

# Press release

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## Study by Swiss Post Solutions Reveals Improved Customer Service Levels Attained by Law Firms that Outsource Office Support Services

Swiss Post Solutions (SPS) North America, an innovative leader in business process outsourcing and digitization solutions, has released its second annual report, *SPS Outsourcing Index: Law Firm Trends*, to provide valuable insights on the widely undocumented office services outsourcing activities of North American law firms.

The trends are clear: the larger the law firm, the higher the propensity to outsource office services and achieve key objectives of cost savings and improved customer service levels. While nearly 90% of firms deploying this strategy agree they have reduced costs, 100% of those surveyed agree that customer service levels have improved. 71% percent of the largest law offices, as defined by 500 or more attorneys, outsource today and 90% of these law firms cite process standardization as the most significant benefit of outsourcing to a single provider across all office locations.

The office support services most frequently outsourced in 2015 are mailroom and messenger services (93%), reception services (50%) and conference room management (47%), in addition to others. Looking beyond 2015, irrespective of firm size, 92% of law firms that outsource today plan to further expand outsourcing solutions into additional non-core functions over the next two years.

These results underscore the fact that larger law firms are leveraging the wealth of best practices associated with outsourcing programs that enable efficiencies and standardization. Art Tatge, COO of SPS North America, asserts “The insights provided by the 2015 survey results mirror what we have experienced with our larger, nationwide legal clients,” and adds, “The outsourcing model helps them achieve the firm’s objectives by allowing SPS to focus on non-core support services, while they focus on their key competencies of delivering legal services.”

The survey also highlights the future intentions of law firms as they relate to digital automation. In 2015, many law firms have yet to implement electronic solutions or to reap the advantages of digitizing paper-based processes – which yield cost reduction, process improvement, and increased internal transparency. *SPS Outsourcing Index: Law Firm Trends* indicates that those firms not outsourcing have higher expectations for implementing digital solutions than do firms that outsource. 83% of law firms currently not outsourcing foresee digitally transforming the majority of their paper processes within 1-3 years. However, this is in sharp contrast to the largest firms that are currently outsourcing, as only 40% anticipate transforming digitally within the same time frame.

As opined by Dan Moscatiello, Chief Executive Officer of SPS North America, “With many significant benefits of outsourcing and digital transformation, growth in these areas within the legal industry is to be expected. SPS has been the trusted advisor for many of its legal market clients in assisting them with our solutions through this process.”

To download a free copy of this whitepaper, please visit: <http://lp.swisspostsolutions.us/LP=1119>

## About SPS

### We connect the physical and digital worlds

Swiss Post Solutions (SPS) is a leading outsourcing provider for business processes solutions and innovative services in document management. A strong international client base relies on SPS' ability to envision, design and build end-to-end solutions and to be its trusted advisor for the key value drivers in BPO: location strategy, process optimization and technology, such as intelligent automation. Part of the Swiss Post Group headquartered in Bern, Switzerland, SPS' 7,500 employees and specialized partners span the full range of the industry – from insurance, banking, telecommunications, media, retail to energy supply and travel & transportation – addressing customer needs in more than 20 countries.

Swiss Post Solutions (SPS) North America (NA) offers a comprehensive suite of business process outsourcing solutions and document management services that transform key business applications from paper to digital documents, enabling improved workflow and enhanced efficiencies. In the field of outsourced office services, SPS NA provides mailroom management, managed print services, reprographic services, IT helpdesk support, front office and reception services to clients from an array of industries, including financial services, media & entertainment, legal, higher education, and manufacturing among others. Headquartered in New York City, SPS NA has offices in Los Angeles, San Francisco, Chicago, Washington DC and Toronto, and operates secure document processing centers in Long Island City and Toronto.

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