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Legal Process Outsourcing Awards

As the tide begins to turn and LPOs go mainstream
India Business Law Journal reveals the leading service providers

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LPO has allowed me to reduce operational costs while continuing to aggressively manage my legal department

Samir Khan
General Counsel
Russell Investments



the strong technological capabilities of its parent company, Infosys, a global technology services provider.

Recognizing that clients may be reluctant to move to offshore delivery models, Infosys LPO has moved towards offering “hybrid on-offshore delivery solutions”. Its strong roots in BPO culture have meant that it focuses on the processes and practices it designs to ensure it can consistently and effectively meet and exceed service targets.

One of many projects Infosys LPO was involved with this year was legal content analysis for a US-based *Fortune 500* financial data and legal services provider.

LegalEase Solutions, a much smaller LPO based in Kerala, has 36 employees in its facilities in Cochin and Chennai. It provides document review services and also customized compliance and corporate services for the financial industry, which includes prospectus drafting and review, privacy and security audits.

Scot Patriquin, a Toronto-based barrister, solicitor and trademark agent, has used the services of LegalEase since 2007.

“They are simple to deal with and incredibly timely,” remarks Patriquin. He has not considered using the services of any other LPO provider “in light of their continued desire to customize their product offering to our firm’s needs, and they clearly understand the needs of US law firms with respect to their service delivery mechanisms”.

Another satisfied LegalEase customer in Canada is Russell Investments, where general counsel Samir Khan simply says: “Excellent. Great value for money and levels of service. Great attention to detail.”

Clearly, the smaller LPOs have as big a fan-following as their larger counterparts.

A clear win for users?

A total of 17 LPOs have received well-deserved recognition in this year’s awards. Other notable LPOs include Aphelion Legal Solutions, which has a facility in Chennai and employs 30 to 60 people. It was founded four years ago and provides document reviews tailored to the demands of discovery-intensive litigation or regulatory compliance matters. It also identifies data for inclusion in databases.

Another LPO of note – for the sheer spunk and vision of its founders, if nothing else – is Kolkata-based Offshore Research Partners. The idea to set it up grew out of a successful legal research project carried out by Ashish Arun – then a student at the National University of Juridical Sciences in Kolkata – for Northwestern University in Chicago.

Today the LPO which 26-year old Arun set up in December 2009 while in his last semester of law school, employs 25 lawyers and boasts exclusive vendor relationships with two providers of expert witness profiles in the US: Expert Witness Profiler and Daubert Tracker. It plans to hire another 25 lawyers in the next six months and also launch a case law research service for law firms.

“It will be a customized product for law firms that will take off their intellectual load,” says Arun. “We are not looking to just take on their grunt work.”

That there are ambitious firms of all sizes and descriptions in the LPO sector is good news for users.

Few would disagree with Khan at Russell Investments when he says: “LPO has allowed me to reduce operational costs while continuing to aggressively manage my legal department.” ■



DRIVING THE LPO BOOM: Clients in the US – both in-house legal departments and law firms – provide the largest volume of work for LPOs.