



CASE STUDY - LEGAL RESEARCH COST REDUCTION AUDIT

Business Challenge

Integrated Management Services (IMS) was contracted by a mid-sized New Jersey law firm to review their current Legal Research vendor contract offerings and to provide greater savings and guidance to the client in choosing the best long-term online vendor to support the needs and preferences of the firm.

IMS focused on the following high-level objectives:

1. Audit & analyze the Firm's legal research agreements for contractual structure and content
2. Review & analyze the legal research processes to understand time efficiencies, structure of research requests, and research requester behaviors
3. Review the Baseline environment and make recommendations for cost reductions and efficiency improvement

Understanding & Assessing the LR Environment

IMS began with developing a thorough profile of the Client's Legal Research environment: inventories of accounts, services, portals, site profiles, vendor contracts and user behaviors that resulted in a Baseline Summary. Using this summary, the project team conducted a high-level competitive assessment of the current services. Summary documentation was provided that included information gathered during the Baseline Phase, analysis conducted and recommendations for both cost reduction and process improvement. Finally, general actions were outlined for cost recovery, reconfiguration, renegotiation and overall improvement strategies for reducing cost and enhancing performance.

With the confirmation that further cost reductions could be obtained from the vendors, IMS worked with the vendors and drafted an appropriate RFP. Responses were obtained from both of the vendors and were analyzed. Further negotiation with the vendors was conducted until their "best and last offers" were obtained. Final offers were summarized and potential cost savings identified.

Benchmarking

Once cost-saving opportunities were defined (both short and long-term), and the current environment was outlined, IMS benchmarked a comparison of the current state of the Client's LR environment to those of their industry peers and other available solution options.

Benchmark work included:

- An assessment of current service provider arrangements compared to alternate solutions, competitors and cost structures
- An investigation of action for cost recovery including service, billing, contract and vendor changes for viability, workflow modification and system reconfigurations
- Refining options and recommendations and estimates of cost reduction/savings

The Business Plan & Implementation

Once the Benchmark and Baseline findings and assessment were summarized and evaluated, a Business Plan was then created. The plan provider recommendations and realistic expectations around recovering credits, and optimizing current services for improved efficiency and cost reduction. During the Implementation Phase, IMS helped to manage the project coordination and delivery of the actions for cost reduction. After actions had taken place, IMS helped to reconcile the project, ensuring the results of the project delivery adhered to both the strategic objectives and recommendation estimates projected in earlier phases. Finally, Monitoring delivered a seamless project transition into the operational lifecycle and management by the Firm's Library group.

Results

IMS executed a structured process to determine the short-term and long-term cost reduction opportunities that existed and the magnitude of the savings that could be obtained. In concluding the project, IMS recommended a consolidation of two vendors. This would not only significantly cut costs, but the team also identified redundancy and overlap and recognized a 97% preference with the chosen provider.

Overall, the firm will experience a 60% savings representing \$313,584 in annual savings.