



CASE STUDY

Partnering with Clients to Provide Accurate Cost Estimates: Manual Hyperlinking

Our Legal Process Outsourcing (LPO) team is made up of electronic document management professionals who specialise in our clients' everyday paralegal tasks. Our specialists allow our clients to meet their requirements cheaper and faster than using conventional paralegals, so clients can work on more complex tasks.

The Challenge

Our client, a government provider, asked our LPO team to provide a cost estimate for indexing services.

The challenge was estimating the time and cost, as:

- This was a manual task.
- The job would need to stay onshore.
- Our usual methods of cost estimation could not be applied due to the undetermined nature of the provided material.

We were provided with large PDF documents and our LPO staff were required to identify where each individual document started and finished. Specific information for each document then needed to be entered into a Word document provided by the client.



The Solution

The Cost Estimate

To make the cost estimate process more streamlined and accurate, we discussed two important concerns with the client.

Firstly, the client had previously expressed concern that our cost estimates were not accurate enough. For this project, once we communicated clearly how the cost estimate process worked and demonstrated the methods we were using to make the cost estimates as precise as possible, the client was satisfied and no further concerns were raised.

Secondly, there was a verbal understanding with the client that, despite any written instructions, bookmarking would only be required if it was specifically requested during the quotation stage, as bookmarking incurs extra time and cost. To reduce confusion moving forward, we asked the client to alter the official written instructions which included some out-of-date directions regarding bookmarking. The client agreed and made the amendments immediately.

The Job

Law In Order dedicated a project team to the task.

The PDF files were delimited, a process of looking through each large PDF and identifying where a document ended and a new one started.

Our team split the PDFs using a tracker to allow several staff to work through one PDF with a large number of pages / documents in order to meet the deadline. Once staff became familiar with the task and everything was working well, it became a seamless process.

The Outcome

Due to the good communication we had with our client, we were able to extend the deadline to include a thorough Quality Assurance process to guarantee accuracy.

Our client continues to use our services on an ongoing basis

Your Project

We know you need to focus on the more complex tasks. Let our LPO team of specialists manage all your electronic paralegal tasks. Our LPO team is fully trained and experienced with the latest document processing tools in order to deliver the most efficient and cost-effective results for our clients.

