

The Bizibody team has been working closely with Cheques & Balances, Litigation Edge and Lexlink to provide a **full suite of outsourced services** to the legal industry. Often tasks are outsourced to us because we can do it better and faster, and it is simply more cost effective for us to undertake the same.

Outsourcing is simply a way of delegating tasks to specialized personnel without the need to increase headcount. It is a way of keeping costs manageable while still ensuring that you have access to the talent needed to provide quality services to your clients, without compromising on the quality of the service.

This newsletter sets out the full suite of outsourced services that the Bizibody group provides, ranging from bookkeeping and payroll, to corporate secretarial and commercial drafting, to litigation support.

All our entities make judicious use of specialised technologies. Our technology consciousness and abilities are a differentiating factor which enables us to deliver competitively priced services faster and more accurately.

THE OUTSOURCE ISSUE

LITIGATION & DISPUTE RESOLUTION

TRIAL PREPARATION

- Digitization and Cataloguing of Paper Evidence into PDFs
- Conversion of Emails & Attachments (PSTs) into PDFs
- Providing Evidence Review Platforms to review email evidence received in PSTs
- Preparation of LODs
- Preparation of Trial Bundles
- Preparation of Hyperlinked Bundles
- Preparation of Court Forms

E-DISCOVERY

- Undertaking Forensic Imaging / Forensically Sound Collection of Emails and Electronic Evidence
- Completing Part IV, Appendix A E-Discovery Checklist
- E-Discovery Scoping and Budgeting
- Assistance in Drafting E-Discovery Plans
- Crafting and Executing Keyword Searches, random sampling of search results
- Upload of Electronic Evidence into A Review Platform
- Automated Processing of Electronic Evidence, including extractions based on File Types, PDF Comparisons, De-Duplication, OCR, Conversion of Data Formats, Automated Language Translations.

NON-LEGAL RESEARCH

Our non-legal research comprises internet-based sleuthing, including social media sites.

TAXATION

Preparation of Bill of Cost, Tabulating the Fields

GRANT OF PROBATE / LETTERS OF ADMINISTRATION

Preparation of Court Documents

CORPORATE SECRETARIAL & COMMERCIAL CONTRACTS

Incorporation of Companies

Corporate Secretarial & Annual Retainers

Legalisation of Documents - Consular Service & Trade Attaché

Legalisation of Documents with Notary Public, Ministry of Foreign Affairs, Singapore Academy of Law, the Foreign Embassy and the Trade Attaché

Commercial Contract Drafting –

Shareholders Agreements, Partnership Agreements, Distributorship Agreements, MOUs, etc.

BOOKKEEPING & PAYROLL

We provide an onsite service using LEAP and MYOB to ensure that your ledgers are up to date and accurate.

WEBSITE SERVICES

Design and Programming Development of your Website, including - DIY Content Management, Web Hosting, Copy Writing for Websites and Google Web Marketing

STARTUP SERVICES

Whether starting a New Law Practice or Converting to an LLC/LLP– we provide Law Society Compliance, ACRA Registration, PII Cover, PC Transfer, Notices to Supreme Court, Notices to Third Parties etc.

WHY OUTSOURCE?

The fundamental wisdom of outsourcing lies in the principle - Do what you do best and let others do what they do best; most efficiently and at least cost to both parties.

Law Practices are accustomed to hiring a “temp” when they need additional secretarial help to tide them over a busy period. Outsourcing builds on this concept and takes it further. When a function is outsourced, the outsourced professional has total responsibility for delivery of the end-product, without the need for day-to-day supervision or direction from the hirer.

We see the outsourcing of non-core competencies in law practices as a trend that will continue to grow for these reasons –

Focus on Core Competencies

That no organization has the requisite skills and resources to do EVERYTHING well is a key business concept that has been taken to heart even by large business organizations. To remain competitive, it has become imperative for businesses to focus their capital and human resources on their core competencies. It is no different for a law practice. Although back office processes are critical functions, you really want to free your time to focus on case strategizing and client development.

Access to Professional Expertise

Small law practices are limited in their ability to attract and retain highly skilled and experienced back-office personnel. Specialist support personnel with career aspirations will seek jobs with a learning environment and a favourable growth path for their professional development; neither of which a law practice can adequately provide. Increasingly, we find the “lone office administrator” frustrated with not being able to manage all areas well, particularly in the technology arena, which has become an increasingly important part of delivering client services.

Leverage on An Outsource Provider’s Strengths

An outsourcing provider’s core competency is in the support services he supplies. To provide a high degree of client satisfaction in an increasingly competitive business environment, he will have an investment in resources and expertise in the provision of those support services he specializes in, including –

- ◆ Technology Investment which includes a robust IT infrastructure and Specialized Software;
- ◆ Skilled and Experienced Personnel;
- ◆ Continuing Skills Development and Professional Training for the Team;
- ◆ Adoption of Industry Best Practices; and

Reduce Hiring Cost and Risk

Any Law Practice manager will tell you that the cost of hiring is rising, taking into account the employer’s CPF contributions, mandatory maternity leave packages and other employee benefits. Apart from inherent hiring risk, the prevalence of employee mobility ensures that lawyers spend considerable amount of time in a “hiring cycle” - advertising, interviewing, hiring and training. In addition, a new employee generally takes between four to five months of induction / training to be fully functional in any business organization.

Assistance when Required

Outsourcing need not be an all or nothing proposition, as the delegation of one-off management projects to an outsourced provider could relieve a lone administrator from a time-intensive project that might divert his attention from other on-going responsibilities.

Where access to professional management expertise is required only on a one-off (example, at the “start up” phase) or periodic basis (eg, an annual risk review), outsourcing to an external specialist is ideal. Such one-off assignments may include – office start-up or relocation assistance, designing your website, or paralegal assistance for a trial.

WHAT WOULD YOU LIKE TO OUTSOURCE TODAY?

Is there an office “chore” that is causing you much headache and grief?

Are there office functions that you have not found time to do?

Are your staff struggling to complete each day?

WRITE TO US

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OUTSOURCING BASICS FOR LITIGATION PRACTICE

Preparation of List of Documents and Trial Bundles

With discovery moving away from an exchange of paper to an exchange of documents in PSTs, PDFs and other digital formats (even in non e-discovery cases) , it makes sense to outsource the preparation of lists of documents, and trial bundles to technology-savvy litigation support specialists, such as Litigation Edge.

It is not that Litigation Edge is smarter, it's simply that they have chosen to (hyper) specialize in litigation support work.

Instead of the traditional way of using MSWord to create LODs, Litigation Edge uses specialized evidence cataloguing and coding software and databases, with operations overseen by a dedicated QC project manager. This helps them to work more efficiently and to minimise any human errors

Litigation Edge's trial bundles are output in MSWord (digital copies) and in printed form. They also provide a HTML format (E-Bundle) where the document description in the index is hyperlinked to the very document. This is provided in a portable thumb drive and helps lawyers retrieve the document in a flash.

Digital Preservation and Collection

In the event of a dispute, the law requires parties to preserve the original evidence. If your evidence is in a digital format, the two ways of preserving it would be (i) to make a forensically sound copy of the electronic evidence (not necessarily a forensic image); or (ii) to refrain from further using the device that the evidence is stored in.

In the first scenario, given the ease in which emails and electronic evidence can be altered, inadvertently or otherwise, it would be advisable to outsource the preservation or collection to forensic professionals or a litigation support company such as Litigation Edge.

Provision of E-Discovery Services

In October 2009, the use of search engine technologies in place of linear document review, to identify and retrieve relevant documents, was endorsed by way of Practice Direction 3 of 2009 ("eDiscovery PD"). The eDiscovery PD (which has now been incorporated in Part IVA of the Practice Directions) was modified by the Singapore Courts in Modification 1 of 2012 to make it mandatory for parties to consider eDiscovery in 3 circumstances: (i) value of claim exceeds SGD1 million; (ii) the number of pages of evidence exceeds 2000 pages; or (iii) the evidence comprises substantially electronic evidence.

Litigation Edge extends your litigation capabilities— Scoping of eDiscovery Plans, Budgeting and Project Management; Keyword Search Advisory to help you locate relevant evidence within seconds; Advanced Multi-Language Translation enables you to decipher foreign languages on the fly...

As the leading provider of technology-driven litigation support services offering end-to-end services from document digitization to eDiscovery consultancy, Litigation Edge functions as a valuable extension of your litigation team, providing you with eDiscovery competence without adding to your headcount or capital expenditure.

Today's world is not about ownership, but about access.

The "Rise of the Super-Temps" the Harvard Business Review describes as "refugees from big corporations and law and consulting firms who value the autonomy and flexibility of temporary or project-based work".

Companies, who put in place structures that recognise this paradigm of access not ownership, will win the race for talent.

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According to International Data Corporation, as the size of the digital universe continues to outpace the growth of available storage capacity, this data explosion means old-style document review and production – referred to as "linear document review" is giving way to a new kind of automated review, conducted with the aid of search engine technologies.

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"It now connotes a strategic relationship between partners, with shared risks and goals, a relationship in which a company concentrates on its core business and relies on outsourcing partnerships to get the rest done."

HARVARD BUSINESS REVIEW