

# CASE STUDY:

Legal

RIC

*Delivering The New Standard*

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## OUR MISSION

We believe that our clients deserve vendor relationships that provide security, cost savings, reliability, convenience, advanced technology solutions, compliance, and, most importantly, superior customer service. We are not a vendor, we are a firm focused solely on bringing your organization cost savings and contracts that are in line with your short- and long-term objectives.

## THE CLIENT

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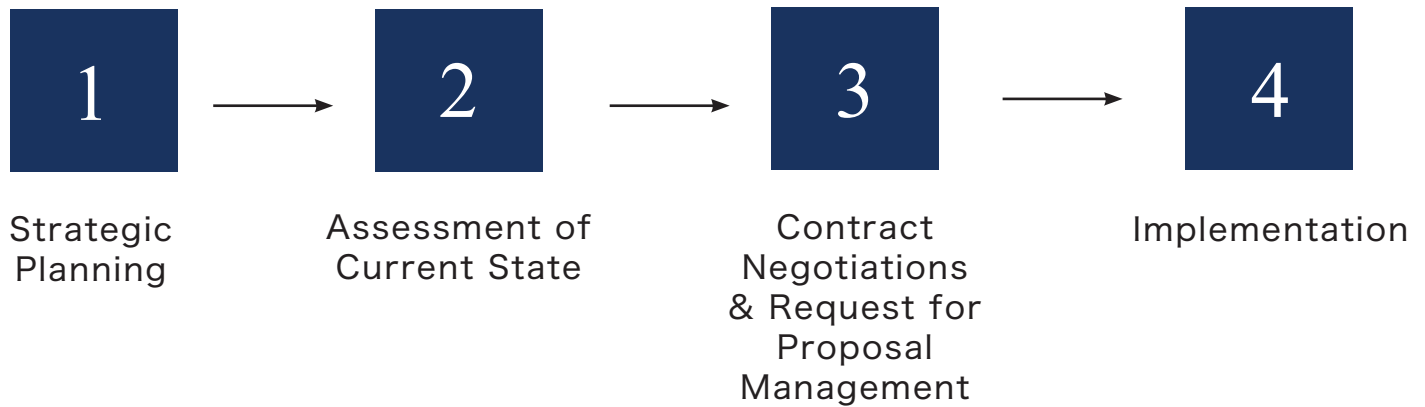
A West Coast-based law firm founded more than 60 years ago, with offices all over the world, had a long-standing relationship with two large records storage vendors. The firm had three different contractual agreements for their 60,000 cubic feet of storage.

With a growing box inventory, price increases, unnecessary fees, outdated contracts, and an unreasonably high contingent liability cost, the firm engaged RIC to analyze and solve the issues with their records storage program.

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# RIC CLIENT PROCESS



## THE CHALLENGE

In assessing the current state of the firm's records storage program, RIC discovered that in 2003, one of the firm's vendors had a minimum storage requirement of \$2,600. By 2018, that vendor's minimum increased by 240% to \$8,900. That same vendor had an accrued contingent liability cost of \$85K in 2003 and by 2018, the cost increased by 658% to \$644K.

# THE SOLUTION

After a thorough analysis of the firm's records management needs, RIC engaged the organization to:

1

Reduce overall costs

2

Reduce contingent liability costs

3

Consolidate pricing structure

4

Identify billing discrepancies

5

Provide an insightful assessment to identify additional opportunities for improvement

To expedite the process, RIC dealt with vendors directly while keeping the firm's team actively engaged and updated throughout the vetting period.



# DELIVERING THE NEW STANDARD

After a careful professional assessment, RIC went to market with a Request For Proposal (RFP) and was able to renegotiate with one of the firm's current records vendors. The vendor's renegotiated proposal generated **\$1.6mm (57%)** in savings, which included a reduction of the minimum storage charge by **20%** for the first three years and a reduction of **10%** after year three.

Furthermore, RIC negotiated a lower contingent liability cost for the firm by eliminating the permanent withdrawal fee of over **\$400K** and the dock access charge of over **\$100K**. These favorable contract terms helped consolidate the firm's pricing structure and contracts to a single vendor.

Additionally, RIC was able to obtain:

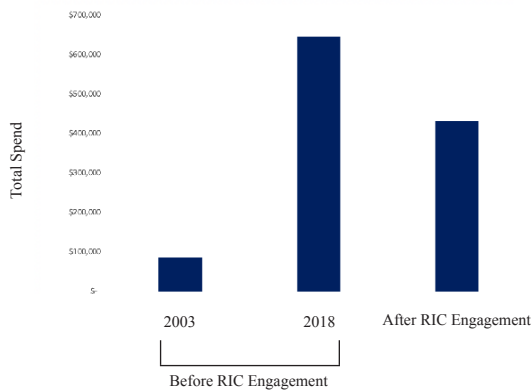
- Lower annual average spend
- Obtain 5 years of fixed pricing
- Eliminate transfer costs
- Waive the termination fee on the new contract

“ The team at RIC provided a thorough and thoughtful approach to our records storage RFP process. Not only were they able to assist us with a concise financial review and a detailed historical invoice analysis, but they were also a valuable resource for industry expertise leading us to save a significant amount on our records storage costs. ”

– Client Testimonial

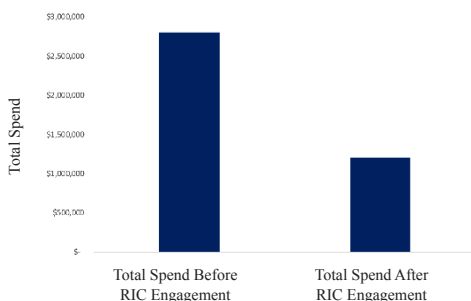
# RESULTS

1. Consolidated entire inventory from 2 different vendors to 1
2. Perm Out Reduction | \$400k
3. Dock Access Reduction | \$100k
4. Reduction in average annual spend | 50%
5. Accrued contingent liability fee increase discovery and subsequent 33% reduction:



Additionally, the permanent withdrawal fee of over \$400K and the dock access charge of over \$100K

6. Total savings with new vendor agreement | \$1.6mm, a 57% reduction



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