

THE 22ND ANNUAL LAW FIRM

**COO & CFO**  
*Forum*

## Partner Talk #2 - Global Impact: Exploring Business Continuity and Growth through Offshoring Strategies



**Murray Joslin**

*Executive Vice President,  
Creative & Business Solutions*

**integreon**

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Thomson Reuters Institute

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[integreon.com](http://integreon.com) | [info@integreon.com](mailto:info@integreon.com)

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# Global Impact: Business Continuity and Growth through Offshoring Strategies

How Do We Scale Greatness

November 3, 2023





# Murray Joslin

Executive Vice President at Integreon in 2017

**I am passionate about law firms operating efficiently.**

25+ years working with global law and professional services firms to deliver effective outsourcing solutions for back and middle office operations in office, onshore and offshore.

**Working with law firm's exceptional and sophisticated leaders is meaningful and rewarding.**

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“Our job is to find ways to scale greatness.”

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McKinsey & Company

# Law Firm Landscape

**84%** of AMLAW **150** have practices in international locations

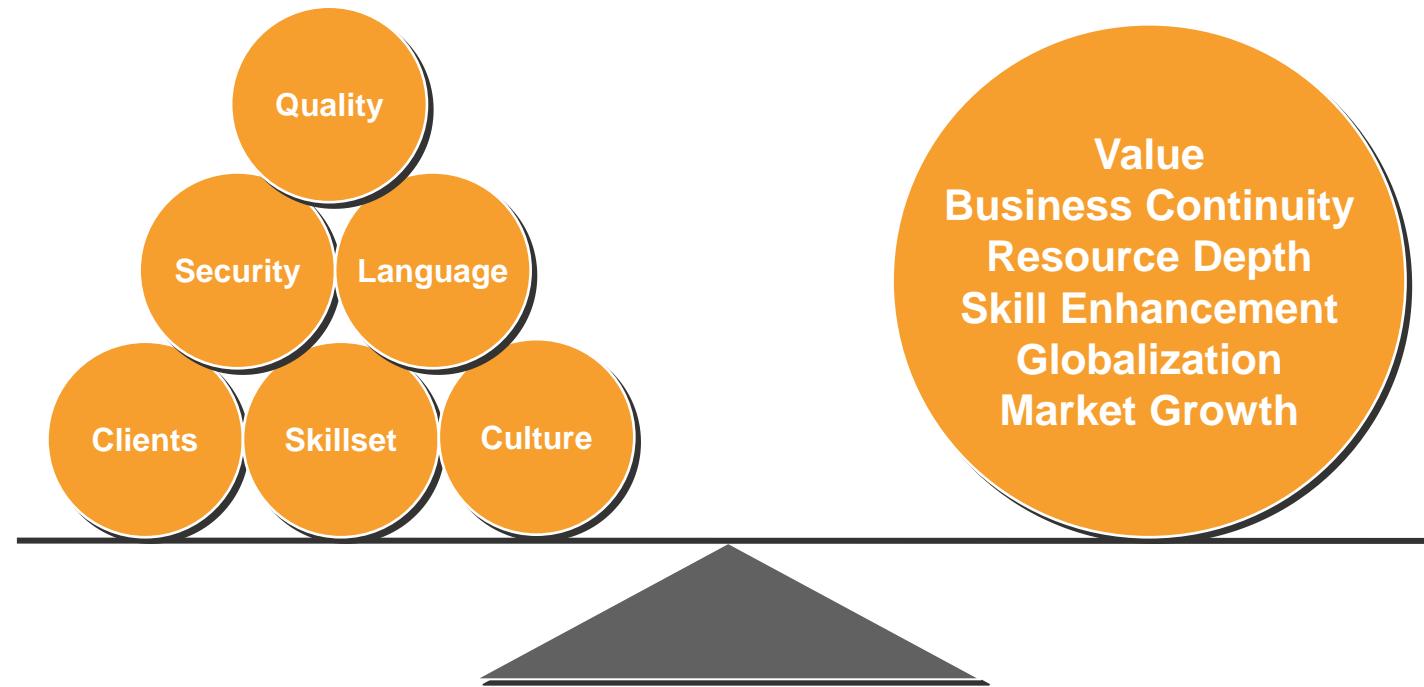
**21%** have more international locations than US locations

# Professional Services Landscape

**100%** of the **10** top Investment Banks utilize offshore resources for operational delivery

**100%** of the **10** top Consulting Firms utilize offshore resources for operational delivery

# Vantage Points on Offshoring





## Offshoring Scorecard

Area of Support

### How will it scale Greatness

- ✓ Resource Depth
- ✓ Expertise Enhancement
- ✓ World Class Delivery
- ✓ Recruitment / Retention Benefits
- ✓ Global Legal Delivery
- ✓ Reduces Tension on Delivery Cost Investment
- ✓ Tech Forward

### Assurances of Success...

- ✓ Workflow Improvement
- ✓ Adoption Expectations
- ✓ Workflow Measurements
- ✓ Location Expertise

Location Criticality

1-5

### Impact Areas

Workflow

Gen AI

Productivity

Firmwide

Practice Group

Other

### Tech Platform



Cloud



Local

### Applicable Applications

Integration with Current Platforms



Impact of Implementation - \$

Time/Cost / Resources to Implement - \$

### Determining Questions

- Do we need to be good at this in a particular location?
- Do we gain or lose expertise by delivering from a specific location?

# “Be Curious...”



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Ted Lasso  
21<sup>st</sup> Century Philosopher

# Integreon Offshore Presence

**3,500+** professionals in our offshore locations including **Presentation Specialists, Legal Document Experts, Graphics & Conceptual Designers, Researchers, Lawyers, Paralegals, Statisticians, and Data Analysts** providing right-sized programs leveraging emerging best practices, technology, and a data-driven approach to help clients **transform the way they approach their businesses**



**72% of Top 25 clients**

have been with Integreon for **5+ years**



**3**

Offshore Locations



**24/7**

Timeless Operations



**3,500+**

Employees in offshore locations



**Certifications**

- ISO ISMS 27001:2013
- ISO QMS 9001:2015

- 3 Offshore locations: Mumbai, Noida (India) and Manila (Philippines)
- Evaluating our 4<sup>th</sup> offshore location in the Latin America region
- Flexible and modular business models
- Supporting clients from legal, consulting, private equity, investment banks, asset management, and financial services catering to a variety of service requirements

# Contact Information



**Murray Joslin**  
**Executive Vice President**  
**Creative & Business Solutions**  
**Integreon**  
**[Murray.Joslin@integreon.com](mailto:Murray.Joslin@integreon.com)**