



TRILLIUM

SUCCESS STORY:

Major Global Law Firm

Engagement: Internal Service Desk Management

Trillium Helps Global Law Firm Improve Customer Experience by Changing Service Management Processes and Technology

Trillium was contacted by a global law firm that was having issues servicing its internal staff. Substantial growth and the firm's international presence caused the Client to seek outside assistance in reviewing and improving its internal service management, to determine a new and standard approach moving forward globally.

Challenge: *The Client's expanding presence in the global marketplace caused issues around its ability to service its employees*

Trillium's Client has experienced rapid expansion globally, growing to 1500+ offices. Due to that growth, there were gaps in the organization's ability to adequately service its employees. For example, there were more than 400 open service incidents for its employees. Additionally, because of the multiple non-integrated back office platforms being used in the firm, double and triple data entry was necessary to keep internal systems up to date, increasing internal cost and information errors. This included the legally-mandated

Our Client

A Major, Global Law Firm

The Challenge

The Client's expanding global profile required tighter internal processes, procedures and systems to support its growth

How Trillium Solved It

Trillium assessed the current service management approach, performed a requirements analysis, and implemented a new service management platform

Results

Deployment of a single service management platform globally

Client has experienced financial savings and process efficiencies through self-service access and automatic task assignment

Client's internal and external reputation and profile were enhanced

Living process mapping document will move Client forward

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fiduciary and legal requirements and processes that the firm is required to follow.

Overtaxed employees were unable to keep up with employee demand and backlogs were growing. In addition, due to its global presence, the firm had difficulty understanding the processes and procedures throughout the organization, leading to internal inefficiencies. All these issues led to employee experience challenges internally along with the potential for customers viewing the firm negatively.

Client Management was proactive and determined they needed to address these issues immediately.

Trillium Solution: *A current state roadmap of service management along with process, procedural, and technical solutions to move the firm toward its global future*

The Client engaged Trillium to review and assess its service management processes and technology and recommend a path forward. The analysis included:

- Creating a current state roadmap of service management considering size and global reach of firm as well as identifying process gaps
- Generating use cases and requirements for a new service management platform, identifying the necessary integrations with back office systems
- Researching potential service management platforms that met the firm's internal requirements
- Identifying a cloud-based service management platform satisfying the Client's needs as well as providing better service in a more efficient manner
- Updating roadmap with new service management processes

Results: *Introduction of the new service management platform resulted in cost savings, added efficiency, and updated processes*

Trillium's Client was helped by proactively addressing the service management environment and introducing a new platform and processes. Results included the following:

- A single service management solution was deployed for its global employee base
- The Client not only experienced financial savings, but process savings in substantially fewer data mistakes
- Introduction of self-service required less personnel while allowing automated task assignment to the correct resources for response
- Maximized efficiency that maximized the firm's reputation and profile
- Process roadmap became a living document to use moving forward as processes are added

The project allowed the Client to update processes and its platform with a sound foundation going into the future and its ability to grow globally.

About Trillium

Trillium Solutions Group, Inc. is a professional services firm headquartered in Chicago that provides technology consulting and strategic sourcing services for industries such as trade associations, financial services, legal services, telecommunications, and healthcare. For more information, please visit www.trilliumsg.com.