

3Kites BA/PM Service Offering

Introduction

In response to client feedback, 3Kites has learnt that many law firms struggle to provide a suitable level of business analysis (BA) or project management (PM) using their own staff due to understandable limits on the resources available to them. Whilst there are a number of external service providers offering services in these areas, they often come at a high cost and rarely carry the necessary experience and credibility to deliver projects successfully within law firms. In response to this shortfall in the legal sector, 3Kites has created a new service to help firms like yours to bridge these gaps.

This paper outlines some of the problems that we believe law firms are facing in resourcing these areas today. It then goes on to describe the new service that we have set up in response to these problems, our resumes, and finally our contact details.

The problems with BA and PM resourcing

Some law firms have no internal BA/PM resources of their own, whilst others have teams of varying sizes and levels of capability. There are potential problems common to both (especially when using external suppliers), whilst some are specific to one or the other – we have listed a number of these below.

Problems common to firms using external BA/PM suppliers

- Costs of using existing service suppliers
- Quality/experience of individuals used may be inconsistent
- Lack of familiarity with a firm may increase timescales and costs
- Cover, if required during absence, may be inconsistent
- Low levels of effective account management
- Difficult to budget costs in advance

Problems specific to firms *with internal* BA/PM resources

- Ineffective individuals may provide poor results and impact your team's reputation
- Teams may have limited experience in some areas and/or in other firms
- Costs/commitments associated with full time internal resources
- Due to such costs, teams may be used where they don't have appropriate expertise

Problems specific to firms *with no internal* BA/PM resources

- If BA/PM work is required, external suppliers offer limited quality/value
- Untrained/inexperienced individuals may be used instead of external suppliers

Whilst the above points may affect many firms, there are those who have worked hard to build well trained and highly effective BA/PM teams. However, it does not make sense for law firms to resource such teams to cater for all possible projects as this would incur high costs and create excess capacity.

An alternative – the 3Kites BA/PM service

Our consultants have extensive legal sector experience allied to a high level of professionalism, and can of course be engaged in the normal way, i.e. on a daily or project basis. We are now making these same consultants available via a time bank whereby firms are able to block book time in advance and use this throughout the year alongside, or in place of, their own resources. The advantages are consistent levels of quality/experience, reduced rates for volume commitments, and the ability for firms to improve budgetary controls in these areas.

However, whilst these proposed rates provide real benefits, the value of 3Kites' BA/PM service is broader than simple cost savings. Our consultants' consistently high standards will be reflected in the results for your firm and may also be reflected by reduced timeframes (i.e. taking less time to complete tasks due to experience gained on similar projects with other firms). Here is an outline of the service:-

- Each 3Kites BA/PM service agreement will operate across one year and will require firms to sign up for a minimum commitment of 20 days BA and/or PM consultancy
- In addition to the BA/PM time, 3Kites will provide an appropriate level of account management to ensure that projects are progressing well
- 3Kites will keep site/project logs to minimise the 3Kites consultant familiarisation required when joining projects for the first time or rejoining after a break (e.g. for holiday) from a project they had been assigned to – input from firms may be necessary where no 3Kites cover is required for absence
- Beyond the minimum commitment of 20 days, firms may request as much or as little time as they need to provide flexible project resourcing
- Where possible, firms may find it useful to discuss specific project needs in advance so that resource planning can be used to provide the most appropriate consultants at the right point in the project (in some cases, assisting firms with project/resource planning may incur additional costs, although we will advise you first if this is likely to be the case) – this may also help with budget planning

This is the basis of 3Kites generic BA/PM service offering. If necessary, we are happy to discuss specific changes to this service for your firm, which may affect the proposed rates.

Additional resources

3Kites Consulting has access to a number of additional BA/PM consultants, all of whom have significant experience within the legal sector. If more information is required, we would propose further discussion in order to better understand the specific requirements and propose the most appropriate personnel.

Contact details

For further information on any part of the proposal, please use the following contact details:

- Contact Melanie Farquharson on +44 (0)7802 850932 or at melanie.farquharson@3kites.com
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