



At the forefront of Legal Process Outsourcing!

*Imagine coming in to work and finding your tasks completed.
Imagine having all the data required readily accessible.
Imagine having more time to concentrate on the core high-end strategic tasks. HCL BPO with its team of experienced and qualified lawyers enables all of the above!*

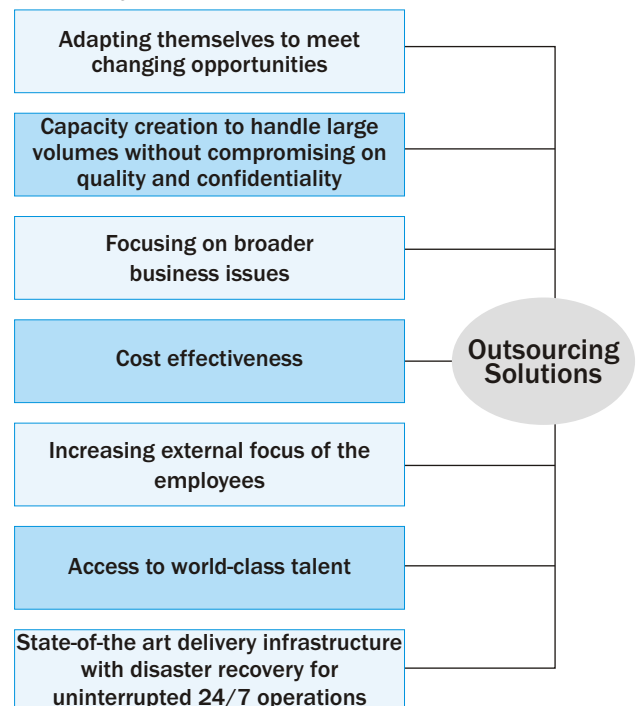
Similar to other outsourcing activities, India's legal services are affordable and efficient. International attorneys are impressed not only by the labor cost differential, but also by the quality and speed of work done. Most LPO outfits in India are reported to be staffed 24/7. The advantage of the time zone, availability of English-speaking qualified US / UK attorneys and familiarity with common law doctrines are major reasons to attract foreign firms. However, the industry also faces various challenges; one of the key issues being the confidentiality and attorney-Client privilege.

CHALLENGES

- **Changing Economics:** Restraints on revenues driven by Client fee resistance
- **Escalating overheads,** driven by support staff employment costs, IT expenditure, marketing costs, professional liability and health insurance premiums
- **Marketplace Maturation:** There are shifts from the sellers' market of the past to a buyers' market, in which Clients increasingly determine pricing, staffing and strategy
- **Confidentiality** is one of the most risk-prone sectors
- **Geographic Expansion:** In order to access new markets and Clients, businesses are expanding geographically. Local businesses are becoming regional, regional becoming national, national becoming international, international going global - thus bulking up the inflow of legal documents that needs to be reviewed
- The job is monotonous and routine. Practicing professionals and corporate attorneys thus refrain from undertaking tasks of research and case studies, as they do not add value and are not professionally challenging
- Large corporate firms need their documents and contracts to be reviewed in a compressed timeframe but at reasonable cost without compromising on quality

SOLUTIONS

By outsourcing the Legal/ Paralegal processes to offshore service providers, businesses can streamline their operations and cut costs to maintain profitability :



HCL BPO OFFERINGS

A whole variety of legal support activities can be carried out using the low cost, high quality legal resources provided by HCL BPO

Conveyancing

- End-to-end solutions
- Transaction management
- Voice support

Re-mortgaging

- End-to-end support
- Follow up calls with different entities

Contract Management

- Review
- Analysis
- Drafting & vetting (Template)

Wills and Probate

- Drafting wills
- Reviewing
- Probate support – Documentation & procedural support

Litigation Support

- Coding/ Cataloging
- Case summary
- Research

E-discovery

- Coding
- Data mining
- Categorizing/ Segmenting
- Pre & Post appearance support

Legal Research

- Opinion
- Summarize collective action cases
- Subpoena responses
- Technical research
- Subject
- Precedents (Case law)

HCL BPO EXPERTISE

Vendor selection and appropriate implementation of the process is a critical aspect of outsourcing. HCL BPO with its strong legal expertise is fully equipped to handle all concerns.

- HCL BPO has an experienced team of Dual Qualified Lawyers from reputed law schools having a rich practice experience in various industries
- Currently provide support to UK's leading Conveyancing Company
- Experience in providing end-to-end support in re-mortgage conveyancing for the U.K. market
- Apart from these, HCL BPO possesses robust capabilities in legal processes like Contract management, Legal research, Pre-litigation documentation, E – discovery etc.



BUSINESS BENEFITS

- Accelerated return on investment
- Cost Arbitrage
- Reduction in processing time
- Developed in-house performance management system
- Customized in-house Legal Case Management software
- SLAs - business driven and not process driven
- Increasing bandwidth of the employees

HCL ADVANTAGE

- Efficient work methodology and quick ramp up focusing on business building capabilities
- Utilization of COPC standards and Six Sigma tools for internal operating procedures and process control measures respectively
- Increased credibility by sustained delivery
- Quick turn-around time
- Focus on significant reduction in payroll costs, improved transaction processing, and assured customer satisfaction
- Business-metric driven solutions rather than process metrics
- World class delivery infrastructure with disaster recovery for uninterrupted 24/7 operations
- Robust mechanisms to measure and enhance customer satisfaction
- Vertical expertise spanning BPO / Software / Infrastructure

About HCL

HCL BPO Services is a division of HCL Technologies Limited, a Global Technology and IT Company. HCL as a group is a 31 year old enterprise, with USD 4.8 billion revenue and 55,000 professionals who operate out of 18 countries.

HCL BPO is one of the early players of Business Process Outsourcing. With 40 customers (14 Fortune 500/ 11 Fortune Global 500), 150+ processes and 13,200+ professionals operating out of India and Northern Ireland, HCL BPO has strong domain knowledge and runs quality driven processes. HCL BPO Services ranks 3rd in Highest Satisfaction for Business Process Outsourcing by the Black Book of Outsourcing, 2007. HCL BPO Services is the largest BPO service provider in Northern Ireland and ranks 2nd in the Global Peer Group of BPO Service Providers.