

Acritas Insight Report

ADVISORY BOARD AND PANEL
2012 ONLINE ROUNDTABLE
DISCUSSION SERIES



Outsourcing: Fad or Future?

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On 13 September, Acritas hosted an online roundtable discussion with its Advisory Board members and SharpLegal respondent panel entitled ‘Outsourcing: Fad or Future’.

With General Counsel from the world’s largest companies anticipating an increase in the use of substitutes such as legal process outsourcing (LPO), we wanted to share which demographics are expecting the most substantial increases. We also wanted to further discuss how legal departments anticipate those proportions of legal spend to change over the next two years.

Over 20 of the world’s leading General Counsel and law firm leaders dialled into the call. This report summarizes the main issues discussed.

Speaker and Co-Chair:

Orijit Das, Senior Legal Counsel and Vice President (Europe) at Genpact, and Acritas Advisory Board member shared his views and opinions on outsourcing, together with his thoughts on future challenges and developments.

Orijit is responsible for Genpact’s legal affairs and Offshoring transactions out of Europe. Genpact is a leading provider of Business Services and is listed on the NYSE. Orijit has been involved with the Offshoring industry from its very inception and over the last decade has been recognised as a leading specialist in this area by numerous publications including the Euromoney Guide to Leading Lawyers and the *International Legal Alliance Award & Summit* etc.

Trends in outsourcing

Looking at interim sharplegal results in 2011, 8.1% of current spend is with LPOs: this comprises 3.4% for the UK and 9.5% for the US. The anticipated uplift on spend in two years' time is 3% in the UK and approximately 1.7% in the US. One panel member observed:

“The trend is more of a stream in North America, a tiny rivulet in the UK, and as you move eastwards it becomes a trickle. This trend is no different from what we have seen in other sectors of the economy ... we've generally seen companies based in North America embracing a lot more offshoring, and slowly and gradually companies in the UK have got onto the trend and then French and German companies start adopting.” [Legal, Mainland Europe]

Members suggested that this trend is partly due to **language barriers** associated with collaboration between certain countries, although there are LPOs specializing in serving particular regions and/or languages.

To continue reading this report you will need to complete Acritas' Sharplegal survey.

Sharplegal: What is involved?

The survey is conducted by phone. Your interview will take approximately 10 minutes to complete, depending on the length of your answers. Your responses will be gathered in line with the Market Research Society's Code of Conduct ie Acritas will keep your individual answers strictly confidential and they will not be forwarded to any third party without your permission.

Take part

To schedule a convenient time to be interviewed please contact Michelle mnesbitt-burrell@acritas.com or call +44(0) 808 1783020

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