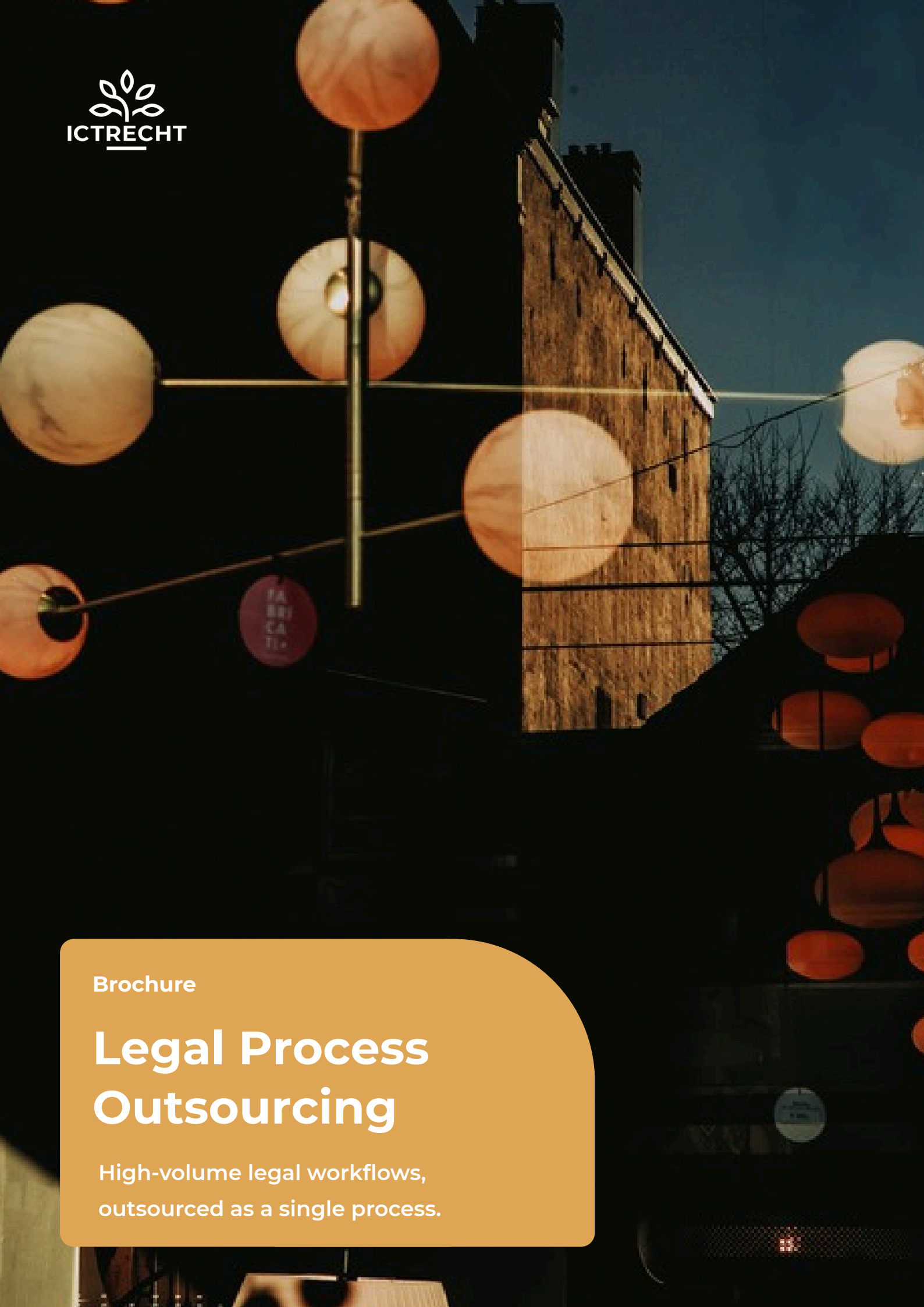
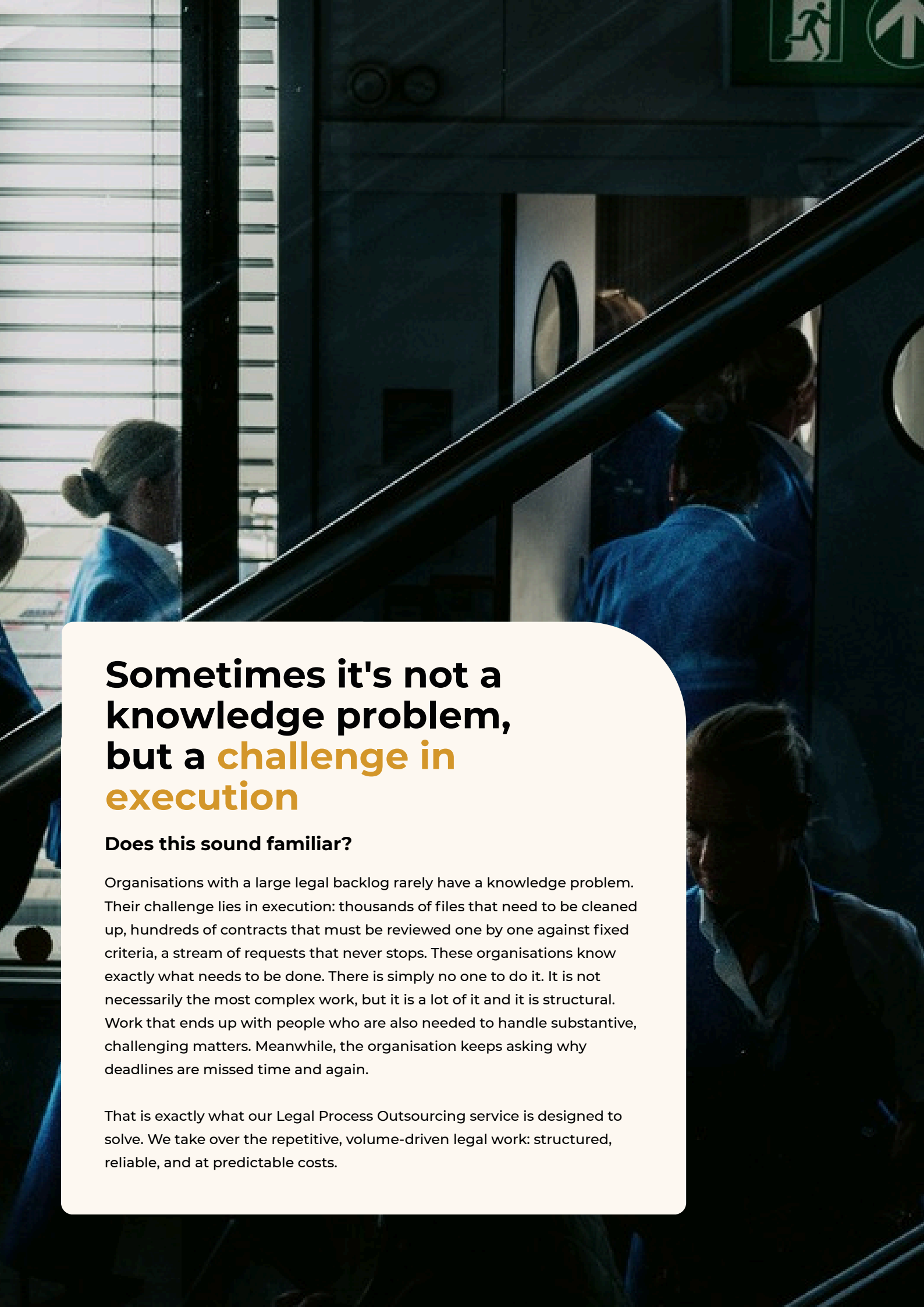


ICTRECHT

Brochure

Legal Process Outsourcing

High-volume legal workflows, outsourced as a single process.



Sometimes it's not a knowledge problem, but a challenge in execution

Does this sound familiar?

Organisations with a large legal backlog rarely have a knowledge problem. Their challenge lies in execution: thousands of files that need to be cleaned up, hundreds of contracts that must be reviewed one by one against fixed criteria, a stream of requests that never stops. These organisations know exactly what needs to be done. There is simply no one to do it. It is not necessarily the most complex work, but it is a lot of it and it is structural. Work that ends up with people who are also needed to handle substantive, challenging matters. Meanwhile, the organisation keeps asking why deadlines are missed time and again.

That is exactly what our Legal Process Outsourcing service is designed to solve. We take over the repetitive, volume-driven legal work: structured, reliable, and at predictable costs.

Who do we do this for?

organisations that struggle to get high-volume legal work done. Our Legal Process Outsourcing service is suited to organisations that handle large volumes of personal data and requests from citizens or customers. We deliver this service to both public and commercial clients.

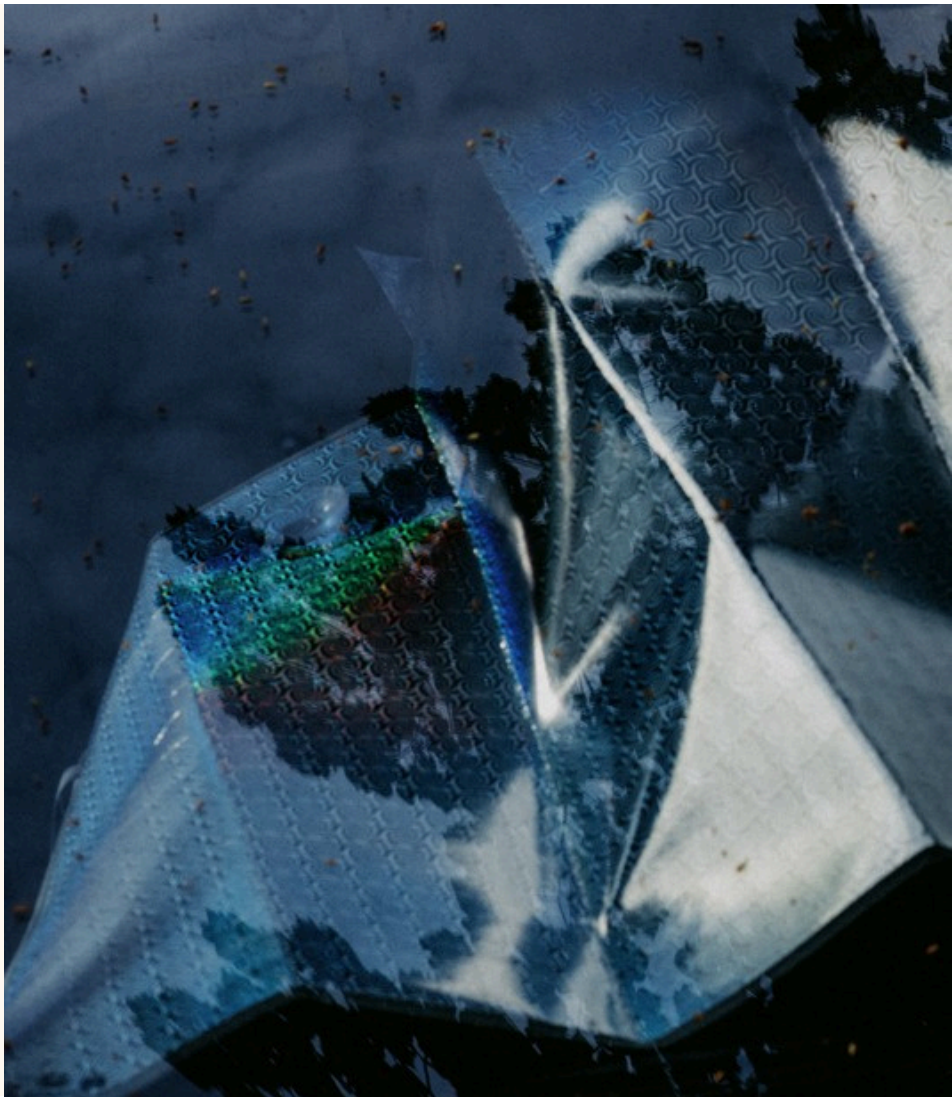
Sector	Examples of volume problems
Healthcare & youth services	Record retention in electronic client and patient records, retention periods by record type, intersection of medical confidentiality and GDPR
Education	Student files, retention periods after students leave, data processing agreements with edtech suppliers
Private sector	Contract validations
Government	Data subject requests, Freedom of information (Woo) requests, information requests, archives legislation

What these organisations have in common

A high volume of similar, recurring files or requests.

Personal data and statutory deadlines that must be closely monitored (e.g. GDPR, Woo).

Insufficient capacity within the in-house (legal) team to handle this alongside substantive work.



Why organisations choose this approach

1

A process with a beginning, an end, and a unit of measurement. No open-ended request for extra hands. For requests, we measure per page; for a contract review, per contract. This allows us to work in a data-driven way within this defined process.

2 A single point of contact

A project lead is your dedicated contact, who monitors progress, manages the team, and delivers the reporting. You don't need to plan or schedule anyone, we take care of everything.

3 Legal scrutiny built into the process

If you already have a work instruction, we are happy to help sharpen it. If you don't yet have a work instruction for the defined process, we will draft one together with you and ensure it is legally sound and compliant with applicable laws and regulations.

4 The process improves as we go

Because we do the work ourselves, we see where time is spent and what can be standardised: sharper decision trees, better intake processes, and where possible, support through technology.



How it works:
from work instruction to a running process

1

Process scan

We review your process, establish the unit of measurement, evaluate the work instruction, and process a trial batch to determine how long each unit takes. You receive a staffing proposal and an estimated turnaround time. The proposal includes the project plan, along with the scope and the input we need from you.

2

Content preparation

We make the work instruction airtight together before we begin actual execution. Every type of borderline case gets a defined route and an escalation path. We resolve ambiguities in advance, not halfway through.

3

Execution and progress

A team with fixed hours per week, with the project lead as your primary contact. As agreed with you, you receive reports on the work completed, based on the data we record.

4

Review and delivery

To ensure quality, we carry out spot checks as agreed with you. Ultimately working towards a final delivery.



The difference from secondment

Legal Process Outsourcing and secondment are both invoiced on the basis of hours worked.
The distinction lies not in the invoice, but in who owns the process.

	Secondment	Process outsourcing
Work instruction	Client instructs and onboards	We evaluate, improve, and manage the instruction
Management	Client plans and directs the individual	We plan staffing and monitor progress
Quality	Client checks output itself	Senior review on a sample basis, error rate reported
Team	Individuals, variable	Fixed team with agreed staffing commitment
Reporting	Timesheets	Backlog, throughput, turnaround time, error rate
After completion	Knowledge leaves with the individual	Instruction, decision tree and tooling remain and are reusable





Does this fit your process?

Not every legal process can be outsourced. We assess on four criteria, and you can run through them yourself too:

1. Repetition in volume: it involves a flow or a backlog, not isolated cases.
2. Capturable in a work instruction, even if one does not yet exist.
3. Limited scope for judgement: the decisions are bounded, with a clear escalation route for exceptions.
4. Verifiable outcome: it can be determined whether the work has been done correctly.

Requests from data subjects, Woo requests, contract review, and file remediation score positively on all four criteria. A DPIA, data breach assessment, or negotiation does not score on criterion three and therefore remains advisory work. Of course, we are happy to help with assignments that do not meet all four criteria, we are always willing to explore a suitable approach with you.



Curious how we can support your organisation?

Get in touch with us via

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ictrecht.nl/en/legal-process-outsourcing