



Regional Document Service Centre Opens for Small and Mid-Sized Firm Support

It is no secret that the world's largest law firms have established offshore centres (mainly in Asia) to provide 24/7 document services to their many lawyers around the globe. With busy schedules and the ability to connect to the Internet from any locale, lawyers are demanding high-quality document processing services 24 hours a day, available from wherever they may be. Quick and simple, responsive and reliable, flexible and functional, these document service centres maintain high standards to ensure the safe receipt and document processing of important legal documents that busy lawyers face difficulties with, mainly due to the time pressures all lawyers are faced with.

In today's world, where costs and competitiveness are both factors in one's success, these service centres have become highly organised backroom support facilities that get the dirty work done any time, all the time.

Until now, smaller law firms have met various stumbling blocks in taking advantage of the range of special services offered by these backroom offices. Knowledge/Growth Support levels the playing field by offering these specialised services to solo and small to mid-sized legal firms in the region.

Jacqueline Wah, client services coordinator at Knowledge/Growth Support, an Asia Pacific-based English Language Document Review and Editing Service, sees her company's services as the answer to the age-old dilemma that confronts solo practitioners and small to mid-sized firms. "An erratic workflow most of the time doesn't justify the overhead of a full-time document processing centre. By employing our services to augment a firm's document processing functions, smaller players can save up to 50% of what would have been spent on hiring full-time help. Moreover, due to reduced local logistical support, the practitioner can take on new business, thus being able to generate many more dollars in new business/client accounts," she says.

The prospect of inexpensive logistical support, however, is not the only good

reason to convince many lawyers that getting outside support is a refreshing idea. "There are emerging service models," says Miss Wah, "like offices hiring local lawyers to conduct low-level legal analysis and related matters, or offices using a mix of lawyers and skilled professionals in handling legal and non-legal tasks such as managing conflicts in databases and document review and editing."

"Document review and editing services are very popular types of support that lawyers from the bigger firms seek from their offshore support offices," says Miss Wah. "It is also not generally known that these global firms, besides having document processing available in their centres, also maintain English reviewers for their attorneys for whom English is not a primary language. The English language reviewers do not review legal aspects of the documents but ensure that the proper rules of English are followed not only for standard usage but for legal parlance as well. This type of review reduces the risk of embarrassing mistakes in English usage being sent to the client and helps demonstrate to the lawyers who review the changes suggested as well."

"As such, Knowledge/Growth Support has pooled together a team of global document processing specialists to bring these services within the reach of other players in the legal profession in the region. Moreover, we also have a full range of document and data services designed to underscore the needs of the document and data processing needs of the legal community."

"Knowledge/Growth Support helps client firms optimize billable time by simply reducing costs and improving their own client service. Our processes are designed to instill confidence in the product we return," adds Miss Wah.

The company's services are primarily geared toward Document Editing and Formatting and Audio Typing of Digital Dictation, with a particular focus on English Language Review.

"Our English language support service is

distinctive because we take the consultative approach in the editorial development of English language requirements. Our editorial specialists review and suggest changes and improvements in relation to the client's literary style, both to strengthen documents and promote the use of proper written English," says Miss Wah.

With English fast emerging as the language of business in the Asian region, Knowledge/Growth Support intends to be at the forefront of language-related services for small- and mid-sized law firms in the region.

Knowledge/Growth Support services also include: Word Processing and Transcription, through which voice recorded correspondences, reports, conferences, and other business activities are converted into readable transcripts based on client requirements (i.e. MS Word document, PDF file, etc.); Document Comparison, for detailed reports on disparities between audio and/or video transcriptions and written versions; Document Conversion, for changing one document format into another while retaining its professional formatting; Paper Document to Digital File Conversion for turning paper files into searchable digital information using the latest OCR (Optical Character Recognition) software and the best high-resolution scanners that convert hard-copy files into fully searchable digital files, inclusive of the services of trained and experienced personnel who will review, compare, and correct lapses in the OCR output to ensure accurate digital versions of the files; One-on-One English Review for in-depth reviews of documents for one-on-one, question-and-answer sessions during which suggested changes to a particular document are discussed in greater detail; and Advanced English Training, which works towards the progress of a writer's knowledge and skill set in formal written English.

A complete list of the diverse services offered by Knowledge/Growth Support is available at: <http://www.kgsupport.com>