



# STRATEGIC TRANSFORMATION

CASE STUDY: INTERNATIONAL LAW FIRM



# EXCEPTIONAL TEAMS BRINGING ABOUT STRATEGIC CHANGE

INNOVATION | OPERATIONAL EFFICIENCY | RISK MITIGATION | TECHNOLOGY SOLUTION

How JTC enabled a Legal 500 international law firm to deliver a strategically enhanced service to their clients by transforming their company secretarial offering and allowing them to focus on their core business.

There is a significant shortage of skilled company secretaries entering the legal sector and industry, and as such, recruiting and retaining the best people can be a challenge.

In 2021, this was a situation that was weighing heavily on JTC's client, a highly regarded international law firm. Like many other firms in the sector, they had observed the effects of the Covid pandemic on parts of the workforce and were looking for innovative and sustainable solutions to meet the company secretarial requirements of their clients.



## THE CHALLENGE

The client's leadership team recognised that their company secretarial offering was becoming unsustainable, as the current team did not have the manpower, experience, or oversight to deliver these services. The consideration was whether to retain the company secretarial function in-house, outsource it, or develop a hybrid model.

In order to get to grips with the scope of the challenge and develop possible solutions, the client approached JTC's Strategic Transformation team. This highly knowledgeable and experienced team partners with clients to understand organisational and operational challenges that go beyond the construct of transactional services, and delivers solutions that are transformational to clients' businesses.

In the first instance, JTC's team worked with the client to understand their requirements, which proved to be larger than expected. The value that the JTC team added to this process was that they had spent decades running company secretarial teams in law firms and immediately understood the culture, and how together they could affect strategic change for the client.

After reviewing all options, the outcome was for JTC to develop a formal agreement with the client, in which JTC would take on the client's company secretarial team as in-house employees, and then provide the company secretarial service to the client and its end clients.

This way, JTC could leverage all the knowledge and client relationships that the incumbent team had built, together with the broader skillset of JTC's larger, more experienced team. This solution would ensure the service level was maintained and even improved, and that the client's value-add to its clients would increase.

"Before engaging JTC we had been riding a tsunami, but now we are on calm waters."

CLIENT PARTNER



## DELIVERING CHANGE

JTC understands that relationships and trust are essential during such transitions. Upon winning the business, a dedicated Senior Director was allocated to oversee the client relationship.

JTC's Senior Director spent three months on secondment at the client prior to the formal transition, building a rapport with the partners there and the client's company secretarial team. This demonstrated how seriously JTC was invested in transforming the offering in order to provide the best service possible to our client's clientele.

During the transition, JTC examined the client's processes, procedures, working practices and record keeping, driving change to make them more efficient and improve the client experience.

A thorough review of the client database and how it was used was also undertaken – this resulted in expanding the data it contained and consolidating it in one central location, so that it could be found immediately when required.

After a few initial small challenges, the transition was a smooth process and was completed in June 2022.

### WHY JTC?

After a settling-in period, the client's company secretarial offering has been fully transitioned and now the firm benefits from the skills and experience of JTC's team. This includes increased capacity to handle a larger number of clients and improve processes, which enable the new team to concentrate on the value-add and service excellence they can deliver.

## OUR APPROACH

The working relationship with the client is constantly evaluated and assessed to ensure that the highest levels of service are delivered at all times – not only from JTC but for the client and its end clients.

In today's high-pressure market, where employing skilled teams is immensely challenging, getting strategic transformation right first time is arguably more critical than ever. That means taking a step back and evaluating the range of options available before committing to a way forward – and working with a trusted adviser to identify these solutions can be critical.

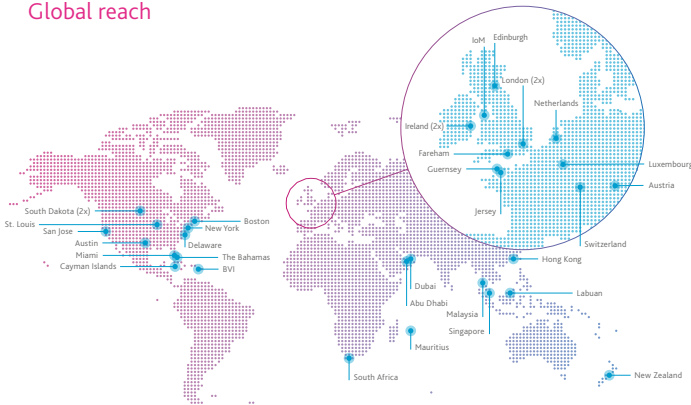


## KEY CONTACTS



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### Global reach



## ABOUT JTC

JTC is a publicly listed, global professional services business with deep expertise in fund, corporate and private client services.

Every JTC person is an owner of the business and this fundamental part of our culture aligns us with the best interests of all of our stakeholders.

Our purpose is to maximise potential and our success is built on service excellence, long-term relationships and technology capabilities that drive efficiency and add value.

### We value shared ownership

- > We operate around the principle that if our people have a stake in the business, they will do a better job for our clients.

### We value relationships

- > We aim to work with clients who share our belief in the importance of building strong relationships over time.

### We invest in our people

- > Over 83% of our employees hold a relevant professional qualification or are working towards this through our dedicated JTC Academy.

### We embrace technology

- > We operate a variety of best-in-class systems to deliver and maintain an impeccable standard of administration and use technology to innovate in both service delivery and efficiency.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG)



- > Our environmental, social and governance (ESG) framework has at its heart our culture of shared ownership and is informed by our purpose, which is to help maximise the potential of every client, colleague and partner with whom we work.
- > We believe that we will thrive as a business by working in a sustainable way, operating within constantly evolving legal and regulatory frameworks, respecting the natural environment and creating a positive impact for the communities where we live and work.
- > We understand the ESG risks and opportunities our clients face and as a listed professional services business with expertise across a wide range of sectors, geographies and asset classes, we are ideally placed to support our clients with a range of solutions that help them meet their own ESG commitments and goals.

