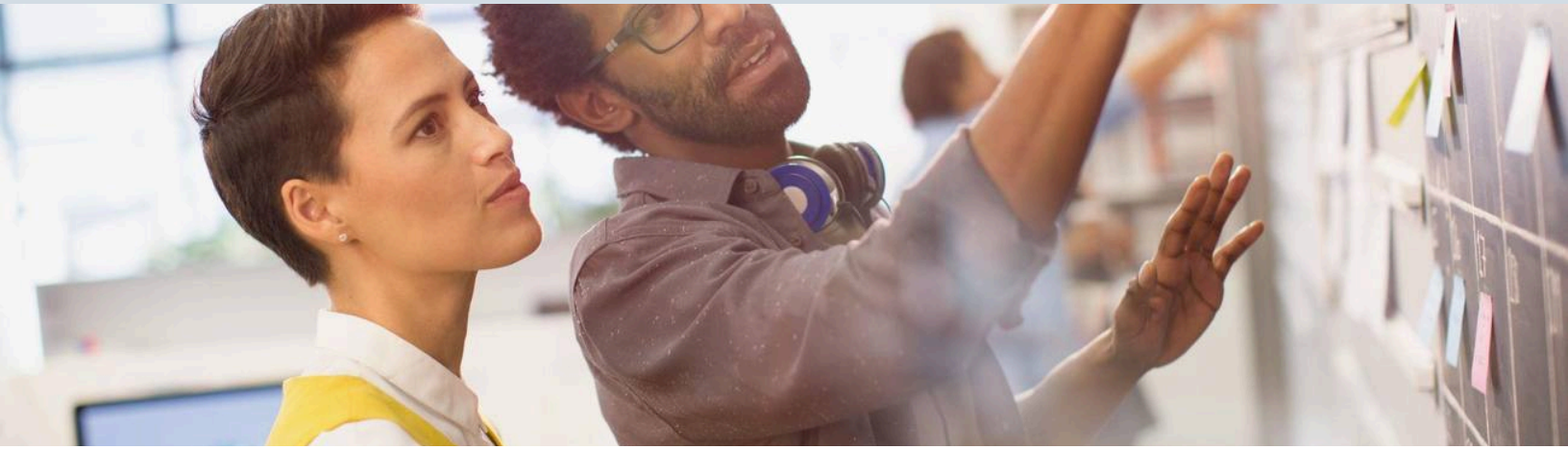
SilverTree

PROGRAM MANAGEMENT CASE STUDY · GLOBAL LAW FIRM

Rescuing high-stakes legal tech projects with specialized program leadership

INDUSTRY	COMPANY SIZE	SERVICE / SOLUTION	ENGAGEMENT MODEL
Legal services	Enterprise	Workforce solutions	Program management as a service Project management



The challenge

A global law firm was managing a broad set of high-stakes legal technology initiatives, but key projects were falling behind, resulting in budget overruns, missed deadlines, and low user adoption. The firm needed more than just project managers; it required leaders with technical expertise, legal domain knowledge, and the influence to operate effectively within its complex, partner-led culture.

Struggling to find the right mix of talent, the firm turned to Silver Tree. Within weeks, Silver Tree deployed a seasoned program manager and project manager with hands-on experience in legal applications and a track record of leading successful initiatives in high-performance professional services environments.

OUTCOMES

Accelerated

Time-to-value across high-stakes legal technology initiatives

Reduced

Budget overruns, with enhanced financial control

Boosted

Trust through transparency and delivery consistency

Why Silver Tree

The firm selected Silver Tree for its proven ability to find what the client described as “purple squirrels”: exceptional program managers with the rare combination of legal application expertise and the interpersonal finesse to thrive in a high-stakes, partner-driven environment. Unlike traditional staffing firms, Silver Tree didn't just deliver resumes; it delivered leaders who could immediately build trust, align cross-functional teams, and navigate the cultural complexities unique to large law firms.

Silver Tree also brought best practices in program management and advisory support for the program managers to enable them to work as a consistent member of the client team.

> **“I turn to Silver Tree for hard-to-fill roles that other vendors can’t handle. They’ve consistently delivered in the past, and I trust them to deliver again.”**

Actions taken

The ability to identify, vet, and quickly place top-tier talent helped the firm stabilize and advance its most critical initiatives. Within weeks, Silver Tree’s program and project managers got the firm’s initiatives back on track. Specific actions taken included:

- Assessed and restructured multiple in-flight legal technology projects under a streamlined governance model.
- Implemented a PMO-lite dashboard to give executives clear visibility into timelines, risks, and resource allocation aligned with practice group needs.
- Reframed project milestones around business impact, linking delivery metrics directly to business outcomes.
- Coordinated delivery teams, reducing delays and improving execution.
- Provided ongoing hands-on support and continuous check-ins, which helped ensure early warning of technical and interpersonal risks and rapid course correction when needed.
- Brought together with the organizational change managers (OCMs) all aspects of the technical and business change that were required to enable success.

YOUR NEXT STEP

See how Silver Tree can do the same for you

Book a complimentary 30-minute Advisory Session with a Silver Tree leader. We will look at the challenges you are facing and show how we can deliver results like these for your organization.

Book an Advisory Session

info@silvertreeservices.com

About Silver Tree

Founded in 2014 by Richard Ricks, Silver Tree Consulting & Services is an IT solutions and services integrator. We help midmarket companies unravel complex technology challenges, improve operational effectiveness, and unlock growth potential.

Our six practices, AI, data and intelligent operations, IT operations, security operations, business applications, and governance and management, are delivered through three service models: workforce solutions, solution consulting, and managed services.

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