



# The 2026 Cost Challenge: How Law Firms Can Control Rising Expenses

ALA Orange County Chapter

November 19, 2025

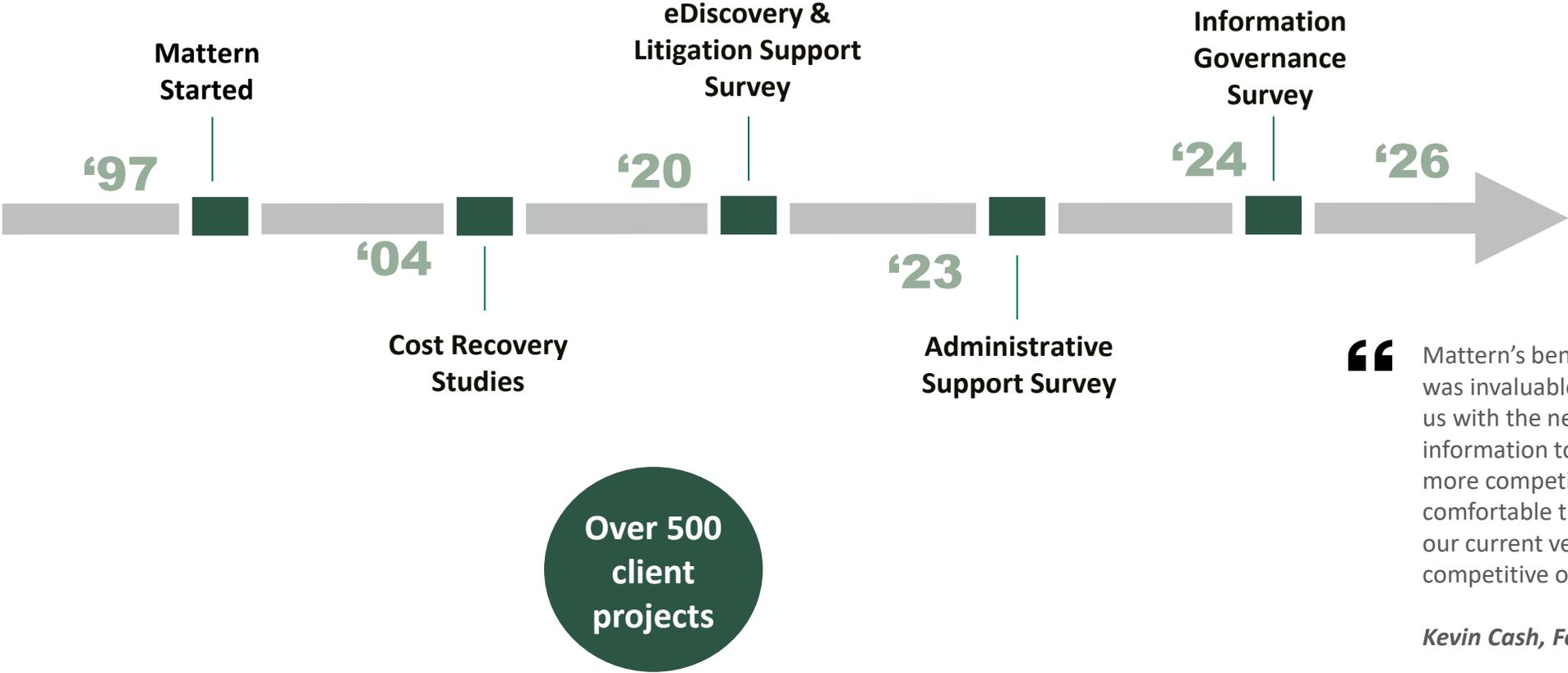
# Agenda

- Introduction
- Mattern 101
- Legal Research
- Off-site Records Storage
- Administrative Services
- Outsourcing
- Office Supplies
- Output
- IG/Digital Migration
- Matty
- Wrap-up



# Mattern Overview

We are experts in law firm operations, and our expertise will improve your office and administrative services, records & information governance.

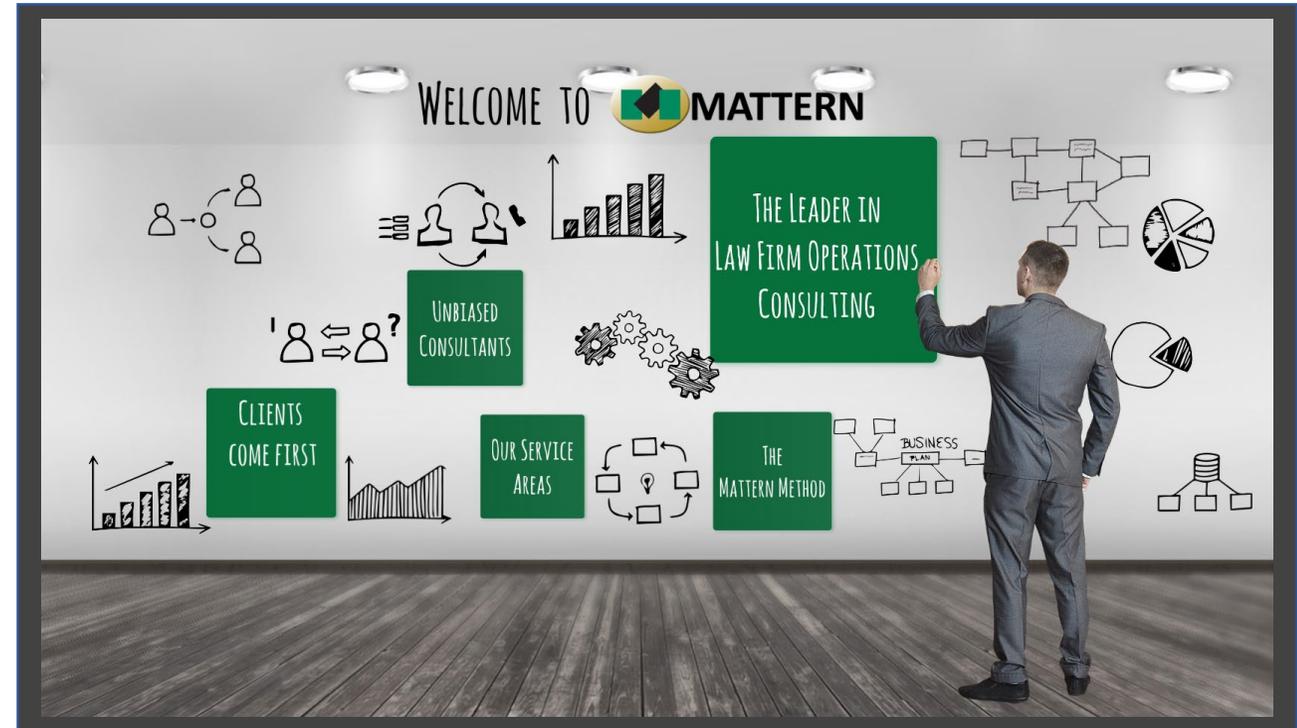


“ Mattern’s benchmarking and analysis was invaluable. Mattern’s work armed us with the necessary market information to be able to drive a much more competitive renewal and feel comfortable that the negotiations with our current vendor led to a good competitive outcome.

*Kevin Cash, Former CFO at Orrick* ”

# What Mattern Offers

- Current State Assessment
- Benchmarking of Current Operation and Cost Recovery Revenue
- Unbiased approach
- Request for Proposal Process
- Contract Negotiation
- Change Management
- Implementation Oversight
- Ongoing Contractual Monitoring & Maintenance



# Areas of Expertise



## OFFICE SERVICES

- Reprographics/Imaging
- Mail Processing
- Courier/Messenger
- Hospitality
- Supplies Management
- Multifunction Devices/Printers
- Managed Print Services
- Litigation Support/eDiscovery



## ADMINISTRATIVE SERVICES

- Legal and Non-Legal Administrative Resources
- Document/Word Processing
- Reception
- Cost Recovery
- Legal Research



## RECORDS AND INFORMATION GOVERNANCE

- Information Governance Policy Development
- Records Management
- Off-site Records Storage

# Mattern 101

- Contract terms trump pricing
- Renewals = ½ the savings
- Competitive process does not equal a change in service provider
- Monitor the invoices/reporting
  - Increase contractual rates
  - Create new charges
  - Short on credits
- Manage your service providers
- Don't settle for mediocrity!

# Legal Research

- Market Overview
  - Rapid Westlaw/Lexis AI development (Precision to Advantage)
  - Push to “all-inclusive” AI packages (CoCounsel/Advantage/Practical Law)
  - Higher potential to over-pay
  - Lexis vs Westlaw: competitive paradigm shift
- What kind of increases are you seeing?
  - AI upgrades: 25% - 50% w/8% YOY
  - Straight Renewal: 10% - 15% w/7% YOY
- What are you seeing firms do to battle these increases?
  - Benchmark current rate (must know current rate per attorney)
  - Assess value of “bundle” (both content and seats)
  - No renewal without due diligence on non-incumbent

# Off-Site Records Storage

- Market Overview
  - In transition
  - Vendors trying to extract as much as they can and make it difficult to exit
  - Increases at renewals
    - Storage 39%
    - Services 41%
    - YOY Escalators 7-8%
  - New fees

# Off-Site Records Storage

## ■ Strategies

- Don't let your contract lapse – be proactive
- If you can – Destroy, Destroy, Destroy
  - Consistent approach
- Forecast destruction cost
- Create a competitive situation
- Longer term contracts
- Outboxes
- Check invoices – Re-boxing, Re-lidding, Re-pairing

# Administrative Services

- Overview
  - 8.6% increase, excluding lawyer comp, per Thomson Reuters
- Challenges
  - Aging LAA population/Recruiting challenges
  - Knowing exactly what LAAs do and how much time is spent on certain tasks
  - No knowledge of attorney non-billable tasks/time
  - Educated guessing due to lack of data
- Strategies
  - Get it “Right”
  - Pooled/Centralized models
  - Outsourcing
  - Workflow tool

# Outsourcing

## ■ Overview

- Demand is increasing 20% to 30% with domestic leading the way
- Office services, expanded to admin, billing, library – more complex tasks
- Costs increasing like labor market

## ■ Challenges

- Too big to fail
- Service provider must be managed

## ■ Strategies

- Find the right partner
- Detailed SOW/performance standards
- Contract terms
- Service provider management

# Office Supplies

## ■ Overview

- Increased 20% since 2020
- Traditional supplies (paper, pens, folders, etc.) flattening/declining
- Snack, beverage, and breakroom services spend increasing

## ■ Challenges

- Workplace expectations
- Decentralized ordering
- Food & beverage inflation outpacing CPI – 25% increase since 2020

## ■ Strategies

- Consolidate vendors for consistency & volume discounts
- Define firmwide snack/beverage policy/budget: standard snacks vs. premium snacks
- Require approvals for breakroom orders
- Contract

# Output (Printers and MFDs)

- Overview
  - Costs are decreasing/tariffs
  - Volumes
- Challenges
  - Too much equipment
  - No flexibility
- Strategies
  - Going forward - contract terms – zero-based & flexibility
    - Flat-fee rates
  - Now – may make sense to roll equipment
  - Procure smart

# IG, Digital Migration, and a little off-site

## ■ Overview

- Off-site and digitization costs are going to get worst
- Cheaper to store off-site than to scan

## ■ Challenges

- Approved IG policy
- Where to start?

## ■ Strategies

- Off-site – last contract you will sign
- IG – Implementable policy and infrastructure in place
- Digital Migration – Inhouse or outsourced

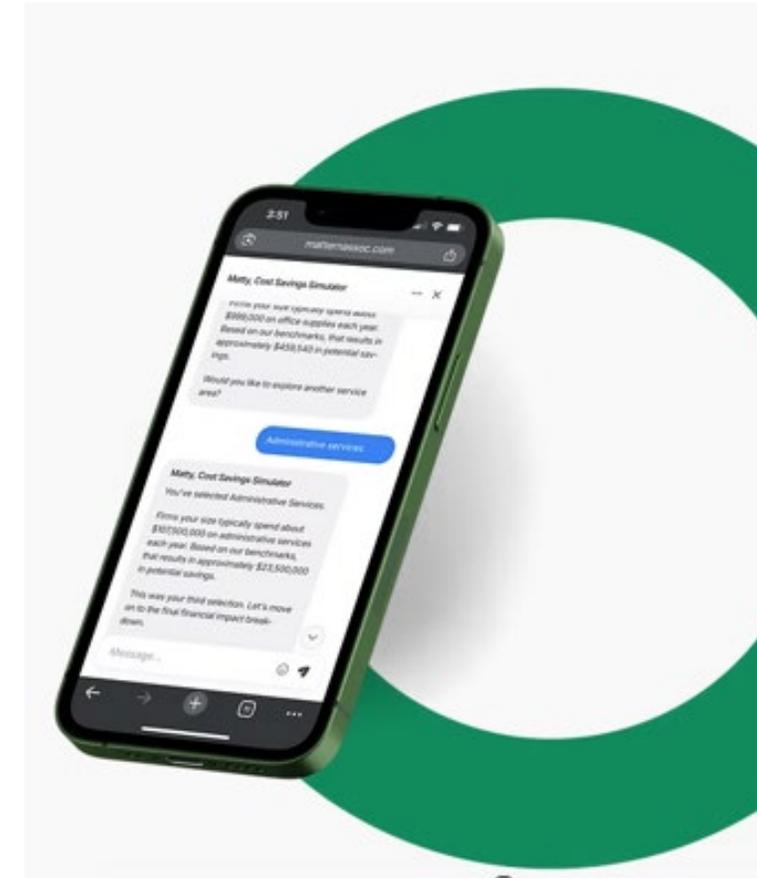
# Ask Matty

- Mattern's AI-powered cost savings calculator
- Allows firms to identify potential cost savings instantly
- Results based on proprietary data

Hi! I'm Matty, Mattern's Cost Savings Simulator Tool. I can help you explore up to three service areas.

To help create an accurate cost savings estimate, please let me how many attorneys are at your firm?

Ask Matty for your savings projections here





For OC-ALA members,  
use this QR code for additional information



THANK YOU OC-ALA!

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