

*Law firms are changing in response to many economic and client initiated pressures.*

*Are your internal administrative support services keeping up with those changes?*

## OCS

ofPartner Consulting  
Services

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## Our Services

ofPartner Consulting Services (OCS) consultants have decades of law firm management experience. As a result we have the ability, experience and cultural awareness to assist your firm in a variety of ways. The objective of our services is to help your firm operate **Better, Faster and Cheaper**.

Whether you are in a large firm or small, we can work effectively behind the scenes or among your staff and day-to-day operations.

Our flexible services can be comprised primarily of analysis, research and reporting, or hands-on experiential redesign of your essential business processes.



The following is a list of our primary service offerings:

- ◆ Business Process Improvement
- ◆ Project Management
- ◆ Contracted Services and Suppliers
- ◆ Assessment Services

## Business Process Improvement

Every law practice operates utilizing a host of support activities. Also known as “business processes”, they are critical to the effective and efficient operation of a legal practice. Often misdiagnosed, poorly designed or executed business processes are at the core of many day-to-day frustrations.

OCS can analyze, assess, redesign and document your business processes. Law firm business processes are often undocumented causing inconsistent and unreliable results, making review, approval and training difficult and severely limiting your ability to transfer the process as necessary.

OCS has the experience to improve processes in nearly every administrative area. Examples of processes we improve include:

- Billing and Collection
- Cost Recovery
- Accounts Payable
- Client Intake
- Onboarding / Orientation
- Performance Evaluations
- Records and Docketing
- Meetings and Events
- Office Services



We would like to meet you...

*Our goal is to listen to your issues and provide you creative solutions that help move your firm to the next level.*

...to discover how we may be of service.

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## Project Management

OCS can help you manage your projects from start to finish or anywhere in between. You can devote the majority of your time to your core job responsibilities and OCS can provide the management expertise required to advance your projects to completion.

Examples of projects OCS can manage include:

- Office Relocations
- Office Reorganizations
- Selecting Applications and Systems
- Management Recruiting
- Policy and Procedure Development
- Employment Manual Development
- Procurement Programs
- Office Security Programs
- Disaster Preparedness
- Business Continuation
- Meeting and Event Planning
- Training and Dev. Programs

## Contracted Services and Supplier Management

Whether you are renewing existing services or establishing new through a Bid/RFP process, OCS has the experience and industry access to manage the process, provide you an objective assessment of your options and recommend a prudent course of action.

OCS consultants have significant experience managing outsourced relationships and have explored ways that outsourcing can be used to significantly improve law firm operations.

Examples of contracted services and suppliers OCS can help you assess and manage include:

- Facilities Management
- Copy Personnel and Equipment
- Document Processing
- Hospitality and Food Services
- Supplies /Equip Procurement
- Furniture Procurement
- IT and Help Desk
- Benefits Management (PEO's)
- Billing and Collection
- Accounting
- Training and Development
- Recruiting

## Assessment Services

Law firms are externally-focused organizations where meeting client expectations is the highest priority. As a result, internal operations is often a low priority causing errors and inefficiencies that ultimately lower the quality of client services and increase the cost of operation.

OCS has developed a unique set of services designed to improve how you work. The goal of our assessment services is to understand where you are today and where you want to be in the future.

Examples of these services includes:

- Personal Assessments
- Support Service Assessments
- Position Assessments
- Departmental Assessments
- Organizational Assessments

