

# Integreon Expands Operations Consulting Services for Law Firms and Corporate Legal Departments

Submitted by: Integreon Managed Solutions Inc.

Tuesday, 10 May 2011

---

Deeper Investment in Consulting Expertise and New Services Help Clients Successfully Adapt Their Operating Models to Succeed in Today's Business Environment

LONDON – 10th May, 2011 – Integreon, the largest global provider of integrated legal, research, and business support solutions (<http://www.integreon.com>), today announced expanded consulting services to support law firms and corporate legal departments as they evolve to meet the economic and regulatory challenges facing the legal sector.

“Law firm leaders and GCs are asking us to deliver a broader range of services, have them up and running more quickly than ever before and have them more tightly integrated with their business practices,” said Integreon CEO, Liam Brown. “Business model and organisational changes like this can have a real impact on our clients’ businesses, but they require thoughtful design, meticulous planning and careful execution to succeed. That’s why we have invested to deepen our consulting capacity, capabilities and expertise in these areas.”

For more than 10 years, Integreon has worked collaboratively with its law firm and corporate clients to improve the productivity and quality of legal, research and business services. Integreon’s expanded consulting offering represents a significant investment in experienced, senior consulting professionals and proven approaches, and ensures the successful implementation of the higher-stakes, more rapid and encompassing changes that these organisations are now undertaking.

As an important part of this initiative, Integreon recently appointed Janet Taylor-Hall and Claire O’Brien to senior leadership roles within the consulting organisation. Taylor-Hall will serve as senior vice president of business transformation consulting and O’Brien will serve as senior vice president of programme management. Both executives joined Integreon from Clifford Chance (<http://www.cliffordchance.com/home.html>), one of the world’s largest law firms, where each played a key role in driving business services and legal process efficiency programs, including the development of one of the first offshore legal and business support operations centres. Taylor-Hall and O’Brien work closely with Integreon’s team of experienced transformation consultants, which includes former CMS Cameron McKenna (<http://www.cms-cmck.com/aboutus/pages/default.aspx>) COO, Tony Wright, and former law firm CIO and practice support manager, Ron Friedmann. In addition to their backgrounds in the legal sector, all have consulting experience with top-tier international consulting firms.

“The legal landscape is changing, and general counsel and law firms alike must evaluate these changes,” said Cathy Tornbohm, Gartner vice president responsible for business process outsourcing (BPO) research. “It’s increasingly important for organisations to strategically evaluate the business and legal processes that define how attorneys have worked in the past and execute them in new ways.”

Integreon’s expanded consulting services provide corporate legal departments and law firms the support they need to systematically assess current opportunities, define and implement innovative solutions, and successfully transition existing services. As a result, these organisations achieve the quality and

productivity improvements needed to succeed in today's legal environment. The new consulting capabilities help clients to address the following key elements of change:

**Develop a business case for change:** Integreon's experts apply proprietary benchmarks and approaches to analyse legal and business processes and identify productivity, quality and client-experience improvement opportunities.

**Define service levels, metrics and governance:** Integreon helps clients outline service level requirements, establish baseline metrics and develop the governance processes required to ensure uninterrupted, high-quality legal services.

**Design and implement new operational models:** Integreon designs programmes to drive transformation based on each client's individual goals and their appetite for change.

**Plan and manage the change:** Integreon's consultants work with clients to develop comprehensive transition plans and then provide the support needed to implement them. Key aspects of this support include helping to manage the change process, internal and external communication, and the impact it has on the organisation.

"We understand that the conservative nature of legal professionals and the time-honoured processes and procedures that govern the profession make organisational change a particularly challenging issue for our clients," said Janet Taylor-Hall, Integreon's senior vice president of business transformation consulting. "Our team of experienced transformation consultants and legal, research and business services subject matter experts make Integreon the organisation best equipped to advise and support clients through complex change processes. Having experienced it ourselves, we understand the challenges associated with transforming operational models, and our track record as a service provider and partner to many of the world's largest and most advanced legal organisations speaks for itself."

For more information Integreon's new consulting services, please visit: [www.integreon.com](http://www.integreon.com).

## About Integreon

Integreon is the largest and highest-impact provider of integrated legal, research and business support solutions to corporations and law firms. It is a trusted partner to 8 of the top 10 global law firms, 9 of the top 10 investment banks, and 11 of the top 50 global brands, enabling these organizations to improve profitability and freeing their leaders to focus on business growth. With 2,000 associates operating from 17 offices across North America, Europe, Asia and Africa, Integreon works collaboratively with its clients to address their specific support needs, including legal process outsourcing and e-discovery/disclosure, market and competitive intelligence, due diligence and other business services. For more information about Integreon's full range of solutions, please visit [www.integreon.com](http://www.integreon.com).

###

For additional information, please contact:

Mark Daly  
Davies Murphy Group  
+1 (781) 418-2411  
integreon@daviesmurphy.com