

Manthan Legal – Labor & Employment (L&E) Case Study - 2

Positions Statements – Key to capturing EEOC market

ISSUE AT THE LAW FIRM

- The EEOC charges have grown 14% from 2007 to 2008 to reach 95000 and are expected to well cross 100,000 in 2009. The law firm seeks to capture 2% of this market, up from the current market share of 0.5%.
- The EEOC cases become a pre-cursor to future class action litigation which the law firm stands to gain substantially.

MANTHAN SOLUTION

- In a streamlined process, the law firm provides Manthan the following:
 - The EEOC charge
 - the Company's employment policy
 - Company's position regarding the charge
 - Complainant's complete employment details
 - Information about Company's investigations
- Manthan team delivers first draft of EEOC position statement. The attorney at the law firm spent 2 hours now instead of earlier 20 hours to finalize each case and deliver value to customers.

BENEFITS

- The law firm has pitched position statement services as an alternate billing model and has been successful at that.
- The capacity of the law firm to handle position statement increased 2 times within 4 months of initiation and expects to reach the targeted 4 times within 12 months of starting this process.

Manthan helps bring forth innovative ways of creating opportunities to get more client work from clients. Clients now get position statements at 40% cost savings.