



# Scaling Smart Unlocking the Exponential Impact of People + Process + Technology

How LOD's scaled talent and smart systems enabled a global law firm to expand capacity, control costs, and deliver seamless client service

## Client Challenge

**A Top Am Law 100 Firm Confronts Volume, Capacity Limits, and Rising Client Demand**

A full-service Am Law 100 firm was managing substantial case volumes annually but lacked the internal capacity to handle the incoming work with its existing headcount. Many of the matters required attorneys with highly specific traits—individuals able to manage large dockets, interpret complex timelines, and analyse claims with speed and accuracy. **These “*needle in a haystack*” profiles were difficult for the firm to identify in the market, and traditional recruiting channels were unable to surface the right candidates at the pace required.**

### The firm faced several critical pressure points:

- The ability to manage high-volume, repetitive case workflows at scale
- Additional legal capacity without increasing internal FTE headcount
- Attorneys with specific traits to handle large dockets, complex timelines, and rapid analysis
- Administrative support dedicated to non-law firm FTE attorneys
- A more structured, process-driven operating model to deliver consistent quality

**Without a solution, the firm risked turning away client matters, losing revenue, and undermining long-standing client relationships.**

# Our Approach

## Building a Structured, Process-Driven Model for Scalable, Repeatable Workflows

Consilio deployed a scalable Structured Team supported by integrated Case Management technology, starting with a small pilot of 2 to 3 attorneys and rapidly growing to a team of more than 30 attorneys, paralegals, and dedicated administrative support. Each team member was selected for the specific skills and traits needed to manage complex, high-volume casework, ensuring seamless integration and consistent quality from day one. As demand increased, LOD added targeted administrative resources to maintain efficiency and keep attorneys focused on substantive legal work.

The solution was strengthened by **Consilio's Warranty Claims Manager tool**, which enabled attorneys to build structured case chronologies and timelines, organize supporting documents, and assess claim validity quickly and consistently.

By combining the *right people, process, and technology*, the firm gained a streamlined, high-performing operating model that improved throughput, enhanced quality, and allowed the team to scale effectively without increasing internal FTEs.

*The firm gained tighter cost control, stronger operational predictability, and a sustainable high-volume workflow that protected client trust and scaled seamlessly as demand increased.*

## Results Achieved

### The Benefits

The firm gained the ability to scale without increasing headcount, improved efficiency and consistency across its workflows, reduced operational pressure on internal teams, and achieved greater cost control while delivering high-quality results.

**+30** Legal professionals deployed

**~40** Active cases managed per attorney at any time



Significant increase in revenue-generating capacity

