



Gazette/NewGalaxy Partners In-house Survey On Offshoring

1 Are you looking to reduce the amount of work you give to external law firms?

No	9
No – in fact I’m sending more work to them	5
No, but I am looking at new ways of working with external law firms to get maximum value	13
Yes, and I’m looking to take their work in-house	17
Yes, and I’m looking at other legal outsourcing possibilities	3
Yes, and I’m looking at a combination of in-house and outsourcing	5

2 Do you expect to be outsourcing offshore any of your organisation’s legal work in the next two years?

No. None	42
Yes, but under 10%	6
Yes, up to 25%	3
Yes, up to 50%	1
Yes, more than 50%	0

3 REDACTED

4 If you have concerns about offshoring, what are your biggest concerns?

	Very important	Important	Not Important
Quality of work product	46	6	0
Problems of confidentiality/privilege	30	15	7
I prefer using temporary lawyers	0	6	46
PI insurance	16	20	16
Language and linguistics	29	19	4
Bad previous experience	4	15	33
I don’t know enough about it	16	17	19
Security	28	20	4
Cost of IT/other elements of set-up	21	20	11
Other	51		
I don’t have concerns about offshoring	1		

5 If you were to offshore legal work, which country/ies would you prefer to offshore to?

India	12
South Africa	17
Malasiya	2
New Zealand	18
Australia	21
Mauratius	1
Other	44

Not sure / don't know 15

("Other" responses included "Eastern Europe")

6 In principle, what types of legal work would you potentially offshore?

Litigation Support	18
Contracts management	26
Commercial contracts/licences	21
Conveyancing support	6
IP & IT	11
Legal Risk Management	4
Compliance support	11
Due Diligence	12
Legal Research	22
Other	43

7 REDACTED

8 In what ways do you think that legal offshoring will change over the next five years?

International law firms will set up their own units	23
Most law firms will begin to offshore	13
Most large corporations will offshore	16
Regulation will stop legal outsourcing	1
Regulation will make offshoring more secure	12
Other	43

9 Has the current financial crisis increased the likelihood that you will be offshoring work?

No	45
Yes, I was already considering it	5
Yes, It's made me think we should do more than we planned	0
Yes, it's made me consider doing it for the first time	2

10 Are you considering (or doing) any of the following

Moving away from billable hours model	20
e-Billing	12
Incentive fees	7
Electronic job tracking	8
Moving from retainer to payment by project	9
None of the above	17

11 a) Have you asked/do you plan to ask your panel/external law firms to engage more in offshoring?

Yes, have asked	2
Yes, planning to ask	3
No	45

b) and/or made it a formal requirement in a drive to secure best value for money?

YES
NO

2
41

12 If you have been offshoring legal process work, roughly what kind of savings have you made?

It's not just about savings, it's also about efficiency and best use of in-house resources
Less than 10%
Between 10-20%
Between 20-30%
Between 30-40%
Between 50-60%
More than 60%
Not applicable

4
1
1
0
1
1
1
43