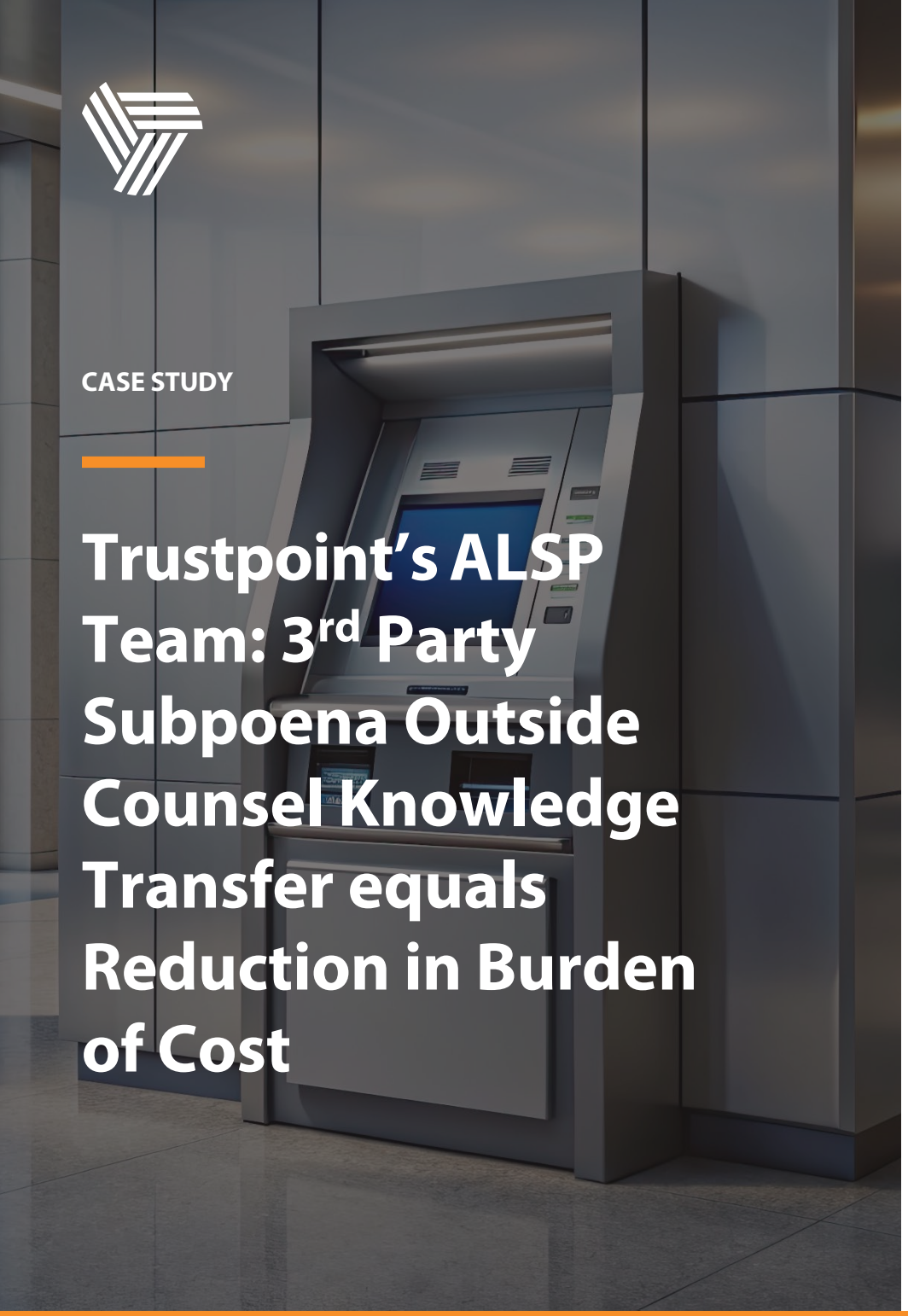

CASE STUDY

Trustpoint's ALSP Team: 3rd Party Subpoena Outside Counsel Knowledge Transfer equals Reduction in Burden of Cost

Challenge:
Global Bank's company legal department identified 3rd party subpoena cost were becoming problematic due to frequency of requests and relying solely on outside counsel to produce these documents. Client reached out to ALSP team for a way to reduce costs.

- Built on decades of experience handling document review and 3rd party subpoena requests, our team drafted a plan to leverage lower cost attorneys to perform work currently being provided by 1-4th year associates.

Solution:

- Multi-month, multi-phased planned approach to train lower cost attorneys the current outside counsel approved response plan for banks 3rd party subpoena's
    - Phased Approach:
        - Three-month training schedule with project lead from ALSP team, outside counsel, and new 3rd party subpoena team
        - Drafted a 3rd party subpoena review protocol, which included escalation points to engage in-house and/or outside counsel
        - Protocol reviewed by in-house legal team and outside counsel, joint approval before proceeding under new response plan
- New and current documentation for response to 3rd party subpoena work.
- Outside counsel knowledge transfer to 3rd party subpoena team.
- Quality expectations maintained and workflow much more automated.
- 4 months to complete transition from OC to new team

Impact:

- Client was able to leverage the lower cost team of attorneys to consistently reduce cost for response to subpoenas.
    - First full year with new team the client realized a 6-figure return on investment, OC remained engaged as needed, cost reduction goals achieved

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