

The Call for Innovation in the Law Department

3 Key Levers to Accelerate Change

Savvy legal operations experts are driving change and innovation with a call for improvement focused on three key areas to better manage costs and drive performance:

Call for Efficiency



Technology and processes to streamline work and improve productivity

Call for Value



Optimizing legal services by matching the right resources with the right work at the right price

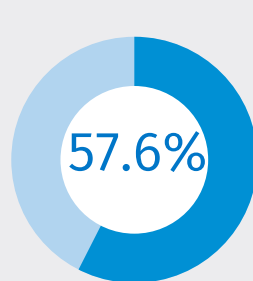
Call for Insight



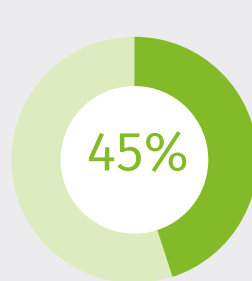
Business intelligence to inform data-driven decisions

The Call for Efficiency

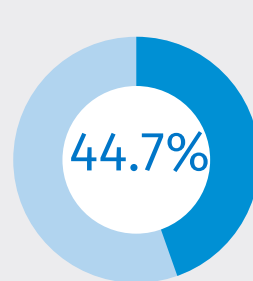
Corporate Legal Departments are undertaking efforts to improve productivity and operational efficiencies across their teams. Top efficiency initiatives include¹:



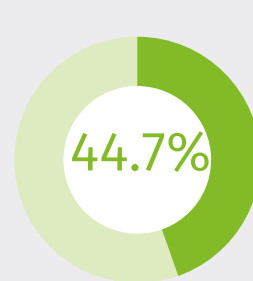
greater use of technology tools



greater use of paralegals and other paraprofessionals



internal restructuring / reorganization of resources



redesigning workflow processes

The Call for Value

Matching the right resources with the right work at the right price. Strengthened enforcement of outside counsel guidelines is essential to ensuring value.

Top 5 Outside Counsel Billing Violations that diminish value

- Upbilling
- Vague Descriptions
- Block Billing
- Consultant Experts
- Number of Staff

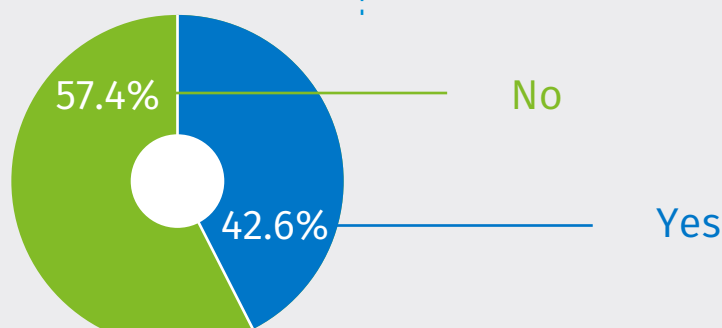
- Upbilling**
Rounding up time entries to the hour or half hour, rather than billing in 1/10 hour increments.
- Vague Descriptions**
Lacking specificity of the timekeepers involved, the purpose of the task and/or the work product delivered.
- Block Billing**
Multiple tasks lumped together into one billing entry.
- Consultant Experts**
Failure to obtain prior approval to retain consultants or other experts.
- Number of Staff**
Too many legal personnel assigned to a given matter or case.

The Call for Insight

The opportunities to use data and information in more effective and strategic ways have never been so tangible².

Only 42% of law departments feel they are effectively using the information that metrics provide

% of respondents that feel their law departments make effective use of the information that metrics provide.



Key analytics solutions to help inform decisions include:

Reporting and visualization technology

Benchmarking data

Artificial intelligence and machine learning

The call for greater efficiency, value and insight is mobilizing how legal operations professionals are taking their departments to the next level to drive exceptional performance.

Want to learn more? Download the white paper.

The Call for Innovation in the Law Department: Accelerating Change to Drive Legal Operations Performance.

- includes several case studies.