

## SOLUTION OVERVIEW

# Managed Services and Staffing

SCALE YOUR TEAM AND STRATEGY BY LEVERAGING LIGHTHOUSE'S TEAM OF ON-DEMAND LEGAL AND TECHNOLOGY EXPERTS

### On-Demand Scalability

Add and remove staff quickly without the overhead of opening new positions.

### Expertise When You Need It

Access wide-ranging skillsets to help solve nuanced problems immediately

### Flexible Implementation

Build a proactive model to fit your company's needs and future plans

**Lighthouse Managed Services and Staffing** is tailored to provide the resources you need to scale your ediscovery program. Our experts have years of experience solving complex problems for many of the world's largest organizations, bringing value to your team whether you utilize them for a few hours a week or on a full-time basis. Our flexible pricing and implementation models allow us to customize our offering to the needs of your business.

## Challenges We Address

Most organizations employ a strategy where some elements of their ediscovery program are staffed with internal resources, while other elements are outsourced. The insourcing/outsourcing balance can vary over time depending on corporate strategy, yearly budgets, and workloads. It's difficult to scale internal teams and scope services when complicated processes typically ensue around opening up additional headcount, or struggling to reallocate headcount to other areas of the organization once a position has been eliminated.

Additionally, it can be challenging for organizations to find employees with the requisite skill sets, given the amount of demand in the marketplace for these types of employees. Once the employee is hired, they have to be trained on the organization's specific practices and methods, and for employees hired without direct experience, they have to be trained on the overall ediscovery, compliance, and investigation disciplines.

## Benefits We Provide

Our approach to managed services and staffing provide a variety of flexible ways to overcome the above challenges. Your dedicated Lighthouse team will have decades of experience in Legal and IT. Many of our team members are lawyers and have solved complex challenges for the world's largest organizations, while others have led or been a part of advanced technology and infrastructure teams on the IT side of the business. Together, these team members create the perfect balance of Legal and IT talent. As an added benefit, you don't have to make the case to open the role internally, or take the time to hire someone directly.

Additionally, our staff can enable a team in a number of ways, from the largest managed services model to the smallest temporary secondment. Below are examples of the types of projects our teams manage through our Managed Services and Staffing offering.



- Design and implement a large scale managed services model to build and staff your ediscovery program;
- Design, implement, run, and support technology designed to insource certain ediscovery functions;
- Hire staff for short periods of time, on a secondment basis, to cover temporary staffing shortages, such as parental leave, reassignments, special projects, etc.;
- Bring in staff with specific skillsets to solve specific problems rather than hiring on a full-time basis; and
- Deploy a team to solve a short-term problem at the direction of the organization.

In addition, our Advisory Services group is in constant contact with the broader Lighthouse team to ensure specialized skillsets are available on-demand to address nuanced problems as necessary. When our teams engage with yours, they bring the institutional knowledge, process workflows, and technology solutions from servicing Lighthouse's entire client base to the table. This means avoiding the pain and investment involved with creating processes from scratch. Our team also brings detailed knowledge of the enterprise systems, ediscovery technology solutions, and changes in laws and regulations. With external pressures changing constantly, it pays to have a team focused on how the changes will impact your team and program.

## Summary

It's a challenge to create the right mix of insourced and outsourced functions, as well as find the right employees to fill the roles required for such a strategy. Rely on Lighthouse's Managed Services and Staffing offerings to help you scale your program up and down, and quickly deploy resources to make an impact on your important initiatives.

## About Lighthouse

For 25 years, Lighthouse has provided innovative software and services to manage the increasingly complex landscape of enterprise data for compliance and legal teams. Lighthouse leads by developing proprietary technology that integrates with industry-leading third-party software, automating workflows, and creating an easy-to-use, end-to-end platform. Lighthouse also delivers unique proprietary applications and advisory services that are highly valuable for large, complex matters, and a new SaaS platform designed for in-house teams. Whether reacting to incidents like litigation or governmental investigations, or designing programs to proactively minimize the potential for future incidents, Lighthouse partners with multinational industry leaders, top global law firms, and the world's leading software provider as a channel partner.

Connect with us to see how Lighthouse can best support you.

(206) 223-9690 | [lighthouseglobal.com](http://lighthouseglobal.com) | [info@lighthouseglobal.com](mailto:info@lighthouseglobal.com)

