

CAPITA

Our services to the legal sector

Supporting organisations with their legal needs



Why Capita?

What has Capita ever done for law firms?

That's a bit like asking what did the Romans do to advance our modern structured society?

The Romans did not invent drainage, sewers, the alphabet or roads, but they did develop and enhance them. They did invent underfloor heating, concrete and the calendar that all our time revolves around in modern society, to organise our business and personal time management. Concrete played an important part in Roman building, helping the Romans construct new and innovative structures like self-supporting, load-bearing arches that facilitated aqueducts, bridges and higher buildings than had previously been thought possible.

And so it is with Capita. We take on all of those "non-core" jobs around your law firm. We didn't invent them, but we do develop and enhance them better than can be done in-house, and provide them back to you at lower cost. This can free up amazing amounts of your billing time and management attention, so that you can focus on where you can add value to your clients and colleagues. We can optimise your non-core services and share the cost overheads with other customers.

Together we are stronger and more efficient, because we harness the right people at the optimal cost base and locations. You can charge these added value, resource intensive services to your clients with an appropriate overhead recharge to reflect the value and quality monitoring that you add to the services that we provide to you. This provides you with better services for yourself and your clients, better profit margins on your disbursements and lower costs to your clients for your law firms' non-core services.

Please turn the page and see the range of services that Capita provides to law firms; then please call me directly or any of our key contacts on the following pages for an informal chat.

Martin McCloskey

Group Commercial Director, Capita plc

martin.mccloskey@capita.co.uk

+44 (0) 7850 561470

Our legal services capabilities

Translation services

- Legal language support
- Litigation support services
- Patent translations
- eDiscovery support

Case and practice management software

- Law Society endorsed software solutions

Document & information services

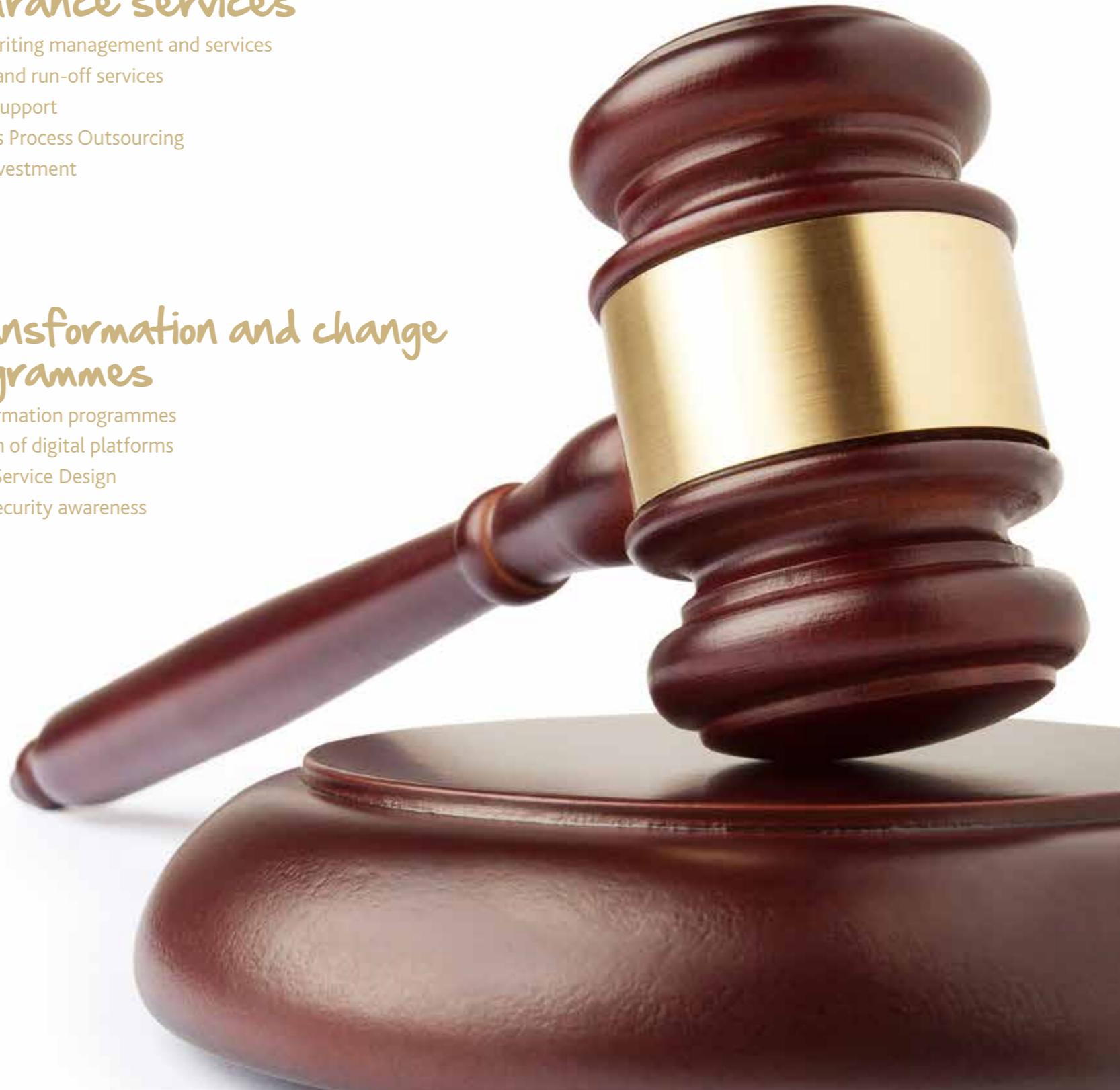
- Managed print & communications
- Engagement and IT transformations
- Consultancy services
- Reprographics & document finishing
- Print & mailrooms

Insurance services

- Underwriting management and services
- Claims and run-off services
- Broker support
- Business Process Outsourcing
- MGA investment

Transformation and change programmes

- Transformation programmes
- Creation of digital platforms
- Digital Service Design
- Cyber security awareness



Litigation and regulatory document review

Legal process outsourcing
Paralegal resource

Remediation services

Interim Resourcing
Complaints Management
Remediation

Asset services

Private Client solutions
Banking and Debt solutions
Corporate solutions
Fund solutions
Shareholder solutions
Treasury solutions

Document solutions

EDRM solutions
Capture
Workflow

HR solutions

Attraction
Selection and assessment
On-boarding
HR bureau, analytics and administration
Payroll
Lifestyle
Retention
Extraordinary life events

Identity verification

Know Your Customer, Anti-Money Laundering solutions & ID solutions

Integrated business solutions

Enterprise Resource Planning
Financial Management and Accounting
e-Procurement
Business Process Automation
Oracle Managed Services and Consultancy

IT enterprise services

Digital workplace
Service desk
Cloud and hosting
Networks (WAN and LAN)
Telephony and unified comms
Email productivity

IT professional services

Business and technical consultancy
Data solutions
Security
Programme and project management
Testing
SAP®, Oracle® and other ERP systems

IT resourcing

Permanent, temporary and contractor roles
Managed Accounts
Contractor Transition Projects
Novus Graduates

Learning services

Talent development
Performance improvement
Managed learning services

Resource planning

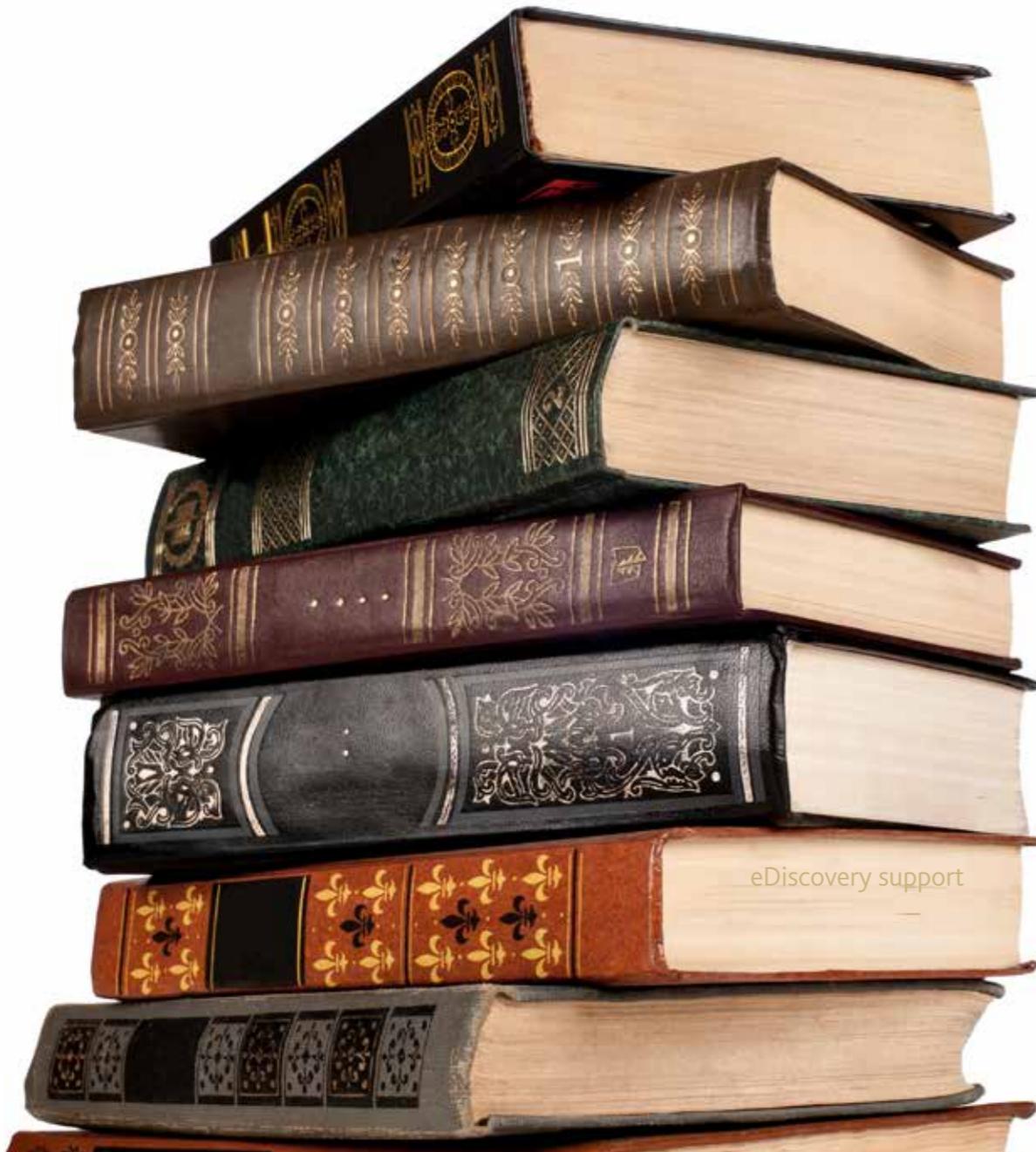
Software solutions
Operational efficiencies

Travel and events

Travel
Accommodation
Meetings and events
Consulting

Workforce management

Time and Attendance
Access control
Human resources



eDiscovery support

Translation and interpreting services



Like many of our existing legal clients, when it comes to translation, you're probably working to tight deadlines and need a language services partner that understands your challenges. Capita is that partner – we understand that the legal system is heavily regulated and that clear, concise communication with your clients is paramount, as is achieving quick turnaround times.

Our services:

- **Legal language support** - With a deep understanding of the stringent regulations of the legal world, we create tailored solutions based on the size, subject matter, multilingual requirements, and price limitations of your case. Capita TI Legal Support provides language services such as large-scale multilingual and English document reviews, quick summary translations, and interpreters for depositions - all of which are backed by our certified quality management system and worldwide 24/7 production capabilities.
- **Litigation support services** - With strict deadlines for reviewing discovery documents, court-imposed restrictions on translation, and vast amounts of ESI to review, the litigation process can be a challenge. That's why Capita TI Legal Support has developed a suite of specialised litigation support services designed to meet the needs of global litigation practices, saving time and money, and driving maximum efficiency.
- **Patent translations** - Capita TI Legal Support has unrivalled experience meeting the stringent requirements and rigid deadlines of the world's top law firms and corporate patent departments. To ensure the highest level of accuracy, all of our agents have field-level expertise and a minimum of five years' translation experience.
- **eDiscovery support** - We work with Absolute Discovery to provide end-to-end eDiscovery support from data identification, preservation and collection through extraction and filtering of relevant information ready for multi language review. We are able to handle data, both electronic and paper, for clients in-situ worldwide or within secure datacentres.

Why choose us?

We provide F.A.S.T. translation and localisation services:

- **Fast** - We combine our worldwide network of linguists, innovative technologies and agile workflows to ensure we can respond to the need for additional capacity in short time-frames. We are the translation partner of choice for many Fortune 500 companies.
- **Accurate** - We know that precision is of paramount importance in the legal industry, so we only work with professional translators who are specialists within areas such as insurance, accounting, and regulation & compliance, to ensure your content is accurately translated.
- **Secure** - We are ISO 27001 (information security) certified and understand the importance of data protection in the legal services industry. Our systems and processes are well equipped to keep your and your clients' data safe.
- **Twenty-four-seven** - We have a team of 24/7 support staff who are available to accommodate your translation request at whatever time of day it may arise.

Don't just take our word for it

See what our customers say about Translation and interpreting services



Capita Translation and interpreting (Capita TI) worked with DLA Piper to offer professional legal translation services to assist with transcripts, contracts, court orders and witness statements for one of the top negligence cases of 2015. Capita translated 46,000 words in 3 days for this case - a project which would ordinarily take 3 working weeks. Being such a high-profile court case; confidentiality, trust and professionalism were all vital attributes for DLA Piper.

"We have recently used Capita TI's services on this substantial professional negligence claim relating to the sale of QPR to Bernie Ecclestone and Flavio Briatore. We had a very tight deadline to prepare lengthy witness statements in several languages, with many late amendments to the statements. I was very impressed by the excellent support provided by the Capita TI team in meeting our requirements. Our own Italian speaking lawyer also complimented the high standard of the translation work."

Find out more or get in touch

Darren.O'Reilly@capita.co.uk

+44 (0) 7710 382751

www.capitatranslationinterpreting.com

Mark Goodwin

Partner, UK Litigation and Regulatory Group, DLA Piper

Case and practice management software



We are the UK's leading provider of software solutions for law firms and legal services organisations. Our 'Proclaim' system is the only system of its type to be endorsed by the Law Society, and is used by over 23,000 professionals in a vast range of sectors. Organisations using Proclaim range from national heavyweights with 1,000 employees, through to boutique firms of just 1 or 2 staff.

Our services:

Proclaim solutions can integrate file management, document management, workflow, reporting, accounting, time recording, task and diary functions into one desktop tool. The system has grown organically to become the most flexible and complete solution available for anyone who needs to:

- streamline processes
- automate tasks
- manage risk and compliance
- keep the integrity of critical data
- make more money for their organisation.

Proclaim is available in the following configurations:

- **Proclaim Case Management Software** - The UK's market leading system, in use across an unrivalled range of industries and available as 'ready to go' packages for rapid deployment.
- **Proclaim Practice Management Software** - Practice Management integrates the Proclaim Case Management System with Proclaim Accounts, to form a centralised solution for practice-wide management.
- **Proclaim Matter Management Software** - For managing non-prescriptive, complex or bespoke work areas.
- **Proclaim Process Management Software** - The system of choice for organisations of any type who want to streamline processes and enhance efficiencies in a commercial environment.

Why choose us?

- The only Law Society endorsed legal software solution.
- Over 25 years' experience in delivering productivity-enhancing solutions.
- 23,000 Proclaim users, across over 800 organisations.
- Trusted by Top 10 heavyweight law firms, through to new start-ups and boutique operations.
- Rapid deployment solutions enabling you to take advantage of changing markets and legislation.

Find out more or get in touch

darren.gower@eclipselegal.co.uk

+44 (0) 1274 704100

www.eclipselegal.co.uk

Don't just take our word for it

See what our customers say about Proclaim Case and practice management software

Asons Solicitors implemented a Proclaim solution for 4 staff at the practice's inception. By embracing Proclaim's ability to drive volume caseloads and open the door for new business opportunities, Asons has grown to over 300 staff and has further plans to double this number.

"Our aim right from day one was to build a sustainable and solid business. Our sector is fluid and challenging – the right legal software solution, one that is flexible and adaptable, is utterly vital. Proclaim has provided us with the power to continually enhance our processes, drive out waste and increase margins."

Imran Akram
CEO at Asons

"Proclaim is our 'blank canvas' and has enabled us to create a van Gogh."



Document & information services



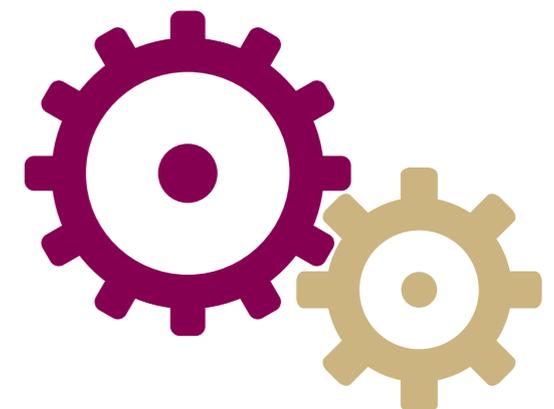
Our document and information services offering brings together the key solutions and functions required by any law firm in order to transform mail handling, documentation, information and communications; therefore streamlining the manual elements of your workflow.

Our services:

- **Managed print** - We streamline your office printing, copying, faxing and scanning systems with a flexible and fully bespoke managed print service - reducing cost, as well as improving productivity, document security and your carbon footprint. We have strong experience working with central reprographic departments and integrating solutions with your existing workflows. Through a process of consultancy we design bespoke solutions to enable both operational and financial efficiencies within your organisation as an independent, service focussed business. Our offering is not just limited to hardware; we work with all leading independent software suppliers to provide a number of innovative solutions including secure print, client/matter billing, mobile printing, job ticketing and print on-demand stationery.
- **Communications in** - Safe and effective handling, organisation, scanning on-demand, indexing, processing and archiving of your important documents.
- **Communications out** - From our bespoke print works in Mansfield, we can manage all of your outsourced print and hybrid mail from design to printing and posting.
- **User engagement** - By understanding user experience, design and technology; Gamification allows us to redefine how organisations and people engage in an increasingly digital world. G2G3 (another division of Capita plc) enables engagement and IT transformation through simulations, serious games, communications, learning and more.
- **Consultancy services** - We offer expert insight to help you optimise your business processes and pave the way to business transformation. Our consultancy is provided across all of the above services, enabling a holistic approach to your entire document workflow.

Why choose us?

- We have experience working with legal organisations, providing a wide range of document services, including client/matter billing and secure and confidential print/copy/scan, Scan to EDM, mobile printing and job ticketing.
- 25 years' expertise identifying and delivering 15%-40% savings.
- We have a dedicated 90,990 square foot state of the art print and distribution facility in Mansfield.
- We have a 177,000 square foot facility for our inbound mailing business including digital mailrooms, storage and scanning.
- We are one of the first digital document service suppliers in the UK to be awarded the CompTIA Managed Print Trustmark.
- We are unique in offering this complete service without outsourcing to third parties.
- We are manufacturer agnostic and driven by service meaning that we can supply best of breed technology with market leading support & service.



Don't just take our word for it

See what our customers say about Document & information services

Shakespeare Putzman LLP

One of the leading law firms in the Midlands required a fully managed print solution so that: all costs could be tracked and recovered; all service and consumables management would shift away from busy staff and become the responsibility of the supplier; and the overall cost of the improved service would be less than the existing printer set-up.

 SHAKESPEAREMARTINEAU

Find out more or get in touch

info-dis@capita.co.uk
+44 (0) 1689 794900
www.capita-dis.co.uk

“The new system has delivered the in-house print services that we need to do our work effectively, and easy-to-use software that allows us to recover a large proportion of our printing and copying costs.”

Ian Smith
Chief Operating Officer
Shakespeare Putzman LLP

Insurance services

We are amongst the UK's largest providers of services to the insurance industry. Operating from 14 different locations including France, Denmark, Poland, India and Singapore we work with insurers, brokers and managing general agents (MGAs) throughout the industry to deliver expert support throughout the insurance lifecycle in the UK and internationally.

Our broad expertise runs across the whole spectrum of common operational services, as well as your core functions, such as policy administration and claims management, syndicate management and turnkey services through our own Lloyd's managing agency.

All of this is backed up by our wealth of experience of transforming processes, people management, customer management and effective IT.

Our services:

- Market level shared services for the London market – offering substantial economies of scale on essential underwriting services.
- Back office admin for insurers and brokers, including policy administration, claims, fiduciary and placement.
- Taking a minority equity stake in MGAs, in return for an income stream from outsourced processing.
- Only what you need – we can provide you with a tailored service, the individual components you need to complete your offering, or a fully managed back-office.



Why choose us?

- We can support your business with the challenges of the unprecedented level of change to the legal industry in the past decade.
- We have considerable experience across the whole spectrum of insurance activity and our knowledge and understanding of this complex market enables you to add value to what you do.
- Moving from an in-house service provision to a specialist third party provider means you can benefit from economies of scale, a range of expertise and resources, and flexible delivery options. We can also provide a range of both core and non-core services to help you to plan and manage your costs more effectively, without compromising on the high standards of quality and service your customers expect.
- We are the leading provider of data capture services to the Lloyd's market. We've been supporting underwriting and risk carriers by successfully delivering underwriting support services to the Lloyd's and London market since 2001.

Find out more or get in touch

insurance@capita.co.uk

+44 (0) 2077 094500

www.capitainsuranceservices.co.uk

Don't just take our word for it

See what our customers say about Insurance services

For the past 13 years Capita has provided Hiscox with an essential data capture service which has enabled the processing of a significant volume of key underwriting data in a cost effective manner. The working relationship has developed into one where Capita is recognised as an extension of the Hiscox operations team.



“The success of this partnership has been critical in contributing towards Hiscox achieving its 2020/25 ambition for profitable growth and has supported the London Market Operations team to implement a scalable and agile operating model that allows the business to shrink or grow in line with market conditions.”

Nick Towers

London Market Operations Manager, Hiscox



Transformation and change programmes



We create powerful, innovative digital experiences to engage your customers. From game science to digital strategy, simulations to digital platforms, we seek to drive successful adoption programmes and digital transformation initiatives by applying a human-centred approach.

Our services:

- **Transformation Programmes** - Through a combination of consulting, creative communications, contextual education, gamification and simulation - our transformation programmes focus on driving successful adoption of any change programme to ensure you meet goals and accelerate ROI.
- **Creation of Digital Platforms** - Whether it be website creation, mobile apps, virtual reality or wearable devices, we can help you to harness innovation to create amazing customer experiences and effectively support channel and mobile shift.
- **Digital Service Design** - We create human-centred, omni-channel digital solutions to drive enhanced customer experiences through multiple digital touch points to help you to simplify processes and reduce overall operating costs.
- **Cyber Security Awareness** - We leverage game science to educate and engage employees around cyber security best practices, to harden human firewalls and minimise internal threats.

Why choose us?

- We can help you ensure successful transformation initiatives and accelerate ROI.
- We deliver state of the art omni-channel digital experiences across multiple digital touchpoints.
- We proactively address the rising cost of digital and human consumption.
- We ensure you meet your goals and time targets, while reducing the risk of programme failure.



Don't just take our word for it

See what our customers say about Transformation and change programmes

Guido Capol
Senior Business Consultant, Swiss Re

“Capita are the experts in gamification. It was a great experience.”



“They are probably the best people I've ever worked with at translating business requirements into actual screen based realities.”

David Young
Director of Direct Channels, Metro Bank

Find out more or get in touch

info@g2g3.com

+44 (0) 1314 613334

www.capitatransformation.co.uk



Litigation and regulatory document review



Leveraging your time with our sophisticated yet cost-effective paralegal resource makes clear financial sense. Legal process outsourcing leaves your experienced lawyers free to look after the company's more complex matters.

Our services:

- **Exploiting data analytics** - Gain insight into your customers, products and services – and turn that insight into tangible benefits.
- **Understanding your customers** - Knowing and understanding your customers' needs and behaviour is central to a successful organisation.
- **Delivering innovation** - We can help you stay ahead of your competitors by ensuring that you are taking advantage of new techniques that really work.
- **Engaging your employees** - We try to ensure that our employees are motivated and inspired to produce their best.
- **Maximising assets** - As public bodies are asked to find further savings, we think it is time to look harder at making the most of assets.
- **Transforming customer service** - Transform your customer service to deliver the simple and personalised experience that your customers expect.

Find out more or get in touch

elzbieta.rackowska@capita.co.uk

+48 (0) 728 435260

www.capita.co.uk/what-we-do/services/legal-process-outsourcing

Why choose us?

- Our service gives you a scalable, cost-effective and high quality resource to take care of lower value legal work.
- Your in-house lawyers can spend more of their time on strategic legal and business advice, leaving the routine work to us.
- Based in Krakow, Poland, we have a purpose-built 550-seat operation running a wide variety of other services for our UK clients.
- **Cost savings** - our qualified legal workforce is up to 80% less expensive than similarly qualified law firm staff, meaning your in-house lawyers can spend more of their time on strategic legal and business advice, leaving the routine work to us.
- **Price certainty** - we can offer fixed pricing per document that allows you to provide your client with a clear budget for the exercise.
- **Educated and capable staff** - there's significant cultural cross exchange between Poland and the rest of Europe, resulting in a cosmopolitan and sophisticated workforce. You'll also find outstanding European language skills, not just English.
- **Outstanding service** - high levels of productivity, accuracy and flexibility come as standard.
- **Hosting** - we appreciate that you may wish to oversee the projects from Krakow and can provide a fully hosted service for your legal team. We also have a full video conference service.

Don't just take our word for it

See what our customers say about Litigation and regulatory document review services

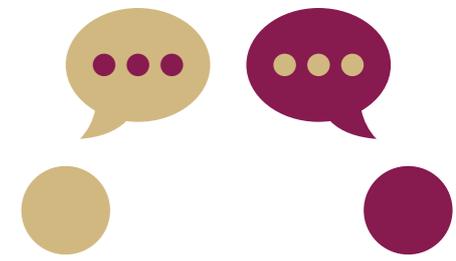
Law firm Pinsent Masons was handling a piece of litigation with a large number of documents that needed reviewing for relevance and privilege. Our nearshore outsourced legal service – in Krakow, Poland – provided what they needed.



“Capita was an attractive proposition from several points of view – **cost, flexibility, quality management, high calibre reviewers, quick mobilisation**. They handled around 1.6 million documents for us, all accurately and thoroughly catalogued. We're market leaders in innovative delivery of legal services and Capita has enabled us to improve on that innovation whilst delivering a quality service to our client”.

Andrew Denton
Partner, Pinsent Masons

Remediation services



We are a specialist complaints, remediation & interim resource business, working on each of the major remediation programmes within the UK Financial Services industry. Having worked on over 2.5m complaints and paid out over £6bn in redress on our partners' behalf, we consider ourselves complaints experts: we understand what effective and efficient complaint management means for you, your business and UK regulators.

Our services:

- **Interim Resourcing** -Our Interim Resourcing solution is used by businesses looking to secure flexible and cost effective resource for ad hoc activities. In our experience, an interim assignment can vary significantly in scope and content, but often includes the delivery of key projects and/or business priorities, helping with change programmes, supplying additional resource to support peak operational periods, and providing highly desirable skills quickly.
- **Complaints Management** - Our wealth of complaints management experience, complimented with operational 'know-how' has led to us recognising that best practice complaint handling is much more than a series of unrelated simple case assessments. So, our complaints management approach includes all the elements we know are essential for delivering efficiency, speed, consistency, control and outcome assurance.
- **Remediation** -When a problem impacts you adversely and requires rectification, we use our remediation expertise to design and implement an end-to-end, customer-focused programme that resolves the issue quickly and effectively. Our varied remediation expertise, access to end-to-end remediation capabilities, extensive project management experience and high quality operational resources ensure we can provide you with the most appropriate solution all under one roof.

Why choose us?

- **Expert planning & design** - Because our in-house experts keep up-to-date with the latest innovation and technology, our partners receive solutions which often go beyond their own internal capabilities.
- **Flexible locations** - We can provide services on your site or ours, and with access to multiple offices throughout the UK and further afield, your urgent delivery requirements are not held up searching for space.
- **Qualified personnel** - Our wide spectrum of experienced personnel allows our partners to choose the specific skills and knowledge they need to get jobs done, quickly and effectively.
- **Speedy deployment** - Our accelerated recruitment process, including thorough screening and vetting, allows us to deploy lots of resource very quickly.
- **Assurance** - Our operational control frameworks ensure we deliver consistent quality outputs time and time again. Operational diagnostic reviews, post implementation reviews and root cause analysis exercises identify opportunities for improvements.
- **Increased productivity** - Expert management, effective process design and experienced staff ensures we often achieve more productivity than existing in-house teams, typically 20% better.

Don't just take our word for it

See what our customers say about Remediation services

"We started a large scale rectification project, and due to the sheer scale of the project and the desired timescale for completion, we decided to seek external support. We needed a supplier who was able to respond quickly to our needs to provide a large number of staff who could work alongside, as well as integrate, with our own teams who were managing a complex and regulated rectification project.

Capita Remediation services was able to deliver over 100 skilled and experienced staff on to the project within just 12 weeks, which gave us a great deal of comfort that we would be able to deliver the project as initially planned. Their partnership approach and high quality service has led to a longstanding and strategic relationship with their staff, providing additional support across a number of other projects."

Find out more or get in touch

remediation@capita.co.uk

+44(0) 7912 976835

www.capitaregulatoryservices.co.uk

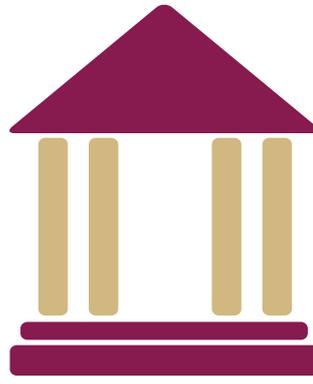
**Customer Services Director,
Major Life & Pensions client**

Asset services

We provide outsourced legal and business solutions tailored to our clients' requirements. We help legal specialists manage and expand their businesses and, where appropriate, we can also partner with you to help support the needs of your clients.

Our services:

- **Private Client solutions** – Working with you and your clients' other advisors we can provide administration and management of a range of structures, both on and offshore, to help protect their wealth. These include family offices, trusts, foundations, private companies and SPVs. We also provide probate and estate administration.
- **Banking and Debt solutions** – We manage all types of commercial secured collateralised loans on behalf of lenders and investors, as well as mortgages for consumers and SMEs.
- **Corporate solutions** – We assist in the incorporation, administration and management of SPVs and other structures for a wide range of corporate clients. This includes advice and support on corporate governance, company secretarial and outsourced accountancy and financial reporting services.
- **Fund solutions** - We have over £74bn of funds under administration spanning a wide set of asset classes including equity, bonds, real estate and derivatives. We provide Authorised Corporate Director and Alternative Investment Fund Manager services, fund accounting and transfer agency.
- **Shareholder solutions** – We act as a registrar to over 40% of UK listed companies; more than any other registrar. We set-up tailored share plans to provide employee benefits and manage all aspects of shareholder services including administration and communication. We also help clients with all types of corporate actions including IPOs.
- **Treasury solutions** - Our services range from cash advisory and counterparty credit monitoring to setting up and running chosen aspects of your international treasury operations in a number of strategic tax efficient locations.



Why choose us?

- We have over 5,700 staff dedicated to making your life easier by creating efficiencies for your organisation.
- We serve over 4,000 multinational clients from our operations in the UK, Ireland, Jersey and mainland Europe.
- Strength in partnership: we are dedicated to building and maintaining strong relationships to align our service offering with our clients' needs.
- We have over 40 years' experience in the legal services industry so you can rely on us to provide expert solutions that will help you grow your business.

Find out more or get in touch

orlagh.doherty@capita.ie

+353 (0) 1224 0332

www.capitaassetservices.com

Document solutions



Reduce the stress of storing and managing important documents, cases and supporting information with Capita's Enterprise Content Management (ECM) solutions. Incorporating a full Electronic Document Records Management (EDRM) system we help you take control of the flow of information and data throughout its lifecycle, from origination to archive or deletion, as legislation dictates for any law firm.

Our services:

In today's fast paced legal environment, a staggering volume of documents need to be stored on a daily basis. The demand for instant access from various office locations is becoming progressively difficult and time consuming. Capita's ECM Legal solution enables documents to be scanned and stored by case reference number into your legal case management system. Inbuilt integrated workflows will ensure it's routed to the correct team. The result? Case workers and fee earners have instant access to client information from any office location; you streamline systems, improve compliance and increase productivity.

- **EDRM solutions** - The document lifecycle is managed efficiently from initial receipt, through scanning, indexing, retrieval, updating and storing the document securely, to retention, archiving and safe disposal. Processes are automated wherever and whenever possible, fully integrating with any back or front office system.
- **Capture** - A complete optical and intelligent character recognition solution automates the flow of information into your organisation through intelligent data capture. From either scanned images or electronically produced documents, the solution captures, validates and outputs the data contained into multiple back office systems, creating a complete process and solution.
- **Workflow** - The work management system with built-in electronic document management, assists with tasks such as automated work prioritisation, job tracking, analysis, reporting and much more.

Why choose us?

- Share documents securely, both internally and with your clients, while still adhering to security legislation.
- Improve services, increase productivity, enable cashable savings and ensure your documents are protected, compliant and accessible at the click of a button.
- Increase document and data security, privacy, transparency and accountability at every level of your organisation.
- Protect your documents – they will no longer be at risk from fire, floods and damp.
- Reduce the risks associated with retaining hard copy information.
- Streamline and improve business processes to aid continuous improvement.
- Ensure that legal and operational compliance requirements are met.
- Maximise investment in existing ICT infrastructure.
- Improve your environmental credentials.

Find out more or get in touch

documentsolutions@capita.co.uk

www.capita-software.co.uk/documentsolutions

+44 (0) 2079 607783

HR solutions



Our clients choose Capita for our team; we understand your needs and culture, and the connection between HR and your employer brand. We appreciate the investment you make in your employees and we ensure they feel valued in every interaction with us, right from our white-glove on-boarding, and through our HR concierge service. We manage the everyday activities, as well as the complex. We challenge, redefine, and improve HR delivery at the highest levels.

Our services:

- **Attraction** - We advertise vacancies and benchmark candidates ensuring you find the best talent in the market.
- **Selection and assessment** - We screen candidates, host assessment centres and conduct interviews, providing a comprehensive talent acquisition service. We can make pre-employment checks, essential in the legal sector, to ensure due diligence when hiring.
- **On-boarding** - We take care of all aspects of joining from induction to training as well as articulating company ethos and the employee value proposition so your new joiners have a smooth journey.
- **HR bureau, analytics and administration** - From providing regular MI via management dashboards, to HR governance during mergers and acquisitions, we enable you to make informed HR-based decisions.
- **Payroll** - We manage all aspects of payroll whilst ensuring your organisation operates with good governance.
- **Lifestyle** - Staying on top of flexible benefits, return to work, pensions, and mortgage requests strengthens your employee value proposition.
- **Retention** - Our expertise in coordinating performance management, mentoring, and coaching helps you retain high performers and highlights areas for improvement.
- **Extraordinary life events** - Making sure big changes for your employees go to plan. Our relocation and re-deployment services provide reassurance that moves run smoothly. We manage domestic and global mobility, including remuneration packages, on an ongoing basis for mobile workforces.

Why choose us?

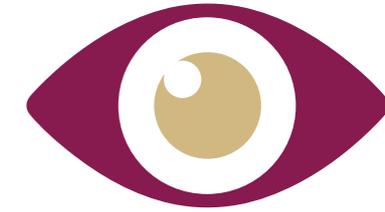
- A true partnership, providing guidance and expert advice as well as running day-to-day activities.
- Agile and flexible approach allowing for fluctuations in your HR activity. Through our tailored service we can accommodate volume peaks and requests to support additional processes.
- Experienced in delivering complex projects to multiple stakeholders through either, or a combination of, on-site and off-site support.
- Lower costs through an efficient support model.
- Our work is supported by robust structures and appropriate governance.

Find out more or get in touch

hrrsolutions@capita.co.uk

+44 (0) 2079 607769

www.capitahrrsolutions.co.uk



Identity verification, KYC and AML

We provide powerful identity checking, verification, Know Your Customer and Anti-Money Laundering technology, enabling businesses of any size to benefit from easy to use, painless to integrate, flexible and ultimately scalable solutions.

Our services:

- **Authenticate: Desktop** - An intuitive and configurable web based desktop portal providing a means to conduct ID and/or age verification manually. Check against multiple data sources including sanctions & PEP data, and perform an accurate and compliant 2+2 verification instantly.
- **Authenticate: Gateway** - Seamless API interface to multiple data sources for ID and/or age verification and comprehensive sanctions and PEP data for AML compliance.
- **Authenticate: Batch** - An offline service carrying out ID and/or age verification and AML checks on batches of records at one time. Simply provide us with the data you want to verify and we will return a status report tailored to your specific requirements.
- **Enhanced Interaction** - Delivering human intervention within the customer registration process as an alternative to e-KYC. This manual solution is particularly relevant when dealing with multi-national, non-UK verifications and also in the event of poor data availability or at the point of e-KYC authentication failure.
- **BSMaRT (Batch Screening, Monitoring and Reporting Tool)** - Developed to provide organisations with an uncomplicated and cost effective solution that will screen, monitor and alert you to potential risk and fulfil all of your on-going global sanctions and PEP screening requirements.
- **SAVI (Screen & Verify Identity)** - A desktop portal enabling organisations to conduct AML and customer due diligence checks on both individuals and organisations, worldwide.

Why choose us?

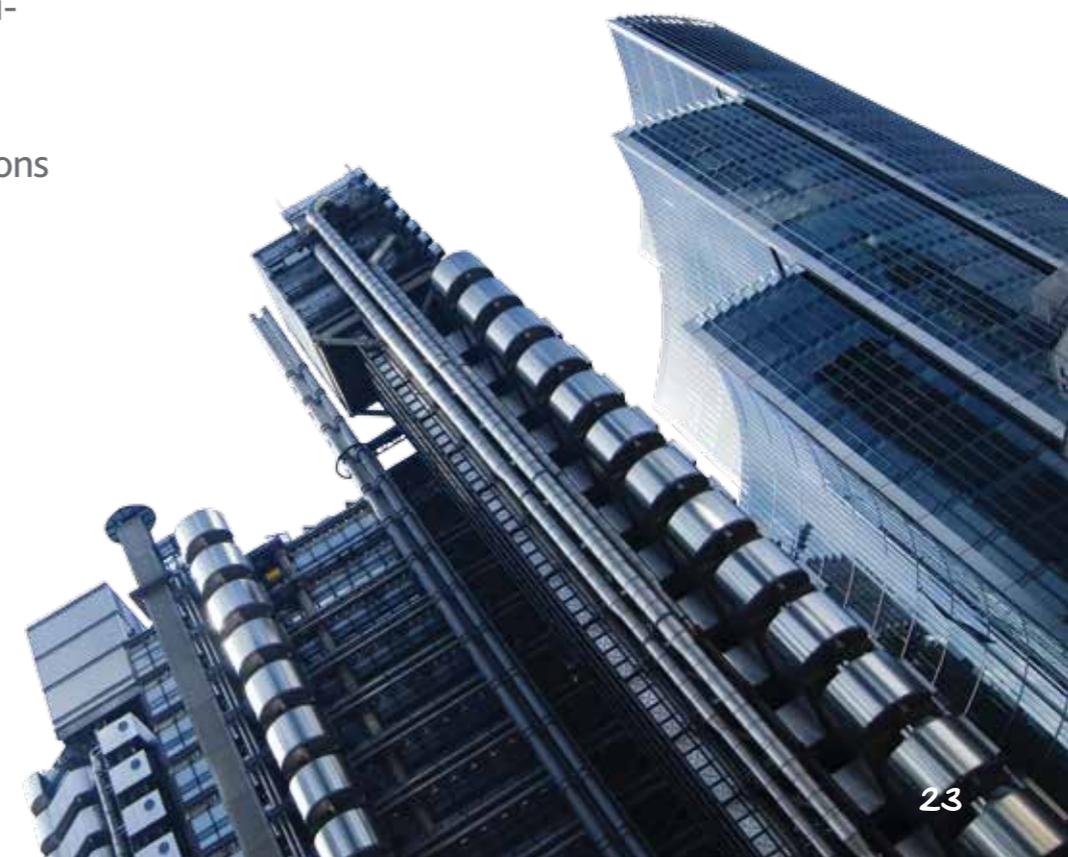
- Deep industry knowledge of specialist market sectors is teamed with a strong understanding of how identity impacts on security, consumer experience and risk.
- Our 'Intelligent ID' solutions deliver reliable, accurate and cost effective innovation.
- We are backed by decades of combined experience in regulated market sectors across multiple geographical jurisdictions and disparate legislative frameworks.

Find out more or get in touch

info@intelligent-id.com

+44 (0) 1793 715460

www.intelligent-id.com



Integrated business solutions



We are a leading provider of services and integrated business software to help your business improve profit margins, manage cash flow and ensure ease of access to information across the entire organisation. Where Oracle is the solution of choice, our experts are on hand to support with managed services or functional Oracle e-Business and BI consultancy.

Our services:

- **Enterprise Resource Planning** - Combining financial management with leading HR/ Payroll, we can provide you with an ERP solution that facilitates the information flow between all business functions.
- **Financial Management and Accounting** - Our financial management solution, Integra, is comprehensive in scope and easy to use. It's designed to support the way you work, and to improve the productivity and performance of your organisation. We can implement Integra either on your own hardware for management by your own IT teams, as a managed service, or as a fully hosted cloud solution.
- **e-Procurement** - Our comprehensive e-Procurement solution covers the entire Purchase-to-Pay cycle. Web-based for ease of implementation and flexibility in use, the solution integrates seamlessly with your existing systems.
- **Business Process Automation** - Our bespoke software developments reduce the time and resource spent on inefficient operational processes through process automation.
- **Oracle Managed Services and Consultancy** - Oracle solutions usually mean a significant financial investment and ensuring maximum ROI can be a challenge. Our leading functional and technical expertise allows us to help you get the most out of your Oracle e-Business Suite and Business Intelligence installations. Whether you're looking for a managed service to maintain your system or want to ensure you are using Oracle BI to its full potential, our experienced consultants will be at your service.

Why choose us?

- Our wealth of experience in delivering solutions throughout the UK, Ireland, Hong Kong and Australia allows us to play a major role in enabling organisations to achieve their legal and e-Business strategies.
- When it comes to delivery options the choice is yours. We can implement our software either on your own hardware for management by your own IT teams, as a managed service, or as a hosted cloud solution. Our cloud service is fully managed and hosted in our own data centres – all ANSI/TIA Tier 3 sites.

Find out more or get in touch

ibs.marketing@capita.co.uk

+44 (0) 1462 476800

www.capita-ibs.co.uk



IT enterprise service



Our IT enterprise services business can provide any or all of the components of an integrated IT solution, enabling legal organisations to achieve world class performance from their IT while fulfilling regulatory demands. From managed IT services, IT outsourcing, service integration, technology solutions and reseller services, we design the right solution through intelligent IT. This allows you to focus on your primary purpose – the delivery of exceptional legal services in a competitive market place.

Our services:

- **Digital workplace** – Our suite of solutions enable a truly digital workplace. From managed and virtual workplace solutions that manage the desktop, laptop and tablet devices to Enterprise Mobility Management, Unified Communications in the cloud, Enterprise Sync & Share, Windows 10 and Productivity Hub we provide everything for your future workplace.
- **Service desk** – We manage a wide variety of service events including all ICT related incidents, problems, service requests, changes and queries.
- **Cloud and hosting** - The Capita Private Cloud platform is one of the world's most advanced Infrastructure-as-a-Service (IaaS) platforms, delivering extraordinary efficiency and business agility. With our UK-based data centres, we can ensure data security and sovereignty, safeguarding your customers' data.
- **Networks (WAN and LAN)** – The right connectivity services can bring cost reductions, improved service, reduced risk and productivity gains. We deliver some of the most high performing network solutions globally to some of the UK's most visible clients, so resilience, security and optimisation are guaranteed, 24/7.
- **Telephony and unified comms** - Managed voice services enables us to offer subscription-based “as-a-service” Cisco Collaboration applications, including Cisco Unified Communications, Cisco Unity Connection, Cisco Unified Presence, Cisco Unified Mobility, and Cisco WebEx meeting application.
- **Email productivity** - Delivers agile, resilient and utility based solutions for email and office productivity needs.

Why choose us?

- Trusted by legal organisations such as Brodies, Weightmans, Heptonstalls and Burges Salmon to deliver first class IT services and support.
- We work closely with our customers to develop a long-term IT strategy, with innovative, scalable solutions, helping them stay ahead of the challenging legal sector.
- Over 30 years' of expertise in managing and supporting mission critical data and applications.
- We can ensure data security and sovereignty with our UK-based data centres – safeguarding your customers' information.
- Awarded Cisco Partner of the year consecutively for our service excellence and expertise.
- We're experts at implementing enterprise mobility solutions in secure environments.
- We deliver IT solutions that not only work, but transform your business and help meet regulatory and environmental commitments.
- #60 in the Forbes top 100 global innovators list 2014 & 2015.

Find out more or get in touch

ITES@capita.co.uk

+44 (0) 117 311 5757

www.capita-ites.co.uk

IT professional services

We apply technology to drive through secure business change for law firms, and enable you to thrive in a competitive market place by delivering agile, secure and cost effective IT solutions.

Our services:

- **Business and technical consultancy** - Ensuring transformational programmes deliver the desired business outcomes helping to build and maintain competitive advantage.
- **Data solutions** - Supporting enterprise-wide data lifecycle requirements across your legal services.
- **Security** - Providing a full range of agile security services across management, compliance and testing.
- **Programme and project management** - Assessing and improving programme and project management across financial services programmes.
- **Testing** - Delivering the full range of functional and non-functional testing services as well as a range of Cloud based testing solutions.
- **SAP®, Oracle® and other ERP systems** - Running project lifecycle services for the design, build, testing and implementation of ERP systems.

Find out more or get in touch

marketing.itps@capita.co.uk

+44 (0) 1444 474003

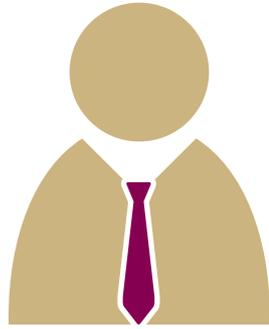
www.capita-itps.co.uk

Why choose us?

- We understand the increasing expectations and regulatory demands placed on the legal sector and are able to encourage loyalty in existing customers as well as entice new ones.
- We believe in early engagement with your firm's stakeholders.
- We offer a different approach to off-shoring, via the onshore led approach.
- We design innovative end-to-end secure solutions to ensure that your firm programmes deliver what you need, whilst also maximising quality and reducing risk and cost.
- We focus on delivering unique services that provide better experiences for you and your customers.



IT resourcing



We are a leading, specialist UK IT & digital provider for the legal industry, delivering expert resource, market advice, managed and outsourced recruitment services and career guidance when and where you need it. We have an in-depth understanding of your technology opportunities and challenges that other recruiters just cannot match.

Our services:

- **Developer talent pool** - whether front or back end, we can reach the people who can programme the tools for you to increase productivity or spot new trends before the competition.
- **Talent markets covered** - We also specialise in Projects, Programmes and Change, Development, Digital and e-Commerce, Testing, Enterprise Applications, BI, Big Data and Analytics, Cloud and Infrastructure and IT and Information Security.
- **Recruiting for permanent, temporary positions and contractors** - With 80% of IT professionals not actively looking to move, we can track down the very best people with knowledge or experience of the legal industry, using our network of contacts/advertising positions on leading IT job boards - we find the people who will take your business to the top. We can also help with the interview and candidate selection process.
- **Managed Accounts** - We offer a managed account approach providing a single point of contact throughout your engagement. We are set up to deliver high volume, lower margin IT recruitment needs.
- **Contractor Transition Projects** - We are experts at helping you consolidate your contractor population into a single integrated supply chain which will have instant dividends on your interim spend.
- **Novus Graduates** - We take the best STEM and IT graduates and through our development programme deliver fully trained business analysts, testers and developers providing the next generation of IT professionals for your business.

Why choose us?

- We have expertise in your marketplace - each of our consultants has in-depth experience of their market, and their knowledge means that they can advise you on salary benchmarks and market trends.
- We understand the increasing expectations and regulatory demands placed on legal organisations and the need to deliver skilled resource to your projects quickly and effectively.
- As one of the main recruitment specialists in the legal industry we have access to a huge pool of talented individuals - both permanent and contractors.
- We have unparalleled vertical market and domain knowledge.
- We have a proven track record in meeting and exceeding even the most challenging legal client requirements.

Find out more or get in touch

itresourcing@capita.co.uk

0845 6050564

www.capitaitresourcing.co.uk

Learning services



Capita Learning services is the expert learning business within Capita plc. We work with you to improve the operational performance of your business, helping you to harness the power of your talent pool. Unlike other learning service providers or training companies, we have an unrivalled breadth of offerings, enabling us to help with all aspects of people development. We understand learning, and our joined-up approach means we can recommend and deliver the best outcome for any organisation, public or private, UK or multi-national.

Our services:

- **Talent development** - We help legal firms like yours to unlock the full potential of the talent you already have, and ensure that your organisation has the right new talent entering your business. Through our nationally-recognised traineeship and apprenticeship programmes, we support you to develop existing talent and also help to find and train young, emerging talent to meet the skills needed now and in the future. We also create, develop and deliver bespoke school engagement programmes to help you build your talent pipeline.
- **Performance improvement**- We are the leading provider of people solutions that actually transform the behaviours within an organisation to deliver significant boosts to performance. Working at all levels in a business, we build and execute solutions that deliver improvements in the three key areas of culture, customer experience and sales performance. We tackle mindsets, build capabilities and re-engineer the operating environment to make sure that performance improves, and change sticks.
- **Managed learning services** - We work as a strategic business partner to optimise your investments in learning to generate the biggest productivity returns and drive greater business performance. We help you to take advantage of the latest in learning - from governance to supplier management, from needs analysis to top class delivery, from process excellence to the latest in learning technology. We also have a specialist learning consultancy that uses analytics and benchmarking techniques to assess the effectiveness of a learning function to provide in-depth advice and guidance, identifying how and where improvements can be made through people, processes, technology and content.

Why choose us?

- We are recognised by Nelson Hall as Europe's leading LBPO (learning business process outsourcing) provider.
- We have been named a top 20 global training outsourcing company by TrainingIndustry.com.
- We have a long history in managing learning in a legal services environment.



Resource planning



Within the legal services sector, your fee-earning staff are by some substantial distance the main cost. With that in mind, effective resource management is a key consideration. Business leaders need to see where a resource is being under-utilised, and equally, where spare capacity might exist.

Our services:

- Our 'Retain' software solution is a market leader in resource planning and is widely used in resource constrained environments and sectors where cost management is crucial. Across all sectors there are over 1,000,000 resources being planned for in over 65 countries around the world via Retain. Retain is a specialist resource planning application, and has been evolving for over 20 years in line with market trends, user requests and feedback from our strategic clients.
- The core focus of our application is resource planning and helping clients gain operational efficiencies from more controlled planning. The software delivers efficient allocation of resources to projects ensuring staff utilisation is maximised across the team/company. Retain provides an intuitive, reliable and secure platform in order to centralise resource data. From here, users can establish which staff are available for project work and monitor those already appointed to projects.
- Each organisation has different processes, so a resource planning solution must adapt to suit unique requirements. Through the easy creation of new fields, defining security rules and tailoring calculations, firms can rely on Retain to fit right into their existing processes. Furthermore, by capturing skills and attributes, it is much easier to allocate the most appropriate resource to a specific project.

Find out more or get in touch

info@retaininternational.com

+44 (0) 2075 384774

www.retaininternational.com

Why choose us?

- Multiple views including standard and custom wallchart.
- Easy record management using grouping, hierarchy and drag and drop.
- Customisable views, fields, calculations and more.
- Ghost booking for tentative work planning.
- Automated warnings for overbooking.
- Integrated report builder letting you create any number of reports important to your business metrics.
- 'Talent management' feature, making tapping into your talent pool a part of your scheduling process.



Travel and events



We bring together leading specialists in business travel, accommodation, meetings and events to create one powerfully unique business. Whether you choose one specialist service, all of them or a combination, we provide trusted and proven expertise through one coherent solution.

Our services:

- **Travel** - We enable and manage the entire journey, offering an end-to-end service that saves time and money.
- **Accommodation** - We have the people and expertise to source hotels and properties like no one else.
- **Meetings and events** - We are passionate about discovering outstanding and fitting venues that make for effective meetings and have the creativity and expertise to deliver memorable events; from the small and straightforward to the large and elaborate.
- **Consulting** - Effective consulting challenges businesses to recognise opportunities to improve their travel and event programmes. This empowers businesses to make cost savings and enhance traveller satisfaction whilst achieving their strategic goals.

Why choose us?

- We are the UK's leading specialist travel and event management company.
- Over £560 million of customer spend under management.
- Every 4 seconds we help someone book a rail journey.
- Over 600 million miles flown by our customers each year.
- Over 60,000 meetings, conferences and events managed per year.
- We saved Santander £2 million and RBS £3.2 million on their travel and event spend.



Workforce management

Capita is a leading developer of workforce management technology solutions to an extensive array of clients across the UK and Worldwide. Our team of experts provide a range of professional services to guarantee a successful implementation; encompassing initial consulting, installation, configuration and training.

Our services:

- **Time and Attendance** - Configured to provide you with the real-time information you require and with varied options for data capture, our Time and Attendance software system provides a tailored solution to fit the exact needs of your business. Our Time and Attendance system improves efficiency, saves administration time, reduces overall labour costs and removes human error from the equation. This coupled with powerful reporting tools greatly enhances your management analysis and reporting ability.
- **Access control** - We design the most intuitive, user-friendly software, integrated with the world's most robust and reliable security hardware, to provide a world class access control solution. Companies requiring just a stand-alone solution for a single door or a totally integrated solution consisting of multiple access doors, turnstiles, CCTV or intercoms, can turn to us for expert industry advice and cost effective proposals.
- **Human Resources** - We enable any small, medium or large business to electronically store and manage a variety of Human Resource management information in a single software application. Our record keeping systems provide users with a centralised database, accessible by multiple managers using passwords that govern Data Protection issues and restrict user access options.

Find out more or get in touch

Rupert.Lassen@capita.co.uk

+44 (0) 1793 715475

www.capitaworkforcemanagement.co.uk

Why choose us?

- We take a modular approach to workforce management, allowing businesses of any size to tailor a solution that is ideal for their requirements.
- Developed to Microsoft's highest accreditation 'Gold Standard' and configured to work with a range of industry leading hardware, our workforce management systems are powerful enough to serve multinational businesses but agile and flexible enough to cater for the exacting needs and bespoke patterns of smaller businesses.



Our clients in the legal services sector



Our infrastructure

Our delivery network consists of 80 multi-service centres in the UK, Ireland and Channel Islands, Poland, India, South Africa and Dubai. These are complemented by over 400 business sites, predominantly in the UK, Ireland, and Northern Europe with smaller satellite offices in global locations supporting specific businesses and legal jurisdictions.

The diversity of our infrastructure means we are able to leverage a mixture of service delivery options to offer our clients maximum flexibility, quality and cost effectiveness through onshore, nearshore and offshore locations. We also leverage our own experience as a large organisation to rationalise property and associated back office functions where appropriate.

Multi-service delivery centres



UK, Ireland and Channel Islands

68 centres

The majority of our 68,000 employees are based in our 68 multi-service business centres across the UK, Ireland and the Channel Islands. These sites deliver the full life cycle of services from front end customer management, through to back office administration for all our clients. In 2014, we enhanced our presence in Ireland through the acquisition of SouthWestern. The business has contributed significantly to our infrastructure and capability in Ireland, delivering customer management and back offices services from a multi-service delivery centre in County Cork.



India 5 centres

Our five multi-service business centres in India now employ over 5,000 people, playing an integral role in our offshore solutions. We deliver a range of services from transaction processing through to knowledge based back office functions from sites in Mumbai, Pune and Bangalore.



South Africa 1 centre

Our delivery centre in Cape Town, South Africa, secured new clients and created over 1,000 new jobs during 2014, providing customer management services that continue to support our growth in the UK.



Northern Europe

5 centres

In line with our strategy to expand our services through controlled, profitable growth, we have continued to invest in Northern Europe, supporting our clients and cementing our growth across the region. The acquisition of SouthWestern during 2014 continued to enhance our delivery network in Poland, where our operations continue to deliver high quality, cost effective services including insurance, finance and legal administration. We now employ over 700 skilled, multi-lingual FTEs from two sites, in Krakow and Lodz. Following the acquisition of tricones in 2014, in 2015, we increased our footprint in Germany with the acquisition of Scholand and Beiling and will increase our scale further following the completion of the acquisition of avocis which will enhance our customer management proposition in the region.



Dubai 1 centre

Our delivery centre in Dubai predominantly supports our Life and Pensions administration business, as well as providing coverage for other Capita businesses in the region.

Notes

Notes

CAPITA

www.capita.co.uk