



“Lab-On-Hire” Provides Flexible Resourcing for Applications Services

A Success Story: Linklaters

Successful Lab-On-Hire provides scalable resources to increase the number of application projects completed, save money, and increase service to internal customers.

The Challenges

Linklaters was facing an applications project pipeline that far exceeded existing capacity. During the busy periods, resources were stretched thin and costs were driven up by premium rate contractors. In addition, many core legacy applications required upgrades. The firm needed help reducing and controlling the costs of ad-hoc projects and external consultancy. That’s why Linklaters wanted to establish a long-term relationship with a third-party organization that would help them complete key application projects.

The firm required an application solutions provider who would deliver high quality services, manage workload peaks and valleys, reduce time to market, add cost-efficiency, and offer resource flexibility. Another imperative to success was that the Information Systems and Strategy (ISS) group wanted to improve service levels to system users. This objective required teaming with a delivery organization with a collaborative culture to help build ever-stronger working relationships between ISS and its internal customers.

The Solution

Since 2003, Perot Systems, now part of Dell Services, has worked with Linklaters on a number of technology service engagements. As a result of our deep understanding of Linklaters’ business, our team has developed an excellent insight into Linklaters work, the firm’s culture, and its collaborative approach. The on-site Dell Services team provides customer service, oversees project delivery, and offers applications consulting that contributes to Linklaters’ success.

When Dell recommended Lab-On-Hire (LOH) for application services delivery, the firm accepted. The offshore Dell LOH group delivers an extensive portfolio of technical expertise along with applications development, management, testing, and documentation.

The LOH remains highly flexible for project ramp-up and ramp-down to support fluctuating IT services demand. In addition to cost savings, an additional benefit of the LOH model was the implementation of well-defined Key Performance Indicators to measure and monitor productivity.

Linklaters

Linklaters is a law firm that specializes in advising the world’s leading companies, financial institutions, and governments on their most challenging transactions and assignments. With offices in major business and financial centers, Linklaters is one of the largest law firms in the world operating in more than 30 locations in 23 countries. Linklaters has 540 equity partners and 5,500 employees. Turnover in 2006-7 was £1.1 billion.

“Our relationship with Perot Systems (Dell Services) is a growing success story. On many occasions, their team has earned our trust by going the extra mile to make sure that delivery dates are met which greatly enhanced the reputation of our ISS department.”

David Bennett

Associate Director
Head of ISS Development
Linklaters LLP, London

The Results

To improve their overall applications management program, Linklaters identified several expectations before entering into the collaborative relationship with Dell. Their goals included flexibility and scalability, improved quality, accountability, performance measurement, and predictable spending. The Dell team is consistently delivering to those objectives while enabling Linklaters to more accurately predict and control costs on each project.

In addition, the offshore Lab-On-Hire is achieving significant benefits including:

- Allowing Linklaters to complete application service work they could not otherwise address efficiently with internal resources.
- Freeing up internal developers for other projects by taking on day-to-day support projects in core suites such as MS Office and SAP Smartforms.
- Stimulating continuous improvement of key project management processes such as documenting requirements, effort estimation, project scheduling, and resource allocations.
- Enabling firmer delivery commitments to the business which enhances the ISS department reputation.
- Reducing internal resource requirements while providing senior management with greater visibility into the project lifecycle.
- Moving internal associates into lead roles to increase job satisfaction.
- Minimizing reliance on short-term contractors who add expense and take critical technical knowledge with them when they leave.

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.