

## Law Firm Centralizes Operations and Reduces Expenses

### Overview

Sutherland successfully set up an end-to-end Finance and Accounting (FAO) solution for a top international law firm, enabling the client to centralize its global operations, strategically manage its cash flow, and yield significant reductions in expenses.

### Client Profile

Our client is a high-profile, international law firm which relies on its global network of offices to advise leading enterprises in a wide variety of industries, including communications and technology, mining, minerals and energy, and consumer goods and services. The firm advises its clients on matters involving policy, trade, dispute resolution, transactions, and project development activities in both mature and emerging markets.

With more than 800 attorneys in over a dozen global offices, our client is one of the world's largest legal firms and is ranked among the AmLaw 100.

### The Challenge

The client turned to Sutherland Global Services to address and resolve some of its key challenges. As one of the largest and most widely-respected legal firms in the country, cost containment and cash management were of critical importance.

When the firm decided to outsource its end-to-end Finance and Accounting activities to Sutherland, our team's solution immediately delivered expense reductions. We were also able to help our client efficiently manage its cash. Previously, the firm had been accessing its line of credit on an all-too-frequent basis – but now, as a result of our implemented FAO solution, the credit line is accessed only three to four times a year.

### The Solution:

#### Sutherland Solution Reduces Costs, Improves Cash Management

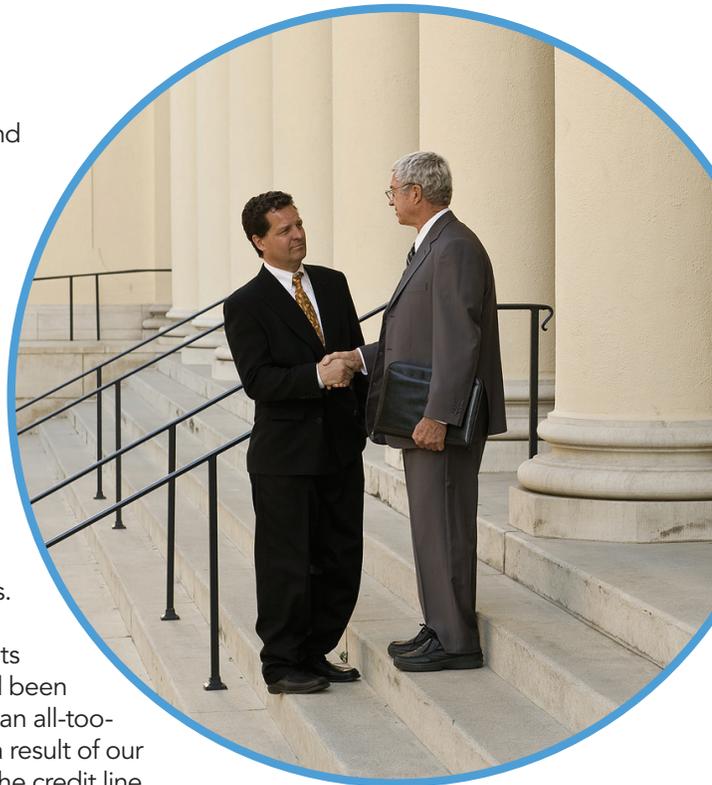
Sutherland's Finance and Accounting Practice worked closely with the law firm to implement a centralized accounting system at our Tulsa, Oklahoma based FAO Centre of Excellence.

As a result of outsourcing its FAO activities to Sutherland, our client has not only enjoyed measurable cost savings – it has been better able to focus on its core competency: Providing best-in-class legal services to clients around the world.

In collaboration with key personnel from the law firm, Sutherland wrote and implemented firm-wide policies and

procedures relating to all accounting functions. This established a common method for completing tasks and provided a benchmark for measuring future performance. In addition, the firm has observed an improvement in the accuracy of its accounting entries and its overall financial reporting.

Sutherland implemented a lock box for all cash receipts and reduced cash accounts by a significant margin. We also created an "e-room" that provides real-time cash receipt documentation for improved cash management across the firm.



## Sutherland Collaborates To Provide Value



### The Benefits:

#### Client Yields Higher Efficiency, Improved Performance

By implementing these changes, our client has benefited from significant efficiency improvements and enhanced cash management – which, in turn, have led to immediate and ongoing performance improvements, including:

- **Reduced cost and work force** by eliminating accounting managers at all offices.\*
- **Improved cash management** by eliminating the need to access the line of credit.\*
- **Significantly reduced interest** expenses.\*
- **Reduced outstanding check volume**, representing unclaimed assets.
- **Provided Controller ability to manage cash to the day.**

*\* NOTE: Quantified performance results are reviewed with each client and, along with all other client financial information, remain completely confidential.*

### For more information

To learn more about Sutherland's Finance and Accounting Services, please visit: [www.sutherlandglobal.com/services\\_bolms.aspx](http://www.sutherlandglobal.com/services_bolms.aspx)

### About Sutherland Global Services

As a global Business Process Outsourcing (BPO) and Technology Enabled Services Company, we offer an integrated set of back-office and customer facing front-office services. We collaborate with our clients to help them excel in their industry while maximizing their customers' lifetime value.

Sutherland is Certified as a Minority Business Enterprise by NMSDC®

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