

Legal Process Outsourcing – Identifying a Major Growth Opportunity

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Abstracts

The legal process outsourcing (LPO) market, often seen as simply a part of the larger knowledge process outsourcing (KPO) industry, is on the verge of a major breakthrough. The last few months have seen a number of landmark deals announced, and vendors are bullish about the prospects for a sustained period of growth. This report aims to examine the reasons behind the rise of LPO, investigate how offshore delivery models are contributing to the rise in demand for LPO services, and provide an overview of the leading vendors in the sector.



Contents

SUMMARY

Impact Ovum view Key messages

THE RISE OF LPO

Overview The maturing LPO market Law firms have been reluctant to embrace LPO What is LPO? Blurring the boundaries The impact of the recession on the legal industry

THE IMPORTANCE OF OFFSHORE DELIVERY TO LPO

The same or better quality from low-cost locations India is the leading location for offshore LPO delivery Secondary delivery locations are emerging Philippines Sri Lanka China

COMPETITIVE LANDSCAPE

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RECOMMENDATIONS

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