



RESEARCH INSTITUTE

# QuisLex

## Legal Process Outsourcing – An Overview

**QuisLex, Inc.**

**Year founded:** 2004

**Web site:** [www.QuisLex.com](http://www.QuisLex.com)

**Employees:** 250+

**Headquarters:** New York, USA

**Delivery centers:**

- New York, USA
- Hyderabad, India

**Leadership:**

- Sirisha Gummaregula
- Andrew Goodman
- Michel Sahyoun
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Outsourcing and offshoring of legal services, commonly referred to as Legal Process Outsourcing (LPO), is one of the fastest growing outsourcing segments today. Despite the current economic environment that poses significant growth challenges to the traditional Information Technology (IT) and Business Process Outsourcing (BPO) segments, the increased growth rate in LPO makes it an attractive opportunity area for buyers and suppliers alike.

The current economic crisis exacerbates already existing pressures on corporate legal departments in the U.S. and the UK and their law firms, including:

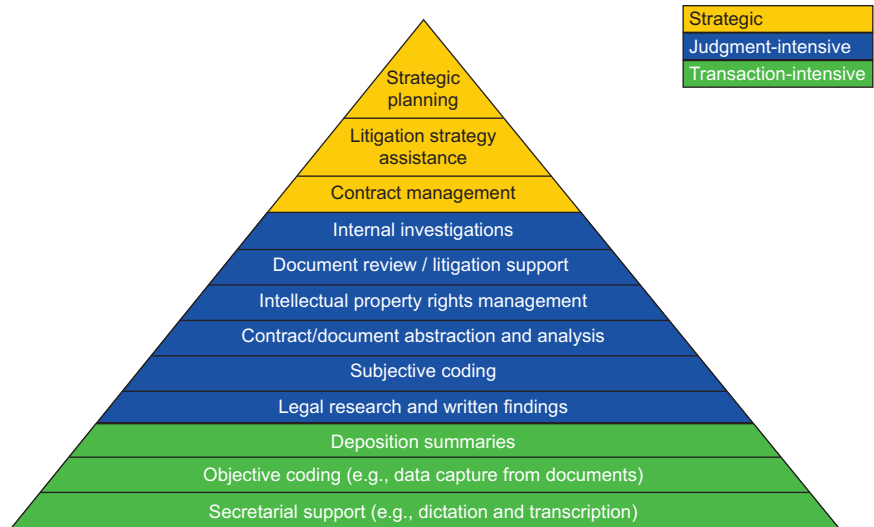
- The high costs of internal investigations and compliance programs, which are increasingly leading corporate legal departments to explore opportunities to procure legal services offshore at a lower cost without sacrificing quality
- Resource constraints in both corporate legal departments and their law firms make it even more difficult to meet the challenges of complying with discovery requests in litigation in a cost-effective manner
- Corporate legal departments more urgently need to identify tasks that can be performed using internal resources, those that require the assistance of outside counsel, and those that can be successfully outsourced, and then effectively allocate legal department budgets among them

Offshoring of legal services continues to emerge as an effective way to address the above challenges. Corporate legal departments and their law firms in developed economies get access to a broad suite of services from suppliers in offshore destinations such as India and the Philippines, which are able to provide demonstrably high levels of quality in a secure delivery environment while delivering significant savings from labor arbitrage.

### EXHIBIT 1

Everest pyramid for outsourced legal services

Source: Everest Research Institute

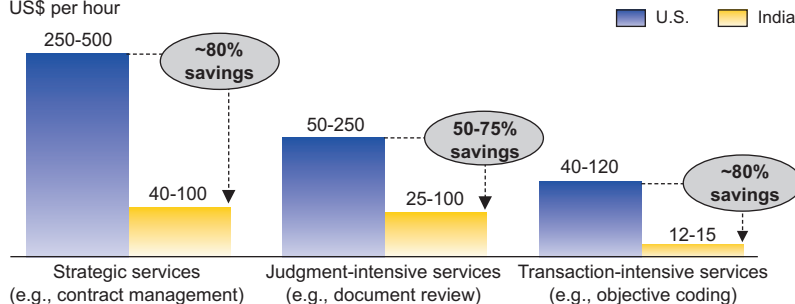


**EXHIBIT 2**

Billing rates for legal services

Source: Everest Research Institute

**Comparison of per FTE billing rate incurred for legal services**  
US\$ per hour



Note: Onshore fees typical for junior associates / senior paralegals; savings figures may vary depending on client-specific situations

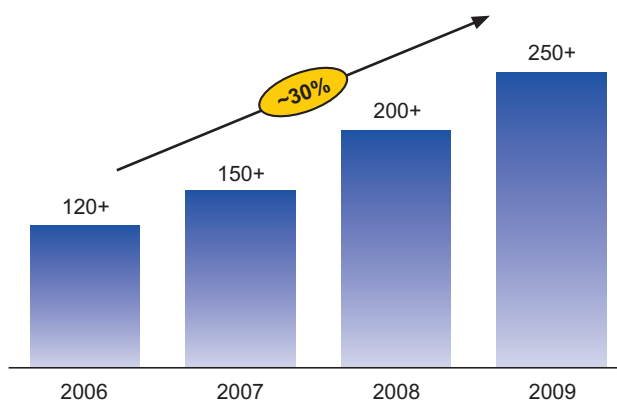
**Company Profile**

QuisLex is a leading pure-play legal services offshoring supplier in the rapidly growing LPO market. Founded in April 2004 with three people, QuisLex has grown successfully in the last five years to a size of more than 250 employees, making it one of the top five companies in the pure-play legal services offshoring space. The company's leadership team comprises attorneys with past experiences in leading international law firms like Skadden Arps, Sidley Austin, and Shearman & Sterling. Headquartered in the U.S., QuisLex has a majority of its workforce in India, and offers a broad range of complex legal services to Fortune 500 corporations and American Lawyer ("Am Law") 100 law firms<sup>1</sup>.

**EXHIBIT 3**

QuisLex's headcount growth

Source: QuisLex



In May 2009, QuisLex acquired New York-based SQ Global Solutions, LLC, which was formed in 2006 as a joint venture between QuisLex and Strategic Legal Solutions, a New York-based temporary staffing company.

QuisLex has made continuous investments in quality and security controls to set the benchmarks in the industry for security and quality standards. For example, it was one of the first pure-play legal services offshoring companies to get ISO and SAS 70 certifications.

<sup>1</sup> The American Lawyer is a monthly magazine for lawyers, which cover the business of the most successful law firms across the U.S. and around the world

## Distinctive Capabilities

QuisLex's pioneering investments in security and quality standards, impressive client base, and high quality talent, make it a distinctive provider in the offshore legal services space.

### Quality initiatives

QuisLex was one of the first pure-play legal offshoring companies to have achieved the ISO 9001:2008 certification for its proprietary Legal Quality Management System. This system deploys multi-tier quality initiatives, including a customized quality plan, quality assurance, quality check, and quality control.

QuisLex has successfully implemented these quality processes to minimize defects and increase efficiency. Further, QuisLex has a dedicated independent quality group, with several Six Sigma Black Belts and Quality Analysts who ensure Six Sigma quality standards in its business processes.

### Security and confidentiality

Committed to the importance of data and physical security in offshore delivery of legal services, QuisLex is one of the first pure-play offshore legal services providers to develop rigorous security standards and comply with more than 130 internationally accepted data security controls to become ISO/IEC 27001 certified. QuisLex adopted this standard to benchmark its security practices against those followed by some of the best corporations in the world. This third-party audited security certification provides QuisLex's global clients the assurance that the physical, logical, and data security practices followed at QuisLex are benchmarked against some of the most rigorous security standards in the world.

Further, QuisLex is the first pure-play LPO company to successfully complete an American Institute of Certified Public Accountants (AICPA) Statement on Auditing Standards No. 70 (SAS 70) Type II audit by a Big 4 Auditor. The SAS 70 Type II report is internationally recognized as the authoritative benchmark of the AICPA against which service providers report control activities and processes to customers and their auditors. The Type II form of SAS 70 examination not only includes the service provider's description of controls related to information technology and security processes, but also includes detailed testing of these controls. The Auditor's Report with an unqualified opinion issued by an Independent Accounting Firm differentiates QuisLex from its peers by demonstrating the establishment of effectively designed control objectives and control activities.

In order to protect client data to the extent possible against accidental or intentional manipulation, loss, destruction or unauthorized access, QuisLex deploys technical and organizational security measures that are continually updated and optimized in light of technical advances. There are mandatory training programs so employees understand the need for and importance of confidentiality.

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#### Highlights of security measures:

- ISO/IEC 27001:2005 certified
  - SAS 70 Type II certified
  - Highly customized security controls to protect and safeguard confidential data
  - 24/7/365 Class A facility with multiple redundancies at several levels
  - EU Safe Harbor self-certified for data privacy
  - Advanced data, voice, and video monitoring capabilities
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## Client base

QuisLex currently serves the corporate legal departments of a number of Fortune 500 corporations and many Am Law 100 law firms (including a majority of the Am Law 10 firms). QuisLex's success over the past five years has been driven almost entirely by references and repeat work from existing clients. Its client base comprises a near equal mix of corporate legal departments and law firms.

Further, QuisLex has continued to increase the complexity of work delivered to existing clients, reflecting increased confidence in QuisLex's offshore delivery model. For example, corporate clients are now using QuisLex for contract drafting and negotiations, and law firms are leveraging QuisLex's services for complex litigation assistance, including early case assessments, document reviews for bet-the-company litigations, and critical, time-sensitive internal investigations.

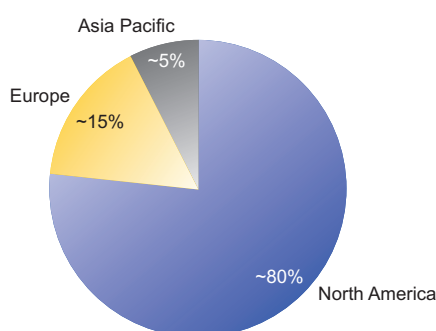
While over 80 percent of QuisLex's current business is from clients in North America, it also provides services to clients in Europe and Asia.

### EXHIBIT 4

QuisLex's client geography break-up

Source: QuisLex

Distribution of total revenues by client geography  
Percentage



## Quality of the team:

QuisLex's senior execution team comprises attorneys with past experience in leading international law firms such as Skadden Arps, Sidley Austin and Shearman & Sterling, and are actively involved in project delivery. This depth of senior resources that are well experienced in U.S. style project and case management, as well as in managing off-shored projects over several years gives QuisLex the capability to execute large-scale projects in a cost efficient manner with high levels of measurable quality.

The talent pool at QuisLex's delivery center in India exceeds 250 employees, all of whom are well versed in U.S. legal practices. A majority of employees are attorneys, including some with degrees from law schools in the U.S. or UK. Further, QuisLex has made significant investments in attracting, training, and retaining talent. The candidates have to undergo a rigorous on-boarding process before being inducted into the organization. A full-time training department, consisting of well experienced professionals and members from academia, helps ensure that the workforce is up to date in delivering a variety of legal services.

## Service Offerings

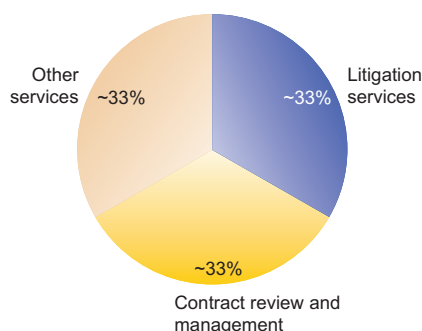
QuisLex’s service offerings span a wide spectrum of legal support services. It offers litigation services, contract review and management, and other services including patent litigation services, mergers and acquisitions, and legal research, which constitute a near equal mix of the company’s total revenues. Over time, QuisLex has increased the complexity of services delivered, demonstrating domain skills and gaining client confidence.

### EXHIBIT 5

QuisLex’s service mix

Source: QuisLex

**Distribution of total revenues by service offerings**  
Percentage



#### Litigation / document review

- Multi-issue relevancy analysis
- Privilege analysis and creation of privilege logs
- Redactions (confidentiality and trade secrets)
- Antitrust review, including HSR Second Requests
- Government investigations (SEC/FINRA/DOJ, etc.)
- Internal investigations (FCPA, compliance-related, etc.)
- Deposition digesting and summarizing
- Trial preparation assistance

#### Contract review and management

- Contract analysis and abstraction
- Contract drafting and management of entire universe of buy and sell side contracts
- Review and maintenance of existing contracts

#### Patent litigation services

- Relevancy/privilege review in complex patent litigations
- Confidentiality and trade secret redactions

#### Mergers and acquisitions

- Pre- and post-merger legal due diligence
- Preparation of disclosure schedules and corporate profiles

#### Legal research

- Multi-jurisdictional surveys
- Statutory research
- Case law research
- SEC filings research
- Market/competition research

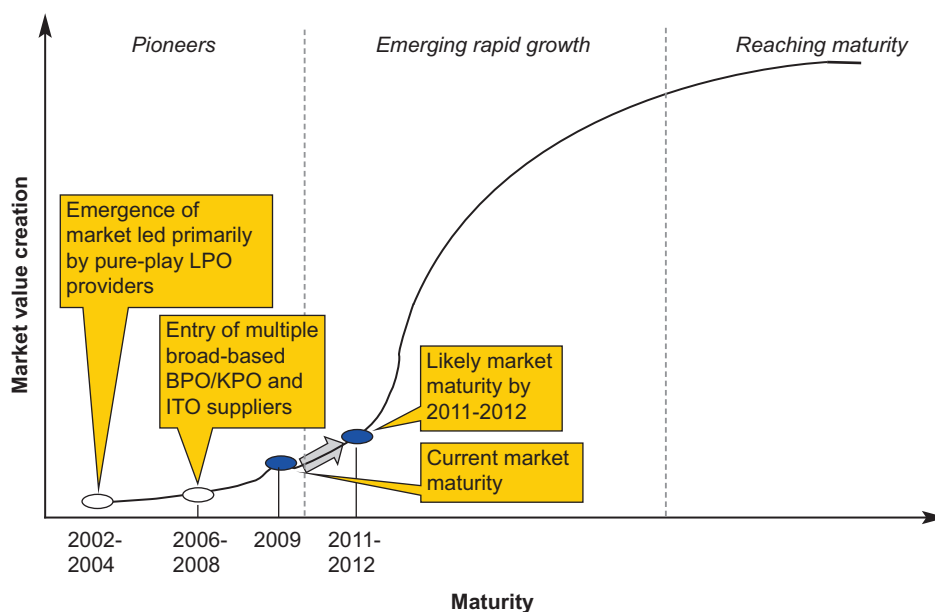
### Concluding Remarks

The offshore legal services market is ready to enter the “rapid growth” stage in Everest’s market maturity curve. Future success in this segment will require suppliers to create high quality, secure, and scalable solutions to meet growing client needs. Those companies that invest significantly in quality, security and robust, reliable processes for scalable solutions should thrive. With its significant investments in people, processes, quality, and security, and its significant experience in pioneering, standard-setting projects for marquee clients, QuisLex is well positioned to capitalize on this opportunity and further strengthen its leadership position in the LPO industry.

#### EXHIBIT 6

#### LPO market maturity

Source: Everest Research Institute



## About the Everest Research Institute

**Everest Research Institute** ([www.everestresearchinstitute.com](http://www.everestresearchinstitute.com)) serves as a central source of independent and objective strategic intelligence, analysis, and actionable insight for leading corporations, suppliers, technology providers, and investors in the global outsourcing and offshoring marketplace.

The Institute addresses both business process and information technology sourcing topics, providing the global outsourcing and offshoring community with information that empowers highly productive, sustainable sourcing strategies and relationships. The Institute's wealth of knowledge and experience provides unique perspectives into today's marketplace and the competitive edge required to take advantage of emerging opportunities.

Everest Research Institute is the research arm of the Everest Group ([www.everestgrp.com](http://www.everestgrp.com)), a global consulting firm with offices in such leading business centers as Dallas, New York, Toronto, London, Amsterdam, New Delhi, Melbourne, and Sydney. Everest Group has earned a worldwide reputation for ongoing innovation as it helps clients achieve maximum value from their operations including sourcing strategy and implementation.

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