



# GLOBAL LPO CONFERENCE 2011

Buyers and Vendors Meet

June 15-16, 2011  
Grand Hyatt, New York, USA

organized & promoted by

**KPO CONSULTANTS** 

CONSULTANTS TO THE LPO INDUSTRY



# Overview

This conference aims to bring together law firm leaders such as partners, general counsels and other potential stakeholders in the LPO industry to share practical experiences in the nascent services for clients. The New York meeting will focus on how to implement human and social capital for the benefit of the industry at large.

Across the globe, governments that allow off-shore business are making new policies to help grow the outsourcing trend and increase opportunity to firms within their nations. LPO companies deliver quality service to the outsourcing law firms or corporate counsels at low cost. The strategy of our advisory service is to develop, re-assess, and/or revitalize the process of legal outsourcing in the modern era, depending on the real, data-backed needs and requirements of the industry. As the need changed with the economic downturn of 2007-2009, we came up with ideas for smooth transit, and one of those ideas is the series of LPO conferences. The goal of the two-day New York conference is to continue to improve joint ideas, techniques and procedures while fostering and encouraging teamwork among the services providers and buyers.

**The Global LPO Conference—Buyers and Vendors Meet in New York, June 2011** is an event to develop the business relationship of both buyers and vendors of LPO services. This event will address the genuine transformation of the outsourcing landscape from theoretical to practical. Leading authorities from global legal associations will assess the impact of changing policies in the legal offshoring industry. Key law firm partners and general counsel will give their thoughts and apprehensions about offshoring work to countries like India, Philippines and others. LPO veterans, on the other hand, will have the opportunity to address those concerns and help buyers find the best possible legal support. Global lawyers and general counsels will learn how to prepare case presentations to win over their board of management.



# Attendees

Nearly 100 to 150 key executives with extensive interests in the legal outsourcing industry from across the world would attend the Global LPO Conference 2011 in New York. At one end of the spectrum are the buyers from top law firms/companies in the U.S., the U.K., Europe, Canada and other countries that have off-shore needs.

These include law firm partners, general counsels (in-house and outside), associate general counsels, chief legal officers/chief litigation counsels, company secretaries/senior counsels, legal counsels/directors/officers, senior solicitors/attorneys, and heads of Legal Services/heads of Legal Business and Affairs.

At the other end of the spectrum are the senior most executives of leading LPOs from countries such as India, Mexico, Argentina, Brazil, Philippines, South Africa, Israel, Northern Ireland, the Netherlands, Kenya, Mauritius, etc.

Their areas of expertise encompass Paralegal and Legal Support Services including Legal Transcription, Document Review and Coding, Contract Management and Legal Research, Case Law Summarization, Deposition and Medical Summary, e-Discovery, Patent Drafting and Comprehensive Transaction Management.



**Steven C. Bennett**  
Partner, Jones Day



**Patrick Burke**  
Senior Director and Assistant  
General Counsel, Guidance  
Software, Inc



**Mark Ross**  
Vice President – Legal Services,  
Integreon Managed Solutions



**David Perla**  
Co-Chief Executive Officer,  
Pangea3



**Pankaj Parnami**  
Founder & Director,  
KPO Consultants



**Stephen P. Younger**  
President, New York State Bar  
Association



# Advantages

- Learn about the current and expected future shape of the LPO industry, gather insights about on-shoring, near-shoring, and off-shoring, and evaluate the kinds of work that can be outsourced.
- Overcome apprehensions about legal off-shoring – cost, training, quality, security, ethics, agreements, and control.
- Gain an international perspective – an in-depth look at India, South Africa, the Philippines and other LPO destinations.
- Share experiences and network with global lawyers and general counsel.
- Engage in one-on-one meetings with the right people.
- Participate in product-specific pilot-project execution processes.
- Meet the “who’s who” of the LPO industry and learn from peers.
- Explore alternative geographies for partnerships – India, the Philippines, Wales, Israel, Argentina, Sri Lanka, Northern Ireland, the Netherlands, Kenya, Mauritius, and South Africa.
- Enjoy networking opportunities, events, displayed sample projects, and access to best practices and real-time case studies.
- Learn to frame your own business case study before presenting it to your board of management.



## Proposed Subjects of Discussion

- The state of the LPO market: current trends, viability and adoption rates.
- LPO business models: determining which makes most sense for your business needs and goals.
- Establishing the most-effective LPO strategies for legal departments
- Determining the hallmarks of a successful outsourcing initiative - selecting services to outsource.
- Preserving quality of service and work product in LPO
- Mitigating risk through effective contract provisions and addressing confidentiality and security provisions
- How LPO can increase competitiveness of client companies/firms
- The practice of information retention during an e-discovery exchange
- Is the performance or quality of the outsourced service at par with the expected standards of management and consumers?
- Forecasting the next choices of the LPO market
- Impact of ABA rules and regulations on legal outsourcing industry
- Other key issues



# Main Highlights

The conference provides secured, strategic and meaningful channels for education, networking, building vendor-buyer relationships, and a road map for LPO. These include

**One-on-One Meetings:** An opportunity for event participants to know each other and discuss their business requirements and offerings. The buyers can assess solutions and services that are available to help them achieve their business objectives.

The conference will serve as a platform for prescheduled business meetings between selected/qualified buyers and vendors. The meetings last 30 minutes and give each buyer an opportunity to establish a critical contact with a potential LPO service provider. The invitations are sent to only the top executives of law departments and law firms who are in charge of offshoring and to the vendors with the cutting-edge infrastructure to meet buyer demands in foreign markets.

**Workshops:** Each workshop is designed as a forum to encourage a dialogue about the burning issues in the global legal industry. Each workshop will last for about 30 to 45 minutes. Renowned leaders from the industry and subject experts will be chosen as the faculty for these workshops in order to give them high educational value for all the delegates. Each workshop also will include Q&A sessions to give opportunities for debate.

**Strategic Topical Sessions:** These will last 60 minutes so that a small group can work together to debate, share challenges and discuss experiences on a specific theme. This will allow attendees to be involved in a very focused discussion on a theme of their interest.

**Case Studies:** It is always better to learn from the experiences of others rather than have to “learn the hard way” by experiencing new processes ourselves first. The conference gives executives the chance to learn and question senior executives who have faced and solved similar challenges and to see stage-setting analytical papers, best practices and case studies.

**Virtual Exhibits:** Selected vendors will be allotted display zones at our Virtual Conference Platform. Thus, exhibitors in the Virtual Conference are able to meet prospects and showcase their real-time capabilities via cyberspace, computers and the Internet.

**Virtual Conference:** KPO Consultants also offers interested parties the chance to avoid having to travel by participating virtually, keeping themselves updated with happenings at the actual conference in New York through the Virtual Global LPO Conference. They will be able to watch webcasts, see speakers, ask questions, discuss experiences, and do much more.

**Pilot Projects:** The conference offers participating buyers an opportunity to examine the work capabilities of several LPO vendors even before the conference starts. By issuing Pilot Projects before the conference, buyers have the opportunity to not only check out multiple vendors at once, but also to cross-examine their work methodologies and project outcomes. This saves time, resources, and money, while leading to a more-informed business decision.



# Participation Fee

Options	Pay before March 31, 2011	Pay before April 30, 2011	Pay after April 30, 2011 (Standard Fee)
Master Pass	\$1399 + 10.3% Taxes (\$1543.1)	\$1599 + 10.3% Taxes (\$1763.7)	\$1999 + 10.3% Taxes (\$2204.9)
Single Day	\$1049 + 10.3% Taxes (\$1157.1)	\$1199 + 10.3% Taxes (\$1322.5)	\$1499 + 10.3% Taxes (\$1653.4)
Master Pass after Group Discount*	\$1259 + 10.3% Taxes (\$1388.7)	\$1439 + 10.3% Taxes (\$1587.2)	\$1799 + 10.3% Taxes (\$1984.3)
Special Discounted Fees for General Counsels	\$998 + 10.3% Taxes (\$1100)	\$998 + 10.3% Taxes (\$1100)	\$998 + 10.3% Taxes (\$1100)
Exclusive Offer for Academics, the Members of ABA, NYSBA and other Regional Law Association based in U.S.A.	\$998 + 10.3% Taxes (\$1100)	\$998 + 10.3% Taxes (\$1100)	\$998 + 10.3% Taxes (\$1100)

\*Special group discount of 10% for 3 or more participants from the same company/firm. This discount is not to be combined with any other offer. Valid proof would be required. 10.3% service tax to be added with all registration fees.



# Previous Delegates

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## ABOUT KPO CONSULTANTS (THE ORGANIZERS)

KPO Consultants is a pioneering consulting company which provides business solutions exclusively to the LPO industry. We work with established and aspiring LPOs to set up their ventures, overcome their complex business and strategic issues, and help management make key decisions affecting top line growth of the company. We have served several clients in the United States, the United Kingdom, Singapore, Philippines, Mauritius, India, Canada, South Africa, Ireland, Israel, Australia, and many more countries. We have also organized more than sixty (60) conferences on the legal outsourcing industry globally.

This is a unique event, conceptualized and organized by the team at KPO Consultants, aiming to bring buyers and vendors into one common location with one platform to create new synergies. To learn more, visit [www.kpoconsultants.com](http://www.kpoconsultants.com) or write to us at [info@kpoconsultants.com](mailto:info@kpoconsultants.com).

For more registration/sponsorship/queries, you may contact

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