

# FROM SILOED TO INTEGRATED SERVICES

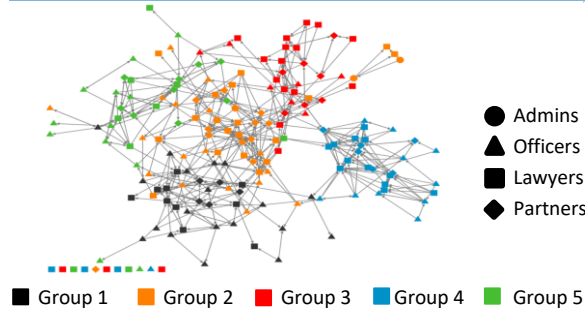
An INNOVISOR case available on [www.innovisor.com/insights](http://www.innovisor.com/insights)

## CHALLENGE COLLABORATION CULTURE IS LACKING



- A partner-owned law firm with 400+ employees had set new priorities to regain its position as the leader in the national legal market
- They wanted to provide more integrated services to its clients. Hence, improved internal cross-collaboration was required, but the culture for it lacking
- Innovisor was asked to reveal the internal collaboration networks and advise, where and how the law firm could exploit synergies between its expertise groups

## INNOVISOR INSIGHT POTENTIAL IS NOT REALIZED



- Innovisor had three findings in the collaboration network:
  1. Expertise as barrier: Collaboration took place within own expertise groups
  2. Risk: Only four partners collaborated across. If these tenured partners retired, the firm would be left siloed
  3. Potential: Eight non-partners were identified that could mitigate the risk, if connected through the integrated service offerings

## ACTION REGAIN POSITION AS THE LEADER



- The law firm revitalized the collaboration culture by focusing business development on the integrated services, and setting high expectations for it
- They eliminated the collaboration risk by connecting the eight non-partners together through the integrated services.
- They realized the untapped potential in integrating services through cross-collaboration across expertise areas. Today, 4 years later, it has regained its position as the most profitable and fastest growing law firm