

## 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

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# 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 right 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





**MATTERN**

**The Leader in Law Firm Operations Consulting**

**THANK YOU**

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