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A full-service law firm, which holds a managed services agreement with one of Avalon's competitors, found themselves in a situation where their litigation support manager had to take a leave of absence for an undetermined amount of time. This person managed all eDiscovery and web-based/hosted cases for the firm, including a high-profile case they had been working on for years. This left the firm with a void to fill, as they didn't have anyone to step in. Not only did they need someone to take this employee's place temporarily, but also to provide backup upon his return.

The Challenge

Originally, the client asked our competitor to provide a dedicated person for a set number of hours per week to assist in managing their eDiscovery and hosting projects. But our competitor wasn't willing to accommodate them, as they only offered limited support from their project management pool. The client then contacted Avalon and challenged us to provide an experienced dedicated project manager who could become familiar with the details of the high-profile case and be available at any moment for their attorneys.

The Strategy

Avalon team members held meetings with the firm's key players in legal, operations, and IT to identify their challenges and needs. We took what we learned and determined that hiring a highly skilled project manager from a known group of candidates was the best option. The client was involved in the interview process to determine the best fit for their legal team. We also identified another PM from within Avalon to provide back up when needed.

The Results

Avalon was awarded the project management contract for a full year, as we fulfilled the client's request: a dedicated project manager to work with their

their legal team for a set number of hours, five days a week. In addition, we provided them with unlimited on-call project management support after regular business hours. 🛡️



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Ian Gattie

Director of Marketing

716.995.7777

ian.gattie@teamavalon.com