

Managed service project

UK legal firm

The task

A legal firm based in the North East of England approached Momenta for assistance in setting up a Managed Services operation to assist with processing legal claims. The requirement was to create a pre litigation and a legal function in an offsite office with full infrastructure including telephone systems, incoming and outgoing postal capabilities and IT.

The solution

- Acquired office space to allow client to start up a London office to process the litigation cases
- All working practices and solutions had to comply with the strict regulations set by Solicitors Regulation Authority
- Designed and produced process maps for both the pre-litigation (file preparation) stage and the litigation of the cases. This included building a workflow that could easily distinguish at which stage of the process any individual case was sitting
- Involved in the building of the Case Management System from design to delivery
- Taken sole responsibility for researching, resourcing, interviewing and vetting all pre litigation and legal staff
- Using our experiences we have been able to prepare business plans to predict incoming work volumes and timelines to completion whilst linking these to resource planning

Project is under way and a pilot has been run on the pre-litigation work:

First tranche of high volume cases (8000) has been started by the Clients Partners and cases are now being submitted via the Case Management System for initial data gathering and file collation. Office space now secured with the capacity to take further space in the same location to allow a ramp up over the coming weeks. This space is now recognised by the Client as their official London office and they are now marketing this as such. It is really a seamless extension of their current working offices based around the UK.

The outcome

- Solicitor has been recruited to oversee the recruitment of the first batch of paralegals for litigation work
- Pre litigation team in place, fully trained and competent to undertake the incoming work



2 global
locations



15 mil
document review

“I would have no hesitation in recommending their services to projects operating in the regulated financial services space and beyond.”

About us

Momenta is a global contingent resource solutions company, providing skilled professionals to the financial services, legal, technology and training and development sectors for over 30 years. Our people selection process is recognised through ISO 9001:2015 accreditation ensuring we provide our clients with the right people, with the right skills, at the right time and cost effectively. We are building the workforce of the future. Today.

For more information contact:

sales@momentagroup.com
www.momentagroup.com