



Case Study

Member of top ten US law firms responds to client service demands with strategic and tactical upgrades to support IS team

Client:
Morgan, Lewis & Bockius

Industry:
Legal

Service Offering:
Component Services
- Support Services
- Consolidated Services Desk



The Situation: Morgan, Lewis & Bockius, LLP, is among the 10 largest US law firms, with 13 offices worldwide, and over 1,100 attorneys practicing in virtually every area of the law. They are a fully integrated, multipractice law firm that delivers value and results to clients. For more than a century, Morgan, Lewis & Bockius has represented Fortune 500 companies, multinational financial services, and investment banking organizations, as well as leaders in the life sciences, technology, energy, securities, and media sectors.

The Challenge: Faced with increasing client demand, the firm's partners and employees demanded superior support from their IS team. Of particular concern was the first line of support provided by the help desk located at the firm's headquarters in Philadelphia. The firm managed a help desk comprised of firm employees and contract resources to support over 2,500 worldwide employees. They looked to TEKsystems®, a premier provider of technology staffing and services, to help them determine the best approach to providing this service to their user community.

The Response: TEKsystems examined current support processes and tools in order to make recommendations about how the level of service being provided to the firm's users could be improved. Upon delivery of these recommendations, the firm asked TEKsystems to propose an implementation strategy for an on-site, fully outsourced Consolidated Service Desk (CSD), which TEKsystems would manage and staff, and for which we would be accountable for meeting mutually agreed upon service levels.

TEKsystems worked closely with the firm's IS executives to incorporate into the strategy a way of transitioning the current support and resource model to the new, improved service desk. The strategy included implementation of tools, processes, human resource management methodologies, and internal marketing strategies to ensure a successful support model. In addition, TEKsystems' implementation plan included strong collaboration with the firm's headquarters and field IS teams to ensure a seamless,



consistent level of support across the firm. TEKsystems now manages a permanent and variable workforce to respond to support demands that fluctuate with business and economic cycles, as well as with enterprise technology initiatives that typically drive increased user demand.

The Result: Our ongoing communication and collaboration services enable TEKsystems and the firm's IS team to anticipate spikes in support demand and ensure that users continue to receive a predictable and superior level of service whenever they call for support. The firm's headquarters and field IS teams are now able to focus their time and efforts on strategic technology initiatives that are tied to the success of the firm's business goals.

The Technology: TEKsystems helped the firm evaluate market-leading Service Desk Incident Management and Automated Call Distribution tools and participated in the implementation of the tools selected. The tools allow the CSD Manager to identify support demand trends in order to help the firm's IS team identify and prioritize initiatives that may ultimately lead to cost avoidance or service improvement to firm personnel.