



Situation Analysis:

Seyfarth Shaw LLP, a full-service law firm with clients across the globe, opened its Boston office in 1999 with a staff of seven. The office was an immediate success and quickly grew. This strong growth required adjustments to administrative procedures in order to introduce work practice efficiencies.

Explained Lisa Damon, Managing Partner of the Boston office and Executive Committee member, “The Office Services department is incredibly important to our success. It makes things happen and is often a primary contact between the firm and our clients, so its success affects the firm’s reputation.”

A pivotal crossroad was reached in 2001 when the firm, with about 30 employees, needed to help the highly dedicated office services staff move to the next level of professional management, technology and operational practice.

The decision was made to outsource the office services function. The challenge was to find a service provider that could introduce new efficiencies while preserving the firm’s relationship with the current office services staff. Management was particularly pleased with its head of office services, Vinnie Diaz, but wanted to give him additional tools to succeed.

The outsource decision was not easy because, in addition to the requirement to retain and develop the existing staff, the service provider also had to be willing to listen and make adjustments to its service offering to reflect the way Seyfarth Shaw conducted its business. Just as important, the firm required a service provider that would understand and actively support Seyfarth Shaw’s core values, as well as its pro bono and community involvement goals. Damon and Office Administrator Joanne McBride, sensed that UGL Unicco could deliver the package.

Services:

Seyfarth Shaw brought in UGL Unicco, which gave Diaz and his staff the required breadth of resources, as well as staff and management training. Now, the 180-employee office has an office services staff of six with Diaz as UGL Unicco Account Manager. The UGL Unicco staff handles all internal, external and express mail services, fax and copy services, conference room setup, coordination for food and other external services, and some office moves, adds and changes. The UGL Unicco staff provides weekday coverage from 7:30 AM to 8:00 PM and is on call, through Diaz, on nights and weekends.

PROJECT SUMMARY

Customer: *Seyfarth Shaw LLP*

Industry: *Legal*

Situation: *Firm sought to outsource office services to a contractor that would support its core values.*

UGL Unicco service: *Office Services*

Results: *Outstanding office services, and UGL Unicco staff continues to represent Seyfarth Shaw’s interests in the community.*

Aligning with Core Values:

Diaz and his staff deliver outstanding service, yet, it is UGL Unicco's close alignment with Seyfarth Shaw's corporate culture that makes the relationship outstanding.

"UGL Unicco has taken the time to understand our core values and goals," said Damon. "And they have given the staff the flexibility to support our community involvement even during working hours." Diaz is an ambassador to the community for Seyfarth Shaw through his involvement with The Massachusetts Chapter of Best Buddies. Best Buddies is a national nonprofit organization that offers opportunities for one-to-one friendships and integrated employment for people with intellectual disabilities. As a result of Seyfarth Shaw and Diaz' involvement, UGL Unicco hired two Best Buddies clients and supports them with extra services and coaching. One client has been part of the Seyfarth Shaw staff for five years. "This goes beyond what we could have done on our own since UGL Unicco has the management, human resources and training resources to support these employees," said Damon.

Diaz has also given his time to speak with and mentor at-risk teens at More than Words, a nonprofit used bookstore, art gallery and performance space that gives its clients valuable job training and hands-on experience in running a business. "This is the type of giving that a more rigid contractor could not and would not provide," continued Damon. "UGL Unicco gets it. They understand this type of involvement is important to us and they have responded."

Results:

UGL Unicco meets the three objectives that Seyfarth Shaw set for an outsourcing partner: the staff has been retained and developed; UGL Unicco brought a best-practices approach to office services, which enables Seyfarth Shaw to take advantage of UGL Unicco's management expertise, technologies and work practices; and it actively supports the firm's community involvement. "UGL Unicco is committed to our success and understands our goals," concluded Damon. "This creates a deepening relationship that makes the office services staff an integral part of our service offerings and our place in the community."