



CASE STUDY

Records & Information Management Outsourcing

National Law Firm

THE BACK STORY

A national law firm based in Washington, D.C. contracted Total Document Solutions (“TDS”) to perform a space analysis of the Records Department and define the scope of work for a “clean-up” project. The Firm was looking to reduce its paper footprint and re-purpose real estate.

NEXT STEPS

As the Firm continued to grow, executive management contracted TDS again to consult and formalize their Records Program. TDS conducted in-depth interviews with lawyers and staff, reviewed current processes and met with several practice groups in the Firm to understand their needs and culture. After working closely with key stakeholders, TDS records professionals presented best practices, identified, and recommended new processes to streamline operations, and shared proven industry software tools to successfully accomplish similar initiatives.

EXPANDING THE RELATIONSHIP

A few years later, TDS further expanded its relationship to outsource Records, Office Services and Hospitality. TDS created a reliable services support team cross-trained across departments. The Firm’s growth has been supported, department costs are better-controlled, and their day-to-day business operations run more efficiently.

CLIENT QUOTE

“The entire team is extremely hard-working and polite, even when I give them tough projects. It always gets done well in advance of when I request and always right. There is not a single person on the team that I would prefer to do one of my projects over the other. In such a short amount of time, each has earned my trust (which, as you know, is not easy to do!). There is never attitude or hesitancy when I bring up my jobs; only enthusiasm and confirmation that it will be done as soon as possible.”

Legal Assistant

CHALLENGES

- Firm was acquiring lawyers and quickly expanding.
- Firm was looking to reduce its paper footprint and repurpose real estate for revenue-generating purposes.
- Firm wanted to standardize processes and improve service levels.
- Firm wanted to create a Records Program with one repository for quicker access from any location.

SOLUTIONS

- Provided high-level services support team and cross-trained personnel.
- Customized Records and Information Management Program to give the Firm enhanced information infrastructure to minimize risk with information-related statutes.
- Offered a scalable resource model with flex staff to meet the ever-changing needs of each department.
- Created world-class client service for positive experiences each and every day.



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