

# Managed Service Project

## UK legal firm

### The task

A legal firm based in the North East of England approached Momenta for assistance in setting up a Managed Services operation to assist with processing legal claims. The requirement was to create a pre litigation and a legal function in an offsite office with full infrastructure including telephone systems, incoming and outgoing postal capabilities and IT.

### The solution

- Acquired office space to allow client to start up a London office to process the litigation cases
- All working practices and solutions had to comply with the strict regulations set by Solicitors Regulation Authority
- Designed and produced process maps for both the prelitigation (file preparation) stage and the litigation of the cases. This included building a workflow that could easily distinguish at which stage of the process any individual case was sitting
- Involved in the building of the Case Management System from design to delivery
- Taken sole responsibility for researching, resourcing, interviewing and vetting all pre litigation and legal staff
- Using our experiences we have been able to prepare business plans to predict incoming work volumes and timelines to completion whilst linking these to resource planning.

### The outcome

- Solicitor has been recruited to oversee the recruitment of the first batch of paralegals for litigation work
- Pre litigation team in place, fully trained and competent to undertake the incoming work

“I would have no hesitation in recommending their services to projects operating in the regulated financial services space and beyond.”

52 global locations

15 mil document review