Partner Talk #4 - Gold Standard: How to Build a Successful, Cost-Effective Support Model

Rob Mattern
President and Founder

MATTERN
Gold Standard: How to Build a Successful, Cost-Effective Support Model

November 3, 2023
Agenda

- Introduction
- The Gold Standard
- Objective
- Currently
- Challenges
- The Lacks
- The Plan
- The Golden Ticket

Unbiased Consultants for law firms' office and administrative services, records & information governance
The Gold Standard
Having the right people (skills), performing the rights task at the right cost whether that is in-house, outsourced, centralized or de-centralized.
- 89%
- 6.875
- 38%

2022 BigHand Law Firm Survey
2022 Mattern Survey
- 50%
- 42%
- 85%

2023 Withum Law Firm Survey
The Lacks
The Plan
The Golden Ticket
THANK YOU
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