

INNOVATING IN RECRUITMENT AND LEGAL TECHNOLOGY

21 YEARS
2,300 PLACEMENTS
5 LEGAL TECH PRODUCTS
65 TOP 150 LAW FIRMS

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ABOUT US

We are currently in the most intensive period of IT and business change in legal for many years.

The IT function of a law firm is being relied upon more than ever to help manage change wrought by regulation, growth/mergers, and the need for efficiency gains; of course whilst still maintaining first class IT Service Delivery.

The external support you need to help you must now fulfill several criteria:

First is the obvious: in-depth knowledge of recruitment and legal technology

Second is an understanding of the nuances of boutique to international law firms

Third, is the ability to help you retain talent and reduce the costs of your IT service

Lastly is the ability to innovate in order to address your changing needs

At ITS, we've leveraged our position at the heart of the legal tech sector and the insight we've harvested over the past two decades, to develop five core products that will help deliver these changes and support your IT service.

These products are either supplied exclusively through ITS or in conjunction with trusted partners and are split into two divisions of ITS:

ITS RECRUITMENT

LEGAL TECH TALENT – OUR LEGAL IT RECRUITMENT SERVICE

We support an enviable client list across the UK; we are a trusted recruitment partner for over 65 UK and US law firms as well as a substantial variety of other Professional Services businesses and Media companies.

KEY HIRES - OUR SENIOR APPOINTMENTS SERVICE

The days of unnecessarily high fees and glacial time frames for senior appointments are over. We've achieved 97% success with senior appointments in 23 law firms across the UK.

ITS WORKS

MANAGED SERVICES – OUR AWARD-WINNING ON-SITE IT SERVICE DESK

Our service helps you improve customer satisfaction whilst significantly reducing IT headcount costs, increasing talent retention, reducing external recruitment to as low as 20% and freeing up time for key staff to focus on higher value work.

UK ENHANCED ELITE 3E DEPLOYMENT

In partnership with CSN we help you substantially de-risk and lower the costs of your firm's Elite 3E deployment. We work with you to manage the project and vendor, delivering a suite of our unique customisations that will improve transition to Elite 3E and help you maximise your investment.

WORKFLOW DEVELOPMENT & BPM SOLUTIONS

We are working with experts in this field with over 10 years' legal software and workflow development experience to take ownership of your Intapp Flow or K2 workflow development projects and deliver with significant cost savings.

RECRUITMENT

“ITS are thoroughly professional to partner with, demonstrate deep industry insight and consistently deliver quality people.”

Head of Programme, Large, Global Law Firm

Our Awards:

- Best Recruitment Product / Service - RDLC Recruitment Awards
- Most Customer Focused Supplier - Legal Technology Awards
- Runner up at the National SDI Awards for Best Large Service Desk
- Top 30 Legal IT People to Know - Know List Awards
- Best Recruitment Company - National Recruiter Awards

FUELLING LEGAL TECHNOLOGY WITH TALENT FOR 21 YEARS

ITS was founded in 1996 to raise the bar in the supply of talent to the legal technology sector and we now support an enviable client list across the UK.

We are a trusted recruitment partner for over 70 UK & US law firms as well as a substantial variety of other Professional Services businesses and Media companies.

What you need to know

2500 - Over 2500 people placed in law firms over 21 years

96% - Candidates over the last year who accepted the offer of employment

Total Coverage - We supply contract and perm staff in all Legal tech roles

Access to Talent - Unrivalled library of talent developed over 21 years in Legal Tech; we deliver on those 'hard-to-fill' Legal Tech roles

23% - the proportion of people we place who are not on the market, often recommendations from our clients and candidates.

97% - Success rate with the IT Management roles we were instructed on in 23 law firms over the last three years

Team Supply - Award-nominated Managed Service Desk at multiple sites

Project Delivery – we have supplied contract teams to deliver programmes up to the value of £11m; we have supplied key resources on projects up to the value of £70m

In-House - We managed the recruitment on-site within a top 20 law firm during an infrastructure refresh, successfully filling 20 roles in 9 months

Skills Assessment - we can undertake an audit of all IT staff competencies

Consultancy - We help Senior IT staff in defining the structure of the IT Dept. / roles

Face to face Interviews – We meet all our candidates in our offices and through video where necessary

Innovation – We support your drive to innovate with competency interviewing which helps us accurately select candidates with skills from outside the sector

RECRUITMENT



Over the last year, 97% of our candidates accepted an offer of employment.

CONTACT DETAILS

To discuss how we can help you deliver these benefits please contact:

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A Methodology that Delivers

The foundation of our success is our expert and efficient management of the recruitment process, and the wealth of Legal Tech experience in the business.

Although you will come to know our whole team, you will have a dedicated point of contact to ensure an in-depth understanding of your business. The key for us is understanding how you differ from other law firms (and you do; often vastly) and being a trusted advisor for you along the way. We go well beyond matching CVs to job descriptions.

As important to us as understanding our clients is knowing our candidates, which we achieve primarily through face to face interviews in our offices. It is rare for a candidate to report back following an interview with a client that the job was not suitable - our job offer acceptance rates are 96%.

We use the latest, best-practice technology including state-of-the-art search tools, fully mobile online video interviewing so clients and candidates can upload and view videos without needing to download any software and, shortly, online timesheet approval and submission.

Why we are a Trusted Advisor

Over the years we have devised various services to deliver specific solutions to our clients, often involving us working in-house for a period of time and getting a holistic view from the inside of our clients' IT departments.

This experience means our advice is extremely well informed and we are well placed to think creatively to help you source the people or skills you need.

A selection of projects:

- In-house at a top 20 law firm working closely with managers across the IT function to recruit 20 IT staff
- Devised and carried out an audit of all IT staff at a 500 user firm to identify training needed to ensure a high functioning IT Service
- Management of Service Desk staff onsite at two top 10 law firms
- Advised a US firm in selecting staff from their IT Support provider
- Supported various clients in re-defining the structure of their IT Dept and the roles of senior IT staff.

KEY HIRES



Fig 1

% of roles filled over
last three years



Fig 2

% of those placed
still at those firms

“I have worked with ITS for 5 years and they have found us two exceptional IT Directors during this time. They are easy to work with, they are flexible and they give us the comfort of knowing we will find what we are looking for.”

HR Director, Top 50 Law Firm

CONTACT DETAILS

To discuss how we can help you deliver these benefits please contact:

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ITS are the market leader for sourcing IT Management staff in the Legal Tech sector because we have an unrivalled depth of understanding of law firms.

During our 21 years working with firms of all sizes, we have learnt how they work and how they differ.

Our experience in legal is uniquely varied going beyond just external recruitment to managing in house service desk teams, delivering solutions not just people, producing team competency reports and as the internal recruitment function for large scale recruitment programmes.

This broad experience of people and services within the IT function gained over such a period of time is the reason so many law firms have engaged with us to help them find their key IT staff.

Our credentials:

Success: Over the last 3 years we have placed 97% of the IT management roles we have been instructed on in 23 law firms across the UK

IT Directors: Over the last 10 years we have placed numerous IT Directors in firms of all sizes, often in situations where the firm is hiring at this level for the first time

Retention: 94% of those appointments are still at those firms

Faster Service: We can deliver a shortlist of often pre-interviewed candidates within 14 days of instruction because our knowledge of the market means we already know much of the candidate base

Cost-Saving: we save you up to 50% of the charges incurred when using a head hunter

People: Our knowledge of law firm culture gained over 21 years in the sector is second-to-none so we are able to assess person fit accurately

Experience: Our deep knowledge of law firms means we can understand the big picture around the role for which you are hiring

Consultancy: in-house experience managing project teams, managing service desks, advising on dept. structure and assessing staff competencies

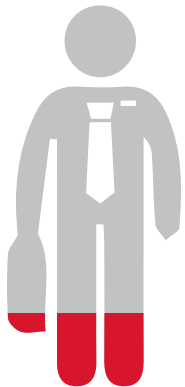
Assurance: We have a wide network of tried-and-tested Interims who can step in whilst you resolve the situation

MANAGED SERVICE DESK

its works

“ITS’ Managed Service Desk was identified as a key part of our solution as it gave us the flexible resource we needed as we evolved”

Head of IT, Magic Circle Law Firm



Reduce external hires into your wider IT dept, to as little as 20%

HOW DO YOU EVOLVE THE SERVICE DESK TO DRIVE SERVICE DELIVERY AND COST REDUCTION?

You offer a Service Desk because you need to offer somewhere for people to request help. But is it your ‘Shop Window’, displaying all your department’s offerings? Developing your desk to deliver service excellence, thereby vastly improving its and your department’s stature and indeed its importance to your business, is just the tip of the iceberg when measuring the benefits of what a great Service Desk can do.

Our service will enable you to realise efficiencies and significantly reduce your costs because we will enable you to:

- Retain and incubate talent.
- Remove the routine people management tasks from SD Managers so that they can focus on service improvement and other higher value work.
- Have site-familiar resource for internal project teams, saving you much of the cost of external contractors and speeding up delivery time.
- Reduce the size of expensive technical teams, and allow them to focus on higher-value work.

Removing the burden of support overheads will help clear the way for you to deliver more to your business and help you partner with them in a vastly improved way

Your Biggest Barriers

As an IT leader, addressing the issues and transforming your service is becoming more and more critical. However, there’s always something that gets in the way. That something is the constant need to respond to support calls and service requests and the management of the Service Desk team. The constant demand on SD Managers to deal with personnel, rota, absence and recruitment issues kills the momentum they need to develop and drive service improvement initiatives. **We can solve all those problems for you and more.**

Secondly, if you could have the Service Desk and your 2nd line teams resolve 99% of all calls, you would. But a key barrier has always been upskilling the desk, onboarding and upskilling new staff quickly and getting your technical teams to trust them with the level of access and knowledge they would need. **We can give you the tools and the structure to help solve this problem too.**

MANAGED SERVICE DESK

“The quality of IT Service Desk agents provided by ITS, has been instrumental in ensuring consistency and driving the improvement of service we deliver to our user base.”

Head of ISS Service Delivery and Business Shared Services, Magic Circle Law Firm

CONTACT DETAILS

To discuss how we can help you deliver these benefits please contact:

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Our Solution

Our Managed Service has been designed to eradicate all staff performance management activities for the SD Manager, so there is a minimum of disruption, and they can focus on service to the customer. It allows you to drive a cost reduction strategy - throughout the IT function - while significantly improving customer service.

The benefits we offer:

- We take away the admin, recruitment and people management tasks that occupy up to 50% of an SD Manager's time.
- We save you money by enabling you to reduce spend on expensive tech staff, by allowing knowledge transfer to the SD - 'Shift Left'.
- We ensure you retain talent, by supporting the progression of SD staff into your tech teams, thereby reducing your recruitment from external sources to as little as 20%.
- We will manage your absence so that sickness and holidays never impact continuity of service; this will also improve the reliability of your metrics.

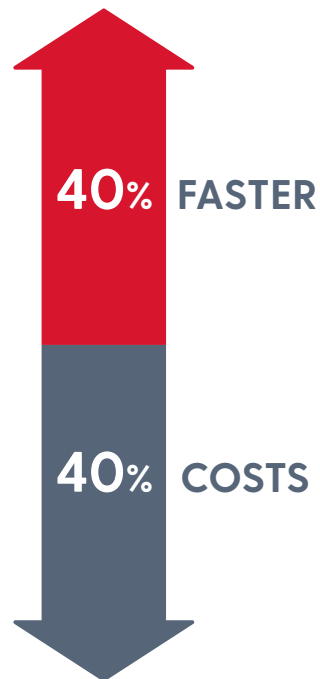
Your Freedom to Evolve

By focusing on higher-value tasks, you'll achieve the following:

- More time for SD Managers to focus service improvement, customer needs, service analysis (metrics and KPIs) and process improvement.
- Tech teams can save time by shifting knowledge to the SD. This change then leads to tech teams being free to fix root causes of recurring problems. A virtuous circle that reduces staffing costs over time.
- Skilled and experienced SD staff can be seconded to projects with other IT teams, a process that builds morale and skills; and vastly reduces external IT contractor costs on projects.
- Talent incubators are fuelled through SD staff gaining skills on secondments. Our reliable cadre of skilled staff, who can backfill permanent employees and managed service team absences, will soothe the fears of your SD Manager losing their best analysts.

3E RAPID DEPLOYMENT

its works



INTRODUCTION

Sitting on the roadmap in the near future of many of our clients is the need to implement a new Practice Management System. Many have voiced concerns over availability of resources and the risk associated with consequent project delays and overspend. Our partnership with CSN delivers full life cycle design and rapid deployment of Elite3E. We help you avoid all the pitfalls, rationalising your applications and ensuring you implement a fully customised product that is immediately fit for purpose thereby maximising your investment.

ITS / CSN UK ENHANCED ELITE 3E DEPLOYMENTS

Elite's suite of 3E practice management systems represent some of the best software that law firms can invest in, in order to run their business operation better.

However, software vendors have goals for your project that are likely to differ from those of your own firm. For example, rolling out 3E fast with a view that you can fix things later, once you are live, may work for smaller firms, but for medium to large law firms, this strategy can be risky both from compliance and a business point of view.

For the above issues that our clients face, we have a suite of consulting products that are designed to help you overcome these hurdles while substantially de-risking and lowering the costs of your firm's Elite 3E deployment. We can share further details about our 'Phase Zero – Pre Sales' and 'Phase Three – Rapid Deployment' consulting solutions, on request.

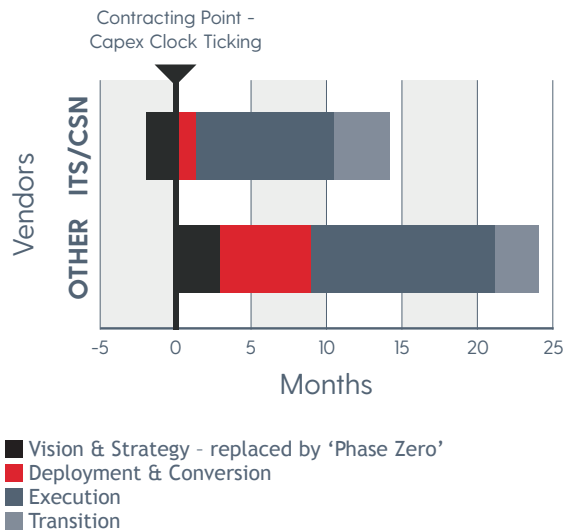
However, as good as Elite is, it is an American product that requires a number of enhancements in order to make it more suitable for operations within the United Kingdom. In order to meet this challenge, CSN has developed a suite of customisations for Elite 3E, that will not only save your firm costs and time during your deployment, but they will also help you to improve the transition to Elite 3E. This will see your firm start to benefit from enhanced processes in areas such as billing from the very first day that you go live, while also starting to immediately improve your compliance levels and protections in areas such as New Business Intake and AML processes.

[CLICK HERE TO VIEW OUR 3E CUSTOMISATIONS >](#)

3E RAPID DEPLOYMENT

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Phases against Months for a normal 3e project vs ITS / CSN



CONTACT DETAILS

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WE WORK FOR YOU, NOT THE VENDOR

Our solution is not just about the customisations we can give you. It is also about being in control of the project and working with you to deliver cost and time savings of up to 40%.

We lead the project on your behalf starting with our 'Phase Zero' pre-contract deep analysis, which is key to achieving the cost and time savings we promise. Phase Zero identifies exactly what 3E should look like for your firm, helps you rationalise out applications you do not need and ensures you maximise your investment.

This approach helps you to build a rock-solid business case to ensure your budgets and plans are both accurate and feasible. It is this level of detail that protects you from budget overspend, costly post-contract change requests and delays to go-live.

Unlike other 3E deployments that are reliant upon a myriad of vendors, what separates us from the crowd is that we bring together, under one roof, a unified team with years of successful experience of deploying 3E. This ensures cohesion and ownership across the full life-cycle of your project.

By tasking us with leading your project, you can leverage all our experience of 3E deployments to ensure you get the product you want for the agreed budget. We give you a strong sense of confidence in what is one of your most risky change projects.

Our Credentials:

40% - The cost we can save you compared with a normal deployment

100% - To date all of our major projects have gone live on time and on budget

200% - Typical ROI achieved by our clients from our 'Phase Zero' pre-purchase consulting stage

5 - The number of 3E projects we have delivered; all on time and on budget.

Reduce Risk - significantly de-risk your project, avoiding the high cost of failed or delayed go-lives

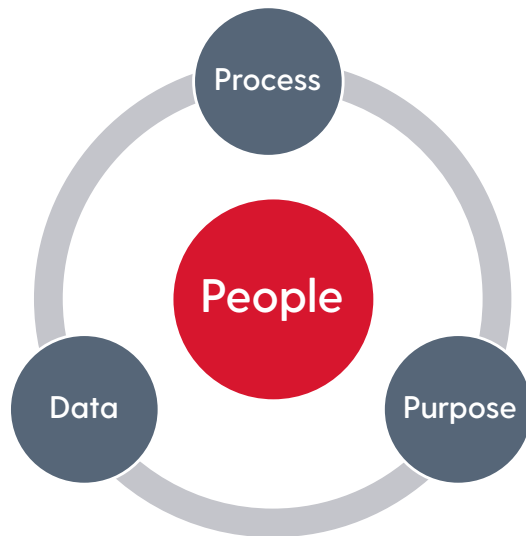
80,000 - The number of hours experience our team has of Elite 3E

Expertise - We build next-level functionality within 3E: intake, collections, billing dashboards etc. saving you £1000s

References - We can provide c-level references from all our clients

INTAPP & K2 WORKFLOW SOLUTIONS

its works



Workflow automation is an innovation being adopted in Legal in order to ensure compliance and improve efficiency; whether within the business services functions or for legal practice.

The growing demand for and increasing scarcity of resources means firms are facing high fees and inconsistency from vendors and recruitment agencies and inconsistency causing risk of project delay and over-spend.

To overcome these challenges, as part of our 'ITS Works' initiative working with experts in this field with over 10 years Legal Tech experience, we can take ownership of your Intapp workflow development projects and deliver this work as a service with significant cost savings.

Workflow Automation Experience:

CLIENT ON-BOARDING	Matter inception, due diligence, AML checks, conflicts check, internal approvals and risk mitigations
SUPPLIER ON-BOARDING	ABC checks, NDA and IP
RISK	Risk register to record Gift, hospitality and donations
DOCUMENT MANAGEMENT	Contract review approvals and renewals, Document processing, IP filling and life cycle management
CASE MANAGEMENT	Diary management, Client/Matter maintenance, Residual Client Balance, Matter file closure, Integration with other systems
HR	New starter, Leaver, Internal & External Workstation assessment, Maternity leaver, Maternity returner, Name change, Contract extension, Change of working hours, Re-organisation, job change

INTAPP & K2 WORKFLOW SOLUTIONS

its works

Recent Success:

800 USER
LAW FIRM

A number of employee processes (like new hire, leaver) client on boarding, matter file closure and other processes. Integration with Aderant, Intapp and Select HR. Implementation and support of intapp products

700 USER
LAW FIRM

We implemented KYC and client on-boarding solution(s) across 13 different locations (including UK, Europe, Singapore, Hong Kong etc). Integration with SharePoint and Elite Enterprise

300 USER
LAW FIRM

Implemented a workflow solution to manage the life-cycle of filing of certain types of matter and integrating with SharePoint to manage the document

800 USER
LAW FIRM

An ongoing engagement to build processes related to property sales and conveyance, diary management etc. integrating with DPS, SharePoint and Finance System

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Project Options and Savings

Save
21%

On-site + offshore support

On-site time and materials based service using partial off-shore resource.

Save
45%

Off-shore + on-site support - Fixed Price

Full use of off shore resource with on-shore resource for oversight and client engagement.

The average savings displayed for both options are in comparison to projects being managed by agency contractors or vendors.

TESTIMONIALS

SERVICE DESK

"We were seeking to transform our IT Service Delivery function at our firm so that we could increase speed and quality of service by resolving more at the front line whilst reducing the cost of headcount in our technical teams.

ITS' Managed Service Desk was identified as a key part of this solution as it gave us the flexible resource we needed as we evolved. They performance managed their team so that service levels remained high and our Team Leaders could focus on service improvement rather than being distracted by staff and resource issues.

They worked with us continually to evolve and improve the service as demand required. They are highly competent, they understood what we were trying to achieve and they were easy to work with.

You don't find such a level of knowledge and flexibility in other suppliers in this space. I would not hesitate to engage with them again."

Head of IT, Magic Circle Law Firm

FINANCE SYSTEMS AND 3E

"ITS were recommended to me last year when I needed a project manager for a specific period to deliver our new conflict solution. They listened to what was needed and, not only did they find me exactly the right skills but also someone who was the right fit for us, which was critical for such a business facing project.

We had also been seeking a new Finance Systems Manager for some time. I asked ITS to help and they again found us the right person. Knowing that I have a partner capable of supporting my Finance Systems team during a time of significant investment to support the growth of the firm is reassuring. I would not hesitate in recommending ITS to fellow Finance Directors."

Finance Director, top 50 law firm

"I have worked with ITS on one assignment to find us an IT Director. Their network within the industry & access to exceptional candidate is first rate. I have no hesitation in recommending them and look forward to working work with them again should the opportunity arise."

HR Director, top 30 Law Firm

SENIOR APPOINTMENTS

"I have only worked with Justin on one assignment to find us an IT Director. His network within the industry & access to exceptional candidate is first rate. I have not hesitation in recommending him and would love working with him again should the opportunity arise."

HR Director – top 30 law firm

"I have worked with ITS for over 10 years as both a client and a candidate. In this current world of on-line recruiters, CV search engines and inexperienced recruitment start-ups, it is good to see that the likes of ITS (and only a handful of others) are flying the flag for reliable, experienced and trusted recruitment consultancies.

They are one of only two recruitment consultants I have worked with to date who truly understand the importance of treating both clients and candidates to the same high levels of service and professionalism."

Director of IT, Top 100 Law Firm

WORKFLOW

"Within months the team were correcting errors that our "Intapp partner vendor" was getting wrong. They can work independently with minimal oversight, can communicate effectively with the business and present in board level meetings. A lesser service would have made this project fail. I don't have any hesitation in recommending them."

Programme Manager, top 50 law firm

CASE STUDY

CLIENT CASE STUDY / CHANGE PROGRAMME

We identified that in order to improve the firm's overall commercial performance it required a refresh of our entire global IT infrastructure. The 'Vanilla Programme' as it became known involved rationalisation of all applications, consolidation to one Active Directory, GroupWise to MS Exchange migration and new Document Management System, linking 21 offices globally and encompassing over 2000 staff.

Traditionally an IT Services Company would assume such responsibility, but ITS was selected to provide the core team for the program because we had demonstrated in the past the ability to supply not merely technically competent staff but staff who would fit in with the client's corporate philosophy and therefore work harmoniously with their existing staff. It was very important to us to stick to our guiding principle of designing, building and implementing Vanilla. We did not want to hand responsibility for such a high profile and complex project to a systems integrator. With ITS's existing knowledge of the firm's allure we set about a programme of recruiting expert contractors to assist with the design of the environment.

ITS built a core team of Technical Design Architects, Desktop Design Analysts, Project and

Programme Managers, Developers, Business Analysts and Exchange/Messaging Specialists who, over two years, delivered this massive global project both on time and crucially on budget; saving the client more than a third against the cost of using an IT Services Company. Additionally, one of our guiding principles was that we would send existing permanent staff to the programme for them to team the skills to support the new systems. For each person that we seconded to Vanilla, we backfilled their day job with an ITS sourced contractor who could focus on keeping the existing systems going whilst we built the new ones. With their IT infrastructure rendered world-class and mostly Vanilla, Simmons & Simmons are now able to truly deliver to and expand upon their own client base.

As a key non-chargeable, value-add, ITS managed its team of contractors, holding 1 to 1 performance reviews weekly initially then monthly after 3 months then quarterly to ensure seamless integration with existing permanent staff and to ensure that a culture of easy knowledge transfer was established. Knowing that ITS were taking the strain of this element of the programme allowed us to focus on getting the technical aspects right, which has been key to the programme's success. Working closely with

HR and IT, ITS achieved this goal, demonstrating a customer focus that goes beyond expectation of a recruitment company. It is fair to say that we did not get all of the contractor's right first time. Particularly as the programme evolved and we realised that we needed different types of people. ITS worked swiftly to replace these contractors in a seamless way and enabled the programme to proceed smoothly.

As a recruitment consultancy they are exceptionally focused on building relationships and satisfying clients' long term needs, rather than the 'hit and run' approach of high turnover favoured by some of their competitors.

IT Director, Top 20 International Law Firm