PARTNERSHIP ENTITY OFFERING LEGAL ADVICE ACROSS VARIOUS DOMAINS TO A DIVERSE CLIENTELE

KEY HIGHLIGHTS

Industry -
Law Firm

Project Duration -
Six Months

SCOPE OF WORK

- Property Management
- Business Development
- Partnership
- Finance & Procurement
- HR and IT

SERVICE OFFERING

Development of Standard Operating Procedures for core and support operations

CHALLENGES / REQUIREMENT

- Develop standard operating procedures instituting points of control and ensuring efficiency
- Create a knowledge repository for reference for team members
- Create a desktop procedure manual to ensure successful adoption of the new property management system
- Develop detail desktop procedures for CLIO – the CRM system

OUR SOLUTION OFFERING

- Developed the structure of the SOPs through the breakdown of the process into sub-processes and key workflows
- Defined the new workflows for core and support operations instituting control measures along the value chain
- Roles and responsibility allocation for all team members
- Highlighted points of information capture that are required in existing potential systems to garner efficiency
- Developed desktop procedures highlighting user navigation, & appropriate use of the system to enable information capture
- Developed supporting guidelines and formats in addition to workflows

IMPACT

- Enable the teams to leverage on a process dependent framework that is aligned with industry best practices
- Effectively integrate the existing and upcoming technology infrastructure
- Ensure a seamless partner selection and onboarding process
- Provided supporting guidelines, policies & formats to increase operational efficiency
- Creation of a knowledge repository for reference
- Ensure successful adoption of the systems by provision of desktop procedure manuals