

Firm	Award level	Innovation	Originality	Rationale	Impact	Total	Description
CMS Cameron McKenna	Stand-out	Ten-year deal to outsource all support services to Integreon	8	7	8	23	The most comprehensive outsourcing arrangement in the legal sector, it includes the transfer of support services and management positions. Investment in skills and information-technology infrastructure will allow the firm to offer new services and collaborate better with clients.
Eversheds	Stand-out	Moving offshore finance, procurement and human resources through Accenture	7	7	7	21	A seven-year contract that aims to streamline support processes and deliver them from lower-cost jurisdictions. The firm now has access to procurement specialists and has already achieved savings.
Allen & Overy	Highly Commended	Moving legal and business support services to Belfast	6	6	7	19	To streamline operational work while maintaining control over quality, the firm has set up shared services and legal service centres in lower-cost Belfast.
Herbert Smith	Highly Commended	Belfast operation for large-scale document review	6	6	6	18	In April 2011, the firm opened a Belfast office to offer more competitively priced services. Clients are given the option to use the team as part of an integrated service.
Addleshaw Goddard	Commended	Transaction services team	5	6	6	17	A dedicated team of 40 paralegal staff handles document review and litigation support. The Manchester-based team has helped the firm win new work.
Shoosmiths	Commended	Onshore services hub to manage administrative tasks	5	6	6	17	Based in a cheaper onshore location, a process-driven facility delivers consistent and timely billing and reporting to clients. IT systems enable a live exchange of data with client systems.