

# INNOVATING IN LEGAL RESOURCE SUPPLY & MANAGEMENT

**its** recruitment

The UK's first dedicated  
Legal Tech Recruiter

**its** works

Bringing innovative  
solutions to Law Firms

**its**

---

**020 7871 5555**

 [its-recruit.com](https://its-recruit.com)

 [its-works.co.uk](https://its-works.co.uk)

 [linkedin.com/company/1105784](https://linkedin.com/company/1105784)

**PEOPLE | TECHNOLOGY | SOLUTIONS**

**25 YEARS**  
**2,300 PLACEMENTS**  
**5 LEGAL TECH PRODUCTS**  
**70 TOP 200 LAW FIRMS**

## CONTENTS

---

About Us	3
ITS Recruitment	4 - 5
· Key Hires	6
ITS Works	7
· Law Firm Anywhere	8 - 9
· Managed Service Desk	10 - 11
· Workflow Development	12 - 13
Testimonials	14
Case Study	15

# ABOUT US

We are in the most intensive period of IT and business change in legal for decades/ever.

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:

- Expert Recruiters with in depth knowledge of Legal Technology
- Understand the needs of, and differences between, firms from boutique to international law firms
- Cost effective - helps support talent retention, and reduce the costs of IT service
- Innovative and Adaptable to meet changing needs

ITS has over 20 years' experience at the heart of the Legal Tech sector. We've developed 5 core products to meet the needs and demands of the profession.

**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 Tech recruitment service

Permanent and Contract IT recruitment services. Trusted partners to over 70 UK and US Law firms along with numerous Accountancy and Private Equity firms

### key hires

#### Our Senior Appointments Service

Proven solutions for hiring into Senior IT Roles including IT Director, CIO, and CTO. 97% success rate for senior appointments in almost 50 law, accountancy, and private equity firms across the UK

## its works

### law firm anywhere

A game-changing flexible working solution, built for the legal profession, offering world-class security and seamless flexible working. Delivered in partnership with [Moore Technology](#)

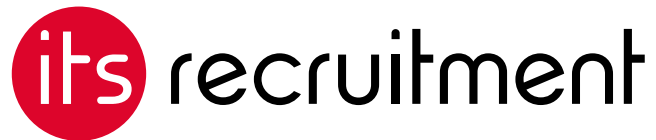
### managed it service desk

Improve User Satisfaction, Extend hours of coverage, Increase Staff Retention. Reduce recruitment costs to as low as 20. Free up time for key staff to focus on higher value work

★★★★★  
AWARD-WINNING  
CLIENT-SITE  
IT SERVICE DESK

### workflow automation solutions

Workflow automation delivered more quickly and with significant costs savings vs going to the core vendor. Delivered in Partnership with Nimbe who have almost 15 years' experience in Legal Tech



## legal tech talent

“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; we are proud to work with an enviable client list across the UK.

We work with over 70 of the top 200 UK & US law firms as well as a substantial variety of other Professional Services businesses and Media companies.

### What you need to know

**2,300** – Over 2,300 people placed in law firms over 21 years

**96%** – Candidate acceptance rate of employment offers

**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 placements made by people not actively on the job market - our network gives access to rare and hard to reach people

**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 / SoW** – We have supplied teams to deliver whole programmes upto £11m, and specific workstreams of larger programmes up to £70m

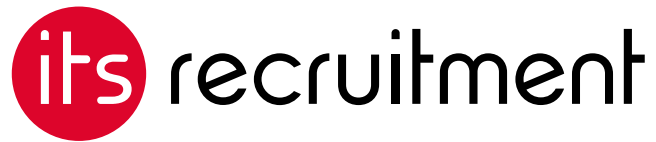
**In-House** – Can operate in-house as your internal recruitment function

**Skills Assessment** – We have audited client 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** – Always first, always innovating, to deliver best practice and powerful solutions



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

Click here to register your interest  
and we will call straight back!

**START THE CONVERSATION**

Contact Connor Sagar directly on  
[connor.sagar@its-recruit.com](mailto:connor.sagar@its-recruit.com) | 020 7871 5557

## legal tech talent

### A Methodology that Delivers

The foundation of our success is our expert and efficient management of the recruitment process, our partnership approach 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.

Expert interviewers - we understand our candidates, build close relationships, and introduce them to the right roles. Our job offer acceptance rates are 96%.

We use class leading technology and state of the art tools for candidate attraction, candidate video profiles and interviews (including zero-install video interviewing) and online timesheet approval and submission.

### Used as Trusted Advisors

Many of our long-standing clients ask us to devise and deliver specific solutions.

Working in close partnership means we are well placed to advise from the inside, and think creatively to source the people and skills you need.

#### A selection of projects:

- Worked in-house at a top 20 law firm to work with line managers hiring 20 IT staff in 9 months
- 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
- Vendor selection consultancy for a US firm selecting a new external IT Support Provider
- Supported various clients in re-defining the structure of their IT Dept and the roles of senior IT staff

# its recruitment

“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



**Fig 1**

% of roles filled over last three years



**Fig 2**

% of those placed still at those firms

Click here to register your interest and we will call straight back!

**START THE CONVERSATION**

Contact David Willis directly on  
[david@its-recruit.com](mailto:david@its-recruit.com) | 020 7871 5557

## key hires

ITS are the Market Leader for Hiring Senior Managers in the Legal Tech Sector.

With our unrivaled insight into the workings of Legal IT functions, many firms turn to us to find their key IT Managers and Leaders.

Our 25 years of 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 fully interviewed and profiled candidates from as little as 14 days from instruction. We already know much of the applicable candidate base

**Cost-Saving:** We can save you up to 50% of the charges vs using a non-sector specific 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 you are hiring for

**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



## low firm anywhere

Seamless flexible working, world class security, total business continuity and value for money powered by desktop & infrastructure in Amazon Web Services Cloud.

## managed it service desk

Award-winning service enabling 'Shift Left', support for product launches to your clients, retain talent & save £1000s.

## workflow automation solutions

Save up to 45% of the cost of Intapp workflow development; innovative solutions to remote working issues.

# BRINGING INNOVATIVE SOLUTIONS TO LAW FIRMS BEYOND RECRUITMENT

### Our mission is simple:

To add value beyond our core recruitment focus, by leveraging our own expertise or our experience of other trusted niche businesses

Law firms were already undertaking the largest change activity ever undergone across the sector and then Covid-19 arrived.

### We have developed solutions to help in the following ways:

- Partnership with Nimbe to deliver workflow automation and automated post routing, needed more than ever now that so many of us are working at home, to ensure compliance, measure output and increase efficiency
- An award-winning Managed Service Desk to help launch client-facing products by ensuring a first class dedicated service at the most critical time; and for ongoing service desk support to help drive continuous improvement of service leading to reduced cost, consistently high performance service delivery to users and retention of your best talent
- Partnership with [Moore Technology](#) to deliver the most reliable remote and flexible working environment there is. Their solution based on AWS is the most secure and available, fully cloud-hosted infrastructure anywhere in the world and it is at a cost anyone can afford. We use it ourselves and have never looked back
- Partnership with PZDirect, who have managed our phones and mobiles for over 15 years. There is no comms provider better suited to the legal sector – their expertise and approach to service is second-to-none

# its works

## The Benefits

AWS is the world's most comprehensive, secure and broadly used cloud platform – trusted by digital giants like Netflix, LinkedIn, BBC, Pfizer, NASA, Capital One and Kellogg's. It's packed with over 175 featured services, hosted by data centres across the globe. You can connect from the most remote locations, simply and securely. **You don't even need an especially fast internet connection.**

Trusted by digital giants

LinkedIn NETFLIX BBC



**300** USER  
LAW  
FIRM



Moved all users  
onto AWS in 2019

**1000** USER  
LAW  
FIRM



20% of users on AWS  
with plans to increase

## law firm anywhere

NEW  
PRODUCT

### SECURITY

- 87% of respondents to a recent Briefing Magazine survey said that they had seen an increase in the number of clients performing security audits on them from 75% to 92%. AWS instantly gives you the best cloud security in the world and **256bit encryption of your data** – it's why the CIA use it
- Law Firm Anywhere gives you the tools to help you comply with **GDPR** and other data regulations like **FCA** and **HIPAA** – including 256bit encryption

### FREE UP YOUR TECH BUDGET FROM HEAVY CAPITAL EXPENDITURE

- When you migrate to the cloud, there won't be large cap-ex hardware costs. You follow a **month-by-month payment plan** that you can flex and scale in sync with your business. You only pay for what you need, when you need it

### BUILD A FLEXIBLE, BESPOKE PARTNERSHIP AROUND YOU AND YOUR BUSINESS NEEDS

- We work in partnership with our clients – your success is our success and we're happy to go the extra mile
- We operate in whatever way best suits you. We speak your language and we're patient – we won't push or rush you

### WORK AROUND BUSINESS DISRUPTIONS WITHOUT MISSING A BEAT

- No need to spend money on a separate disaster recovery system
  - If working from the office is suddenly impossible, your team can head home, open their laptops and pick up right where they left off – no licensing restrictions, no security worries
  - You'll never need to spend time creating and maintaining a business continuity strategy
- With law firm anywhere, your strategy is already in place**





## The Benefits continued...

- ✓ Best-in-world security
- ✓ Total flexibility and scalability for your firm
- ✓ Free up your tech budget
- ✓ Seamless Business Continuity
- ✓ Only pay for what you use
- ✓ No more costly hardware replacements
- ✓ Expertly managed phone & mobile comms
- ✓ Built around you and your business needs

Click here to register your interest  
and we will call straight back!

**START THE CONVERSATION**

Or contact Justin Edwards directly on  
[justin.edwards@its-recruit.com](mailto:justin.edwards@its-recruit.com) | 020 7871 5552

# law firm anywhere

NEW  
PRODUCT

## COST SAVINGS, PAY FOR WHAT YOU USE

- We use a simple, flexible, month-by-month subscription service where you always see exactly what you're paying for. You can up-scale or down-scale monthly
- **Reduced spend on backend IT infrastructure** frees up budget to invest in frontend support and automation and AI solutions for your lawyers
- With easy remote working and so much of your infrastructure in the cloud, you can **cut down on the office equipment** you use
- Being less reliant on hardware gives you options that could **cut your energy use – and your carbon footprint**

## UNTETHER YOUR TEAM FROM RESTRICTIVE HARDWARE

- With **law firm anywhere**, you can log in from any device and find your desktop exactly as you left it
- Break the cycle of continually buying, upgrading and replacing hardware
- **Work securely from any location**
- No more dragging equipment around or endlessly unplugging connectors and flash drives

## KEEP YOUR BUSINESS FLEXIBLE AND SCALABLE

- When you hire extra staff, **you never need to expand your infrastructure**
- If you move your firm to a new office or expand into several, you simply arrive, connect to the internet and log into your AWS workspace
- We have flexible contract options so you can scale up or down with no penalties.
- If you acquire or merge with another firm, they don't need to change any infrastructure. So the transition is much quicker and simpler

## EXPERTLY MANAGED COMMS SERVICE DELIVERED BY PSZDIRECT, OUR PARTNER OF 15 YEARS

- Seamless transition of all your mobiles and landlines to our full managed service
- We take care of your bills and spend as if they were our own
- You benefit from our long-term relationships with the core vendors
- Currently supplying two 300+ staff law firms

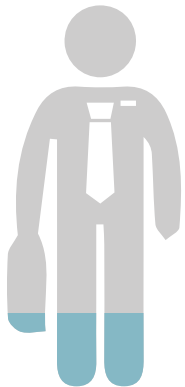
Comms service  
managed by

**pszdirect**  
service matters



“ITS’ Managed Service Desk was 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%

## managed it service desk

### 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.**



“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

Click here to register your interest and we will call straight back!

[START THE CONVERSATION](#)

Or contact Justin Edwards directly on  
[justin.edwards@its-recruit.com](mailto:justin.edwards@its-recruit.com) | 020 7871 5552

## managed it service desk

### Our Solution

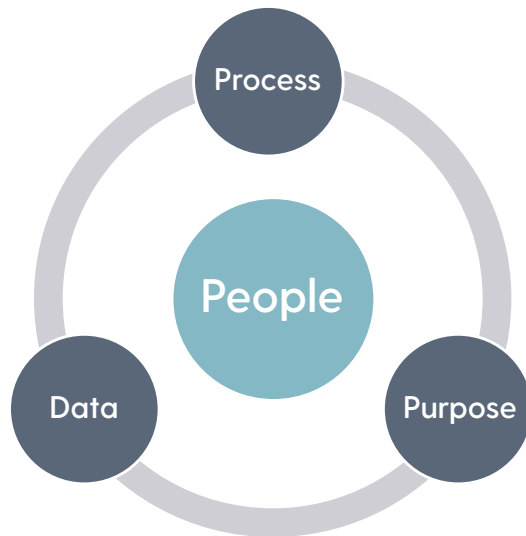
We take on the time and performance management responsibility for the Service Desk Team, freeing your Service Desk Manager to focus on Service Improvement.

You keep full control of the processes, metrics, and working practices of the team.

You have a dedicated site specific team with no absences.

#### Benefits:

- Release up to 50% of your Service Desk Managers' time to focus on Service management, whilst enabling more reliable metrics that are essential for understanding and improving your service
- 99+% cover using resources dedicated to you
- Seamless backfill available for secondments. Develop your permanent staff and drive retention
- Flexibility to move and trial different hours of coverage. Find the optimum balance for your firm, but change it if demand shifts
- With a robust platform you can drive the "Shift-Left ethos". Entrust your service desk with more advanced work - reduce staffing costs, drive engagement and enable technical teams to do higher value work. A virtuous circle!
- Up-skilled and more 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
- A talent pool to hire from. If you need to hire perm staff you can select from our team - hire someone you already know, and let us handle their replacement seamlessly
- Spin-up temporary teams quickly to support project go-lives and external-product launches



Click here to register your interest  
and we will call straight back!

**START THE CONVERSATION**

Or contact Justin Edwards directly on  
[justin.edwards@its-recruit.com](mailto:justin.edwards@its-recruit.com) | 020 7871 5552

## workflow automation solutions

**Innovation in workflow automation is helping law firms manage compliance and improve efficiencies.**

Skills demand to undertake this work is high and traditional resources are scarce, either sourced directly from Vendors, or through recruitment. Project face risks of delay and over-spend.

We have partnered with an independent expert consultancy with over 10 years' Legal Tech experience to meet the demand. We take ownership of the Intapp workflow development project, delivering the 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



## workflow automation solutions

### Recent Success:

**800** USER  
LAW FIRM

Automations for Employee Processes (including New Hires and Leavers), Client onboarding, and more. Integrations with Aderant, Intapp and Select HR

**700** USER  
LAW FIRM

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

**300** USER  
LAW FIRM

A Matter Filing workflow solution, integrated with SharePoint for Document Management

**800** USER  
LAW FIRM

Property Sales and Conveyancing process management, including diary management. Integrating with DPS, SharePoint, and the Finance System

Click here to register your interest  
and we will call straight back!

**START THE CONVERSATION**

Or contact Justin Edwards directly on  
[justin.edwards@its-recruit.com](mailto:justin.edwards@its-recruit.com) | 020 7871 5552

### 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

## 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