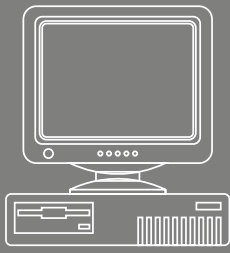


# AT A GLANCE...

## SECRETARIAL EVOLUTION

from **IntelligentOffice**<sup>UK</sup>

PRE 2008



### TRADITIONAL MODEL

- Generalist
- 1:2 fee earner to secretary ratio
- 100% onsite. 100% dedicated

2009-2019



### DISAGGREGATED MODEL

- PA / paralegal / doc production and administration mix
- 1:5 fee earner to PA ratio
- Onsite, offsite and offshore
- Mix of dedicated resource, central teams and specialist delivery functions

2020 ONWARDS



### OPTIMISED MODEL

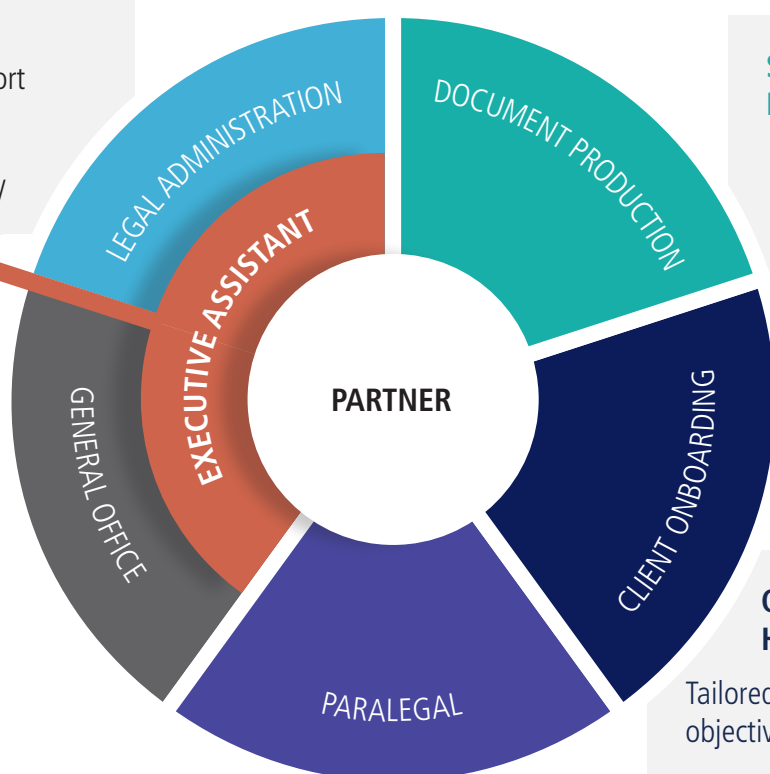
- Strategic EAs replacing traditional secretarial / PA roles
- 1:10 partner to EA ratio
- More paralegals, administration and specialist roles such as billing and client and matter inception
- More pooled resources than dedicated with an emphasis on specialist support for fee earners
- More offsite than onsite

## IMPACT OF THE PANDEMIC

### HIGH-VALUE TASKS

- Relationship manager
- Practice management
- BD and marketing support
- Research
- Commercial support
- Client liaison
- Embed technology

To ensure people, systems and processes function effectively and with minimum risk, many resources have been pooled. A notable volume is now located offsite. The Executive Assistant role remains a valuable resource. It focuses on high-value tasks that support fee earners and their clients, requiring the support of specialist functions or automated processes for the delivery of administrative tasks:



### SPECIALIST SUPPORT FUNCTIONS

- Skilled
- Efficient
- Flexible
- Cost-effective
- Automated
- Compliant

### ONSITE, OFFSITE AND HYBRID SOLUTIONS

Tailored to the requirements and objectives of individual clients



Intelligent Office consistently demonstrates both enthusiasm and focus in delivering a great service to our fee earners, while seeking to clearly align themselves to the firm's stated objectives. They recognise the need to consistently add value through industry best practice and innovation. They also work proactively in managing costs and seek to drive benefit through productivity and efficiency gains."

ANDREW EDGINTON, COO **GOWLING WLG**