

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



Rob Mattern
President and Founder





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





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The Leader in Law Firm Operations Consulting

THANK YOU

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