How many of you made a New Year’s Resolution for 2020?

- Specific
- Measurable
- Attainable
- Relevant
- Timely
Getting in the Weeds!

Clear the Path

1. Get in the Weeds = Process Mine
2. Communicate the Benefit
3. Use Your Existing Resources
about Epiq

We are a worldwide provider of legal services, serving law firms, corporations, financial institutions and government agencies—helping them streamline the administration of business operations, class action and mass tort, court reporting, eDiscovery, regulatory, compliance, restructuring, and bankruptcy matters.

what is global business transformation solutions?

Epiq’s Global Business Transformation Solutions (GBTS) provides exceptional business process outsourcing and consulting services to law firms, corporations and government entities around the globe.

- We help our clients focus on their core competencies by bringing efficiency, consistency and continual improvement to the critical functions that support and drive their business.

- We achieve this through a strategic combination of onsite and offsite services with unparalleled subject matter experts & technology-enabled solutions for a variety of business needs.

global business transformation solutions

size and scope

- >500 onsite client operations
- 80+ Epiq offices around the world
- > 7,000 employees globally
- 50+ clients serviced via captive centers
- > 24 US domestic national accounts
- 2,350+ business transformation solution employees
- 66% of our Am Law 150 clients are global

Am Law 150

27% of top 150 are Epiq clients
all-in-one integrated global business transformation solutions

Client-Facing
- Billing compression
- Multi-generational workforce
- Reduction in real estate
- Redefining support roles
- Continued focus on InfoSec & privacy laws
- Less paper-digitization
- Competition from Big Four

Marketplace
- Many competitors focused on equipment contracts
- Emphasis on RIM and Middle Office (administrative)
- Competitors submitting unsolicited proposals
- Technology becoming key differentiator
- Rising minimum wages
- Organizations reducing headcount by outsourcing non core functions
epiq capabilities

**People**
- Transition of responsibility
- Flexibility/scalability
- Training/development & career paths

**Process and best practices**
- Best practices and thought leadership
- Audits, ongoing evaluations/benchmark marks
- Project management, expertise

**Accountability and control**
- Allows firm to focus on “core” vs. “non-core”
- Management business reviews – monthly, quarterly, annually
- Service level agreements (SLAs)
- Access to subject matter experts (SMEs)
- Informal/formal surveys of satisfaction
- Invoices – pass thru options for clients

epiq approach
an insider’s guide to outsourced advantages

Whether you use our mail, office, duplication, and equipment services, or our middle office support, you can rely on our Epiq quality advantages at every step of the way.

- **talent**: experienced and highly trained personnel in each client location
- **accountability**: a single point of contact to simplify and ensure oversight of all services and drive innovation and cost savings year-over-year
- **consistency**: technology enabled reporting and operating procedures allow for consistent service levels and response times
- **ideas**: proactive tools, resources, and recommendations based on best practices to leverage technology and streamline processes
- **innovation**: innovative solutions that optimize processes and employee utilization resulting in forward thinking service delivery.

why epiq?

| National, global leadership structure and epiq vision | Increased investment in SMEs, resources, training & support | Commitment to ongoing flexibility, scalability aligned with organizational goals | Build on technology-savvy, workforce for the future |