

Case Studies



A LEADING LAW FIRM

The client-

A leading law firm specializing in the area of Intellectual Property law, they are currently handling filing work for clients in India and in the South Asian region. The firm aims to expand this service offering globally.

The need

In order to prepare for expansion, the company wanted to streamline its operations. The Evolv solution addressed the following:

- A more efficient allocation of existing resources
- A redefinition of resources required human capital and technology
- Setting up processes that can be scaled up to handle the size of the business foreseen by the client

What we did

Evolv followed a two-phased approach to create process road maps for the organisation. In the first phase, Evolv Consultants studied the current processes and identified areas of concern. Tasks were identified as routine, non-routine and specialised tasks, and role definitions were formalized based on the different tasks. Standard Operating Procedures and a reporting system to track adherence to process was designed for each process. Once this was done, the staff was trained to follow the systems and processes and maintain the reports. In the second phase, a Knowledge Centre as a central repository of information and data was set up for the client.

How it helped

Evolv's intervention helped in reducing cost and increasing efficiency in handling of file. Also a higher client-wise and lawyer-wise conversion ratio was achieved for different files.