

IN HOUSE-EXTRA ▶▶▶

Dedicated Support for In House Lawyers

shoosmiths



"We see Shoosmiths as a seamless extension of our in-house legal team"

"Working with Shoosmiths has driven down the cost of our external legal spend"

"Projects or day to day support, they always have the answers..."

...find out what our clients are talking about

It's by talking to them that we have developed a style of working which mirrors the service that you, as an IHL, offer your internal clients. We put your interests first and have developed a range of practical ways that support you to deliver.

Because many of our lawyers have worked in house themselves, we readily appreciate the time constraints and demands you face, the budget pressures and need for clear cut accountability. You'll find this insight integral to the way we structure and price our services. We will tailor our service to meet your exact needs, provide the right expertise when and where you need it, generate reports in the style and frequency you want, with flexibility of pricing that puts you in control.

Investing in You

We act as an extension of our clients' in house teams, providing overflow resource and specialist advice just when you need it. We do this by assigning you a dedicated team and investing time in understanding your business, people and systems – at no charge to you.

You will experience the benefit of this approach in the first few months of working with us - when a matter comes up, we will be able to deal with it quickly and give commercial and pragmatic advice in context, without the need for detailed background information. This information will be retained and developed through our dedicated account management. We are "in it together" and will share know how, precedents and resource with you – whatever you find of value that helps you and your team.



Dedicated Account Management

Shoosmiths provide non-lawyer Account Managers who work as part of the core teams to coordinate the services we undertake for our clients. They link the legal elements of our service with our support departments to ensure we are delivering in line with expectations and that the firm is taking a client-focused approach, whether in terms of invoicing, reporting, or providing value added services.

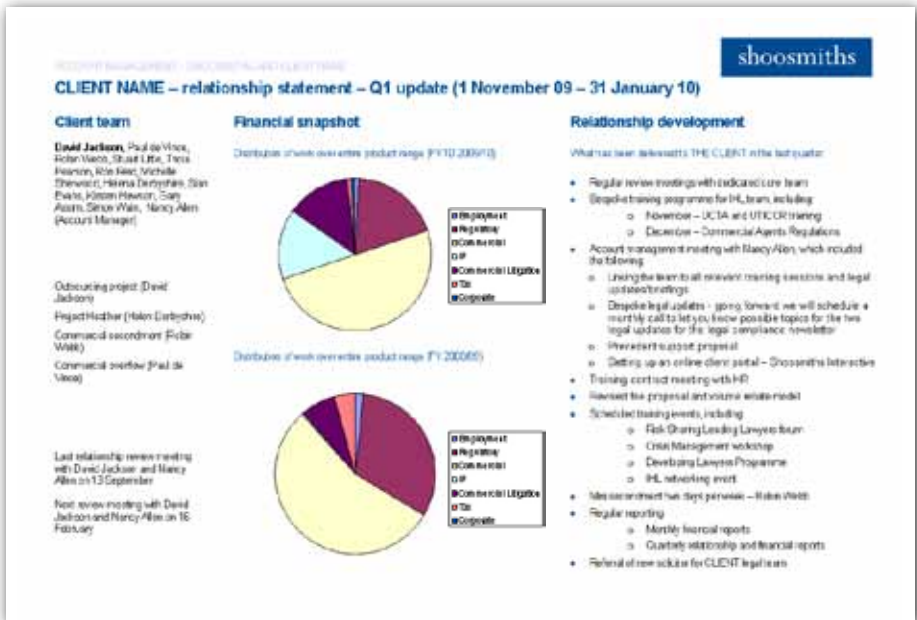
The non-lawyer Account Manager is also another conduit for feedback to ensure we are continually listening to you and understanding your ongoing requirements. Our in house clients have really taken to this proactive approach and appreciate having a contact who is not a lawyer!

Monthly and Quarterly Updates

In order to keep our clients abreast of what we're doing for them across the board, we send out monthly and quarterly updates. The monthly reports include a complete matter list, broken down by client contact, Shoosmiths contact, original fee quote, fees billed and WIP. We also reference any "PO numbers" if applicable, to enable the legal team to allocate matters back to the business more easily.

In addition, we send out quarterly relationship statements which act as a snapshot of that quarter's activity (both in terms of value added services offered and also a graphical breakdown of fees billed by work type).

Sample relationship snapshot



We work to ensure that our systems dovetail with yours and make the business processes around working together as simple and coordinated as possible. We set up service delivery dashboards so that we can understand and capture your preferred ways of working and communicate within the broader Shoosmiths team.

Getting to know you

Talk to us about our mini secondment scheme. When we are developing a relationship with a new client, we like to provide one of our commercial lawyers, free of charge, for a day or two per week over the course of a month or so. It helps clients out with additional resource and helps us to get to know our clients better right from the start of the relationship.

We have provided mini secondments for a number of our clients including ARAMARK, Cerner Corporation, Informa Plc, and NEC Group. Each of the heads of legal found the exercise very worthwhile and appreciated the upfront investment we made to ensure that we could start adding value straight away.

We also like to arrange informal “*meet the team*” events so that our respective teams can get to know each other.

We appreciate that “people buy people” - it’s a cliché, but one we believe is true. It’s important to us that we get along with our clients, and hopefully you will find that, as well as being great technicians, we are also good people to work with!

Projects

Last year, our lawyers advised on commercial projects (including major outsourcings and IT projects) with a cumulative deal value in excess of £2 billion. We have a large team which can be mobilised quickly to respond to specific projects, whether domestic or international through our alliance with the World Services Group. You can be confident that when you need us to support you on the big projects, we have the resources and technical expertise to make it work.

Value for Money

We understand that cost management and financial certainty are key issues for legal teams, particularly in the current economic climate. It's no surprise, therefore, that we go above and beyond to ensure that we give our clients certainty of costs – we know from experience that there is nothing worse than having to go back to your internal client to explain why your external advisers are asking for more money than originally quoted!

You will find that we have a very flexible approach to fees – we can provide a range of options, all designed to ensure that we fit within your budgetary constraints.

Don't just take our word for it though; this innovative approach to giving clients value for money has recently won us an award for Innovation in Billing at the Financial Times' Innovative Lawyer Awards 2009.



Value Added Services

We pride ourselves on having the most comprehensive range of free of charge, value added services offered by any of the large law firms. These include access to:

- Our own internal training programmes including our “Developing Lawyer Programme” – a very cost effective way of gaining those CPD points!
- Our own In-house Lawyer regional networking initiative near you
- Client portal extranet facility – enabling you to store your deeds/contracts online
- Our library resources including precedents, professional support lawyers and legal briefings
- Virtual Trainees – direct access to our trainee solicitors to undertake your research requirements
- Reverse Secondments – facilitating your team members to spend time with us, for example to undertake the contentious seat of their training contracts whilst supplying one of ours in return
- Value Accounts – enable you to clock up free legal advice on any subject area – helpful to IHLs with little or no central legal budget

What our Clients Say...

Upon their appointment, Shoosmiths immediately undertook a process of getting to know our business which included a number of mini secondments. This investment has paid dividends for the NEC as we now have a team of advisers who can genuinely act as an extension of the in-house team in a seamless manner. Shoosmiths has provided us with a tailored package of support including the provision of training, know-how and trainee mentoring which delivers significant value to our business.

Keith Marriott, Group General Counsel, NEC Group

We consider Shoosmiths to be an extension of our own team and their flexible approach in providing support is invaluable. Their advice is both focused and commercial as a result of the efforts they have made to get to know our business and the legal team. They consistently provide clarity on fees and produce advice within agreed budgets.

Rachel Jacobs, General Counsel at Informa Plc

“One of the things I look for is a firm that will actually enter into a fee arrangement with us that looks like a business case. We’ll take an annual view, with targets, incentives and penalties in place to manage to that budget. We’ve got that in place with Shoosmiths and it’s working incredibly well.”

James Ormrod, Vice President & Associate General Counsel, HP Enterprise Business, EMEA Hewlett-Packard

I work with Shoosmiths because they provide legal advice that is commercially aware and take a very keen proactive and accessible approach in the way they manage our relationship. It is clear that their team’s in-house experience has allowed them to generate a good understanding of how to gear their advice and also provide much needed value added services. Budgeting is of course a key consideration and they continually work with us to ensure we receive cost effective advice.

Chris Thomas, Head of Legal & Company Secretary (UK & Ireland), Iron Mountain

Contacts

We would welcome the opportunity of discussing with you in person our approach to working with IHLs so please do get in touch.

www.shoosmiths.co.uk/ihl