

INNOVATIVE DOCUMENT SOLUTIONS

FACTS AND FIGURES

FIRM A

300 Attorneys

- **\$41,774** (Eliminating E-mail Printing)
- **\$78,750** (Unbilled Consulting Hours)
- **\$19,448** (Unbilled Transition Staffing)
- **\$30,000** (Annual Savings, VDS has eliminated the need for service calls to RMS vendor)

31% Savings in Labor Reduction
49% Savings Overall
\$169,972 in Additional Savings

FIRM B

50 Attorneys

- **\$25,000** (Per month savings, VDS Recommendation regarding transfer charges)
- **\$126,825** (Unbilled Consulting Hours - Includes anticipated for balance of year)
- **\$2,000** (Within first 3 months, unbilled transition staff)

26% Savings in Labor Reduction
55% Savings Overall
\$102,285 in Additional Savings

FIRM C

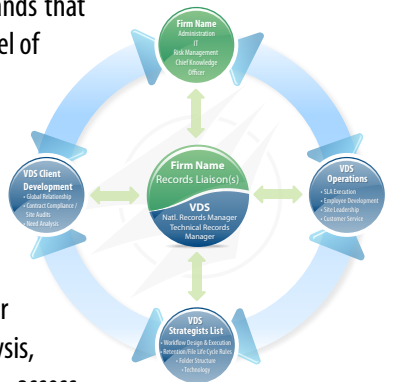
110 Attorneys

- **\$150,000** (Cash Refund from Offsite Vendor, VDS investigation of billing and service issues)

12% Savings in Labor Reduction
33% Savings Overall
\$150,000 in Additional Savings

First, we are a Records Process Company. We formed the company because we recognized that technology is driving records towards being the core of back office functions.

Vendor Direct Solutions (VDS) is a company formed by a group of professionals with many years of experience in developing and managing operational outsourced solutions for law firms. The VDS' founders, who have a combination of decades of experience in the outsourcing arena, formed the company for two key reasons. First, we had a vision that records was rapidly becoming the hub of document workflow, and we had developed proven models that made drastic changes to how records could be managed, providing savings and process improvements to our clients. Secondly, the national companies we worked for were too structured to provide the flexibility that customers needed. The corporate structure of these companies did not desire to promote a flexible model and the expanded field support vital to support records operations. VDS understands that records management is unique, and the typical outsourcing model of field support will not succeed.



What does Vendor Direct Solutions do?

It all begins with the thorough Analysis or Assessment of your current records operations. Although we customize the Analysis, during the assessment we might: observe, interview users, assess software utilization and learn how each office is doing records. With our measuring methods, we begin to quantify the service levels using different approaches based on the structure, culture, software utilization, etc., for the different offices.

From the Analysis, VDS will prepare a presentation of the Analysis Results and Opportunities. These results include Findings, Opportunities and Timelines for implementing the opportunities. After the firm agrees on the target service levels and the level of assistance they will need from VDS, we will create an "action item list" and establish our methodologies. When we begin our contractual services, VDS will implement new processes, measuring, monitoring and tracking. Since we know the state of each operation and where we want to take it, VDS will manage and plan process improvements to reach our agreed upon goals. We will report on progress in each operational area, our attainment of goals, and areas that still need attention. We expect the service levels to improve substantially, and can often focus on our observed opportunities for increasing efficiency through more productivity.

Often immediately or within two to four months our records sites begin to operate continuously at higher service levels with less people -- depending on the size and complexity of inherited projects.