


# | CASE STUDY

ATG Helps a global legal outsourcing company to Consolidate & Transform Their India Business Operations.





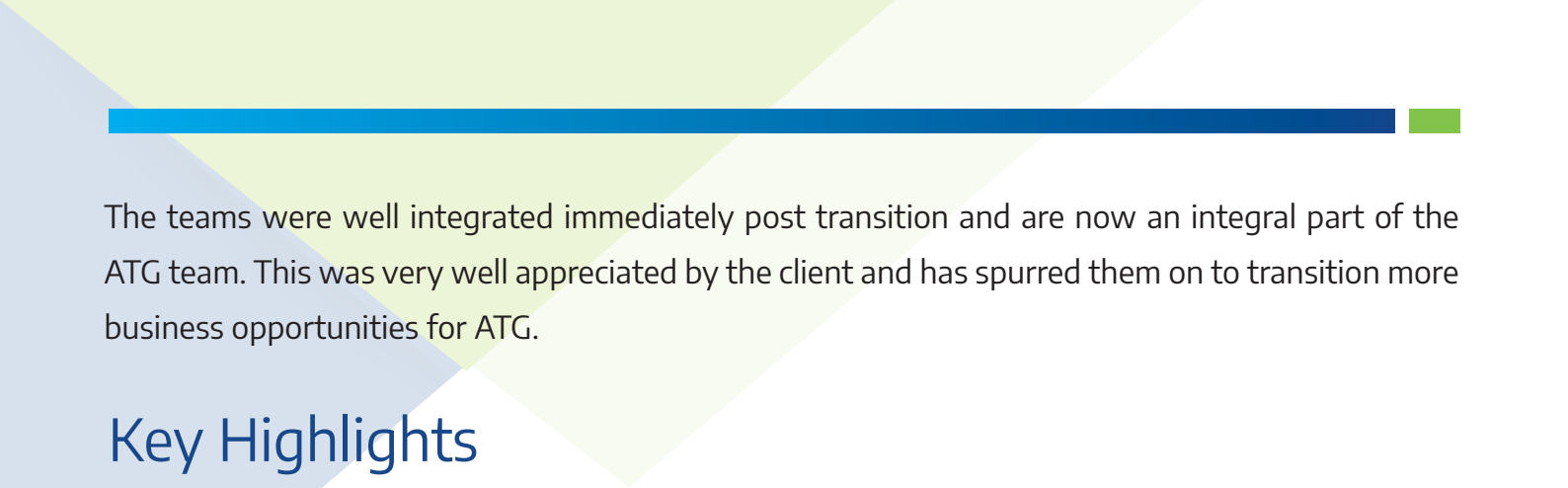
The company is one of the leading provider of Legal Process Outsourcing (LPO) services providing eDiscovery, managed document review services, litigation support and court reporting and integrated technology and services for the legal profession.

In 2016, company merged with a leading provider of eDiscovery company to form the single largest global eDiscovery service provider with data centers across multiple countries. Both these entities had their presence in India.

While it partnered with ATG to provide offshore services in IT, eDiscovery Operations, Finance, Software Development and Document Review Services, They had their own presence with a captive unit in a different city with local administration and third-party vendor assistance in managing payroll, legal & compliance work. They had expressed challenges with local administration and adhering to all statutory compliance. In addition, employees did not have a proper system for addressing their concerns, nor did they get clear visibility in their individual career growth. These issues were beginning to become a reason for concern considering their combined global strategy and growth in India.

ATG, with its strong presence in India and its streamlined processes, proposed a solution to benefit the client, and thereby also alleviate them from their broader concerns. ATG proposed to acquire the India business of the company and to integrate the same within its existing ATG teams. The benefit to the client would be a relief from the administrative burden and no further concern of transfer pricing issues involved with a captive unit. This proposal proved to be the perfect solution to their current predicament and allowed them to concentrate more on the global business strategy and expansion. ATG, per its standard operating model, deployed a transition team which included Legal, HR and Admin functionaries and completed the entire transition in a smooth manner including the transfer of business, transfer of facilities and transfer of employees with all their benefits within a 6-week timeframe.

What helped further was that, ATG provided additional benefits and facilities to the employees and offered retention bonus to key resources to ensure zero attrition as a consequence of the transition. ATG also deployed HR, IT and Admin helpdesks for addressing employee's concerns post transition.



The teams were well integrated immediately post transition and are now an integral part of the ATG team. This was very well appreciated by the client and has spurred them on to transition more business opportunities for ATG.

## Key Highlights

- ATG' proposal to acquire the Indian business unit of the company allowed it to concentrate more on their global business strategies and expansion
- ATG deployed a team to complete the entire transition in a smooth manner within a 6-week timeframe
- ATG provided additional benefits and facilities to the employees and offered retention bonus to key resources to ensure zero attrition

## About Us

ATG is a global services company offering technology, business process management and consulting services to organizations seeking higher operational efficiencies, greater flexibility and lower operating costs. We offer business value to our clients by combining operational excellence with deep domain expertise. Our bespoke solutions drive agility and excellence in our client's business processes plus help expand their operational coverage to 24x7 enabling clients to operate as a truly global business organization. As a true business transformation partner, we offer innovative business solutions which go well beyond labor arbitrage and deliver tangible process improvements for our clients.

## Solutions We Offer

### Technology

Software Development and R&D | Software Testing | IT Services | ERP Implementation | Big Data & AI

### Business Process Management

F&A Operations | Legal Secretarial & Compliance | HR Management & Payroll | Sales, Renewables & Operations Support | eDiscovery, Litigation Support and Document Review Solutions

### Consulting Services

Business Strategy / localization for India and Middle East | Marketing and Business Development | Mergers and Acquisition | Management System

## Contact Us

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