

# Overwhelmed Law Firm Drowning in Administrative Tasks

A “*boutique law firm*” specializing in commercial and employment law, has built a reputation for delivering tailored legal strategies to SMEs. But with growing demand, partners and senior solicitors are buried under back-office tasks — from case file management to client follow-ups — pulling them away from high-value legal work.

They face challenges like:

- Slow case intake: Lawyers spend too much time collecting client details and drafting initial documents instead of focusing on strategy.
- Case admin bottlenecks: Paralegals are swamped with file organization, court date tracking, and client communication.
- Billing inefficiencies: Time entries pile up, causing delayed invoices and missed revenue.
- Limited marketing presence: Their website and social channels lack consistent updates, missing opportunities to attract corporate clients.

# Our Complete Legal Outsourcing Solution

# Recruitment as a Service (RaaS)

Role Definition: We collaborate with “boutique law firm” to define key support roles — from Legal Admin Assistants to Billing Coordinators — ensuring a clear breakdown of responsibilities and skill requirements.

Talent Sourcing: We identify professionals with legal support experience, familiar with software like Clio or PracticePanther, and who understand the confidentiality and precision law firms require.

Candidate Vetting: We screen for accuracy, confidentiality, and problem-solving skills — ensuring new hires integrate seamlessly with “boutique law firm’s” workflows.

Interview Coordination: We handle interview scheduling around court dates and client meetings to avoid disrupting case timelines.

Integration Strategy Call: We advise on which roles are best kept in-house (e.g., paralegals) and which can be outsourced to virtual assistants — ensuring maximum efficiency without sacrificing legal quality.

# Employer of Record (EOR)

Legal and HR Compliance: Dlg8 takes on the legal responsibility of hiring, ensuring local employment laws and tax regulations are fully adhered to — freeing “*boutique law firm*” from employment risks.

Payroll and Benefits Management: We handle salary payments, statutory benefits, and optional perks, ensuring offshore staff are paid on time, every time — without “*boutique law firm*” handling payroll logistics.

Onboarding and Contracts: Dlg8 manages employment contracts, ensuring they’re tailored to the legal industry and the firm’s specific needs.

# Employee Engagement Services

Performance Monitoring: We track productivity and efficiency metrics, providing regular performance reports to “*boutique law firm’s*” leadership — ensuring the team delivers consistent value.

Learning & Development: Access to Dlg8’s skill development resources — tailored to legal support roles — ensures staff continuously upskill on legal processes, technology, and client communication.

Engagement & Retention: We facilitate team check-ins, employee recognition programs, and even virtual social events to keep the team motivated and connected — reducing turnover and burnout.

Wellbeing Support: We offer access to mental health and wellbeing resources, ensuring staff feel supported — crucial in the high-pressure legal environment.

# The Outcome:

- Faster case intake: A Legal Admin Assistant manages client intake forms, gathers documentation, and prepares initial case files — getting matters moving faster.
- Streamlined case management: A Dlg8 Case Admin tracks deadlines, files documents, and updates clients, ensuring no task falls through the cracks.
- Billing on time, every time: A Billing Coordinator handles time entry, invoice generation, and payment follow-ups — improving cash flow and reducing admin burdens.

# The Outcome:

- Enhanced online presence: A Social Media Admin shares client wins (anonymized where needed), legal insights, and service promotions on LinkedIn — positioning “boutique law firm” as a go-to expert for SMEs.
- Compliance, covered: With Dlg8 as their Employer of Record, “boutique law firm” operates confidently, knowing employment regulations, payroll, and contracts are all taken care of.
- Engaged, high-performing team: Regular performance insights, learning opportunities, and wellbeing support keep the team motivated and productive — reducing burnout and turnover.