

# Results from the Mattern 2023 Administrative Support Services Survey

## Restructured



**89%**  
Have Restructured  
Administrative  
Support

In 2022, BigHand surveyed over 800 law firm operations professionals to find that most firms (89%) have restructured administrative support.



Of firms that have restructured their administrative support model, **62.5%** are in-house centralized, **37.5%** are in-house decentralized and none have outsourced these services. **75%** are in the office 2-3 days a week with **25%** of the firms allowing employees to select the days they are in the office.



**HOWEVER**, on a scale of 1-10, they rated their success an average of **6.875** with **70%** having the ability to right-task work to the most cost-effective resource, **38%** report that the administrative burden on attorneys has increased while **50%** report it has stayed the same.

**6.9** Average Success Rate  
on a scale of 1-10

**38%** Increase in Administrative  
Burden on Attorneys

The greatest obstacle to change was relationships (**44%**) and, very closely related to this is the lack of change management (**22%**) and time to assess and then implement (**34%**). **85%** of respondents said the greatest obstacle to success was buy in/resistance to change.



## Not Restructured

Of firms that have not restructured their administrative support model, 100% still have the traditional secretary to attorney ratios in place. **65%** are in the office 2-3 days a week and **35%** are in the office five days a week.



**7.6**  
Average Success Rate  
on a scale of 1-10

On a scale of 1-10, these firms rate their success an average of **7.6**, but only **60%** can right-task work to the most cost-effective resource, and the vast majority (**68%**) report administrative burden on attorneys has increased.

**68%** Increase in administrative  
burden on attorneys



# Your firm has transformed. Has your administrative support model?

Or is your firm shifting more and more administrative burden onto your most expensive resource, your attorneys?

Most firms are.

Until they speak with the administrative support experts at Mattern, the undisputed leader in successfully restructuring administrative support.

Mattern helps firms assess the effectiveness of their administrative support models, understand the data and apply it to restructure and realign administrative support services to optimize the business needs of law firms in a new, hybrid world.

We take a holistic approach to helping our clients optimize administrative support in a past-pandemic reality. Our end-to-end approach includes:

## Benchmarking

We leverage technology to create invaluable, one of a kind, data as to who is performing what work, where, and how much it is costing your firm.

## Modeling

Armed with this data, Mattern's expertise can advise innovative support models in line with your firm's culture and business goals.

## Measuring

Once the new model is in place, we use technology to measure ongoing costs to the firm and create output reports that can be used by management for visibility of key metrics like work type, volume, capacity and utilization for informed resourcing and productivity decision making.


## Managing Change

Mattern assists firms with the biggest challenge of a new administrative model: change. Mattern designs a roadmap with rollout strategy, arms Marketing with a communications plan, and, if needed, participates on steering committees.



Does your firm have an opportunity to save on costs and increase the satisfaction of your attorneys?

We invite the attendees of The 22nd Annual Law Firm COO & CFO Forum for a free 1-hour consultation to find out. Email [info@matternassoc.com](mailto:info@matternassoc.com) with the subject "COO CFO 1-Hour Consultation Offer" or [click here](#) to request a consultation.



Request a  
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