



Responsiveness trumps cost-savings for law firm clients, say legal chiefs

LibSource survey to kick start panel on what defines a world-class law firm

Los Angeles – October 26, 2016 – In a survey of Am Law 250 firms conducted last week, LibSource, a business unit of [LAC Group](#), found that 42 percent of top executives ranked responsiveness as the benefit most valued by clients. Thirty-three percent of those surveyed said cost-effectiveness was the benefit valued most by their clients. Other benefits ranked as important, but to a lesser degree, were efficiency, proactivity and transparency.

John Harbison, executive vice president for LibSource, will draw on these and other results from the LibSource survey to moderate a panel of C-level experts speaking about what defines a top-flight law firm and the new rules for winning and keeping clients. Panelists will also explain how to engender client loyalty and highlight strategies for using technology to manage customers' expectations. The panel kicks off on October 27, 2016, at the Thomson Reuters Law Firm COO & CFO Forum in New York and includes:

Kelli Kohout, chief administrative officer for Davis Wright Tremaine LLP;
Dr. John J. Peterburs, executive director at Quarles & Brady LLP;
Brian Schare, chief operating officer of Schulte Roth & Zabel LLP; and
Michelle R. Weber, chief operating officer for Bilzin Sumberg Baena Price & Axelrod LLP.

“Our panel discussion should matter to all law firm executives because our survey shows clients demand innovative and collaborative solutions to their legal challenges,” says Harbison. “Our panelists will give us a window into how this is done at their respective firms.”

Before LibSource, Harbison spent more than a decade directing the law library and information management at Covington & Burling. During his 35-year career, Harbison has created cutting-edge methods and platforms for tracking litigation and competitive intelligence and delivering CLE.

About LibSource

LibSource delivers flexible and cost-effective [Library as a Service](#) solutions for research, business intelligence and other information center needs. Enterprise clients have the option to deploy full or hybrid managed services to maintain the presence of their physical library without the administrative burden, as well as taking advantage of virtual, cloud-based service with subscription options that meet any needs. Whether temporary projects or long-term relationships, LibSource employs researchers, competitive intelligence experts and other library professionals with specialized training and experience to help organizations excel in today's knowledge-driven economy. Visit www.libsource.com for more information.

About LAC Group

LAC Group is a market-leading, outsourced provider of library, information, and knowledge management services to blue-chip customers including corporations, government agencies, law firms, financial institutions, and universities. Founded in 1986 and based in Los Angeles, CA, LAC is a leader in the outsourced business services market and has a strong track record of delivering high-quality, cost-effective services that help organizations manage and curate physical and digital information, data, and content. For more information, please visit lac-group.com.

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