



# Legal Process Outsourcing

## Providing law firms access to legal professionals with future-ready skills

Law firms struggle to adapt to technological trends and regulatory changes disrupting the legal marketplace and client-lawyer relationship today.

SuperStaff empowers law firms with legal experts who possess exceptional research and analytical skills and are knowledgeable with the latest in emerging technologies.

# What We Can Do For You



## Faster Turnaround

Accomplish legal documents with a faster turnaround rate. With SuperStaff handling your time-consuming paperwork, your firm can focus on case preparation and face-to-face meetings. From legal research, legal case brief preparation to other task outflows, SuperStaff's legal process outsourcing is ready with customizable support designed to address your firm's needs.



## Considerable Cost Savings

By outsourcing legal work to SuperStaff, you can maximize in-house productivity while reducing overhead costs significantly. Allow us to identify areas where our services could best benefit your practice. From there, we can come up with an ideal arrangement that is economical for your growing firm.



## Increased Flexibility

Focus on your firm's scalability by outsourcing services that may otherwise take your legal team's attention away from their crucial functions. We understand the unique landscape that law firms operate in. With the

rapid changes in the way we practice law, the flexibility we offer will keep you at the forefront of the competition.



## Expanded Capabilities

Fill in gaps in internal competencies with help from SuperStaff. We engage legal professionals capable of handling various legal support work including:

- Transcription
- Record keeping
- Database maintenance
- Word processing
- Scheduling
- Data entry

With our diverse talent pool, you have access to professionals with niche expertise that may be beyond your law firm's field of experience. Some of the roles we provide include:

- Legal transcriptionist
- Legal secretary
- Liaison officer
- Personal injury paralegal
- Legal researcher
- Collections paralegal

# Our Process

SuperStaff employs an agile legal process outsourcing framework suitable for the fast-paced nature of the legal industry.



## 1. Identify needs

To meet all your requirements, we first make sure that we understand your firm's needs and specialization. Afterward, we create a baseline model that is tailored to your budget.



## 2. Establish goals

Once we have identified your needs, we establish SMART (specific, measurable, attainable, realistic, and time-based) goals. Setting clearly defined targets is essential to keep everyone on track.



## 3. Create scope of work

Running a legal firm comes with a plethora of tasks. After establishing goals, we define the scope of the outsourcing services you require to ensure all crucial factors are covered.



## 4. Select from talent pool

Once expectations are aligned, the next step is to build your legal process outsourcing team. We give you access to carefully screened talents who understand how the legal industry works.



## 5. Train and integrate

All our agents undergo the necessary training to equip them with the knowledge and competence required to perform outsourced legal work effectively. As we serve an industry where information is crucial, we make sure that our agents stay up to date.



## 6. Manage office operations

To ensure the smooth delivery of your outsourced tasks, we monitor daily operations and performance. Count on us to identify and address areas for improvement promptly.

SUPERSTAFF  
LEGAL PROCESS  
OUTSOURCING

# The SuperStaff Approach

Our value-driven approach enables law firms to expand and stay resilient amidst technology-driven transformations and regulatory revisions happening in the legal industry today.



## Scalable Processes

SuperStaff gives you the ability to request services, operational support and organizational design structure according to your firm's demands. Our outsourcing service framework is designed to keep clients in control while giving them all the support they need.



## Comparative Cost Advantage

Minimize your overhead costs while delivering excellent legal services. Our competitive pricing models can reduce your operational expenses significantly.



## Consistent

Giving our clients a competitive advantage is integral to our success. We are aware of the demands of the practice of law and aim to push ourselves to exceed expectations consistently.







## Transparent

We understand how important reputation is in the legal industry. To protect our clients' interests, we uphold high ethical standards and maintain strict transparency and confidentiality guidelines.





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