, using the same tools,” says Kalie. “It’s created greater flexibility across teams, and if a member needs to move from one team to another, there is no longer the need to train them in a completely new workflow process, which has saved a considerable amount of time. I now have the visibility of where work is being allocated, where there might be skills gaps that can be resolved by reallocating resource or providing additional training.”

Reporting has also become more streamlined and the results more insightful. Kalie explains, “I am now able to pull a specific piece of data from across all of my teams instantly and accurately. Previously, it had been necessary to run multiple reports and then make a comparison, but this was time consuming and cumbersome, as metrics had not been built on the same logic.”

Now, figures can be referred to quickly, with real time capture of all necessary reporting metrics relating to the completion of each project. “How long did each phase of completion take? Did we hit the deadline? A lot of our reporting is to do with the time taken to complete a task, which is crucial to our business model, but can be disruptive and time consuming to input manually.”

“With BigHand,” adds Kalie, “I now have the management information I need to ensure the unit is operating optimally.”



Futureproofing

Integreon’s objective was to create a more intuitive and synergistic workflow process to unite teams who were otherwise operating in technology silos. Greater visibility and accuracy of performance metrics were necessary to optimize processes internally and to provide clients with in-depth analysis in an instant.

With BigHand Now, Integreon has achieved a solution that has not only modernized its processes but futureproofed them with client-driven workflow customization. Integreon has calculated that with the roll-out of the Service Provider Gateway to two major clients, they will save significant time on every task by removing the need for rekeying of information; these minutes saved per task significantly add up and will increase capacity in the teams as well as providing the opportunity to ensure the highest quality work continues to be delivered.

As Kalie Olson concludes: “We have significantly streamlined our processes to ensure we are uniquely placed to provide an exceptional level of service to our clients.”