

## Case study: Sonnenschein Nath & Rosenthal LLP



**“As our practice grows, so too does the reach and needs of each attorney. It is imperative that we provide our attorneys with the best IT and litigation support possible to ensure that information is transferred efficiently and economically. Through Williams Lea’s IT and litigation support services, we have a best-of-breed partner that understands our business and the IT infrastructure needed to support it.”**

Andrew Jurczyk, CIO, Sonnenschein Nath & Rosenthal LLP

**Sonnenschein Nath & Rosenthal LLP’s decision to partner with Williams Lea was based upon our ability to provide innovative solutions for the Firm’s non-core functions. By teaming with Williams Lea, Sonnenschein was able to transform the way they conduct business**

### **Background**

With more than 700 attorneys and other professionals in 14 international offices and a global reach throughout Europe, Asia, the Middle East, Latin America and Canada, Sonnenschein Nath & Rosenthal LLP serves many of the world's largest and best-known businesses, nonprofits and individuals. Founded in 1906, the Firm is a leader in innovative legal services, serving its clients through integrated, inter-office cooperation and teamwork among practice groups to provide efficient, effective and timely legal services and business counseling.

### **The challenge**

As Sonnenschein's business processes became more complex, so had their infrastructure and support structure. Client expectations for IT support were extremely low and minimal existing IT support metrics were in place. In an effort to gain control of

the current service levels, as well as establish an internal communication strategy, Sonnenschein searched for external assistance to enhance the services currently being provided in-house.

### **The solution**

In response to these opportunities, Williams Lea was brought in as a strategic partner. Williams Lea initially worked to understand current levels of service performance and client expectations. Key performance indicators were documented and based on specific initiatives, allowing us to provide the client with applicable metrics. Business process components were mapped and documented from both a cost and performance perspective in order to estimate new service delivery and enhancements to existing services.

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Through this operational review, Williams Lea discovered a highly efficient and cost effective solution that could be provided to Sonnenschein. Through the implementation of a consolidated international ITIL-based Service Desk tied to a national Litigation Support team, along with Office Document Solutions and Hospitality Services, we were able to transform the Firm's ability to utilize their limited human and financial capital more effectively.

The implementation of Williams Lea's unique solution for Sonnenschein focused on improving customer service and support for the Firm's professionals. This expertise and experience brought Sonnenschein improved incident response time from 1:13 minutes to 12 seconds and enabled a first call resolution rate of over 92%. This solution also enables the Service Desk to resolve 91% of all incidents created.

In addition, Williams Lea provided a consistent problem resolution methodology, guaranteed service levels through contractual commitments, published

escalation and ownership protocols and the ability to track and report on trends along with target training on these issues.

Williams Lea has a physical presence in four of Sonnenschein's offices, however our responsibilities reach every department throughout all 14 offices. Today there are over 50 dedicated employees operating within Sonnenschein's offices.

Sonnenschein realizes that the Williams Lea solution yields more than financial benefits. The services are seen as strategic planning and business outcome tools. The improvements at Sonnenschein have given them additional leverage for financial planning and a greater level of operational reliability.

Sonnenschein Nath & Rosenthal LLP's decision to partner with Williams Lea has ultimately transformed the way their business is done.

### Results:

- Improved long-term solutions
- Business Process Outsourcing
- Outstanding on-site and off-site facilities with a dedicated staff committed to providing results
- World Class Service Desk Support
  - 24/7 IT Service Desk supporting Firm staff with a single point of contact for all technical needs
  - Exceptional client service
- Superior Litigation Support
  - Database Consolidation
  - Best "In Breed" Practice Support
  - Trial Support
  - Client Training
- Enhanced Document Services
  - Electronic File Management
  - Image Capture
  - Load File Creation and Output
  - Blowback of Electronic Discovery
  - Production Optical Character Reading ability

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