



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.

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global business transformation solutions size and scope

>500

onsite client operations

80+

Epiq offices around the world

> 7,000

employees globally

Am Law
150

27% of top 150 are Epiq clients

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

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all-in-one integrated global business transformation solutions



Hospitality



Litigation
Support



Document
Processing



Contract & NDA
Management



Mail Services



Receptionist



Managed
Print Services



Marketing & Creative



Administrative



Supply
Management



Information
Governance



IT & AV Support



Records
Management



Scan, Print,
and Copy



Consulting
Services



Risk and Research
Services

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business trends: what GBTS and our clients are experiencing today

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

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epiq capabilities

People

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

Process and best practices

- Best practices and thought leadership
- Audits, ongoing evaluations/bench 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

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epiq approach



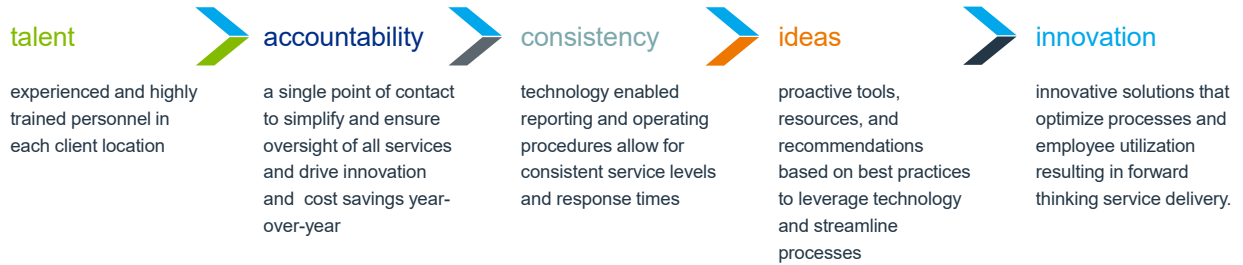
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an insider's guide to outsourced advantages

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why epiq?

