



Cristina Profilio

TECHNOLAWYER

- Senior lawyer with current practising certificate
- Commercial Property Development background (10+ years)
- Knowledge Manager, Lecturer, workflow technology design specialist, digital transformation specialist
- Legal Project Manager, Lean SixSigma – Yellow Belt
- Change driver and continuous improvement advocate
- Passionate about change that enables lawyers to enjoy practising law



Charley Orr – Legal Operations Manager ON THE GROUND EXPERIENCE

- An experienced litigation lawyer admitted in 2009 with current practicing certificate
- Experience practicing in house and within law firms
- Formerly a senior associate in ME's insurance department
- Enthusiastic about assisting legal teams reach their full potential using supportive technology and best practice
- Passionate about building a collaborative culture that facilitates inspired change



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Which one of the following best describes your current role?

Practising
Lawyer

General
Counsel or
Head of Legal
Team

Lawyer in a
non-practising
role

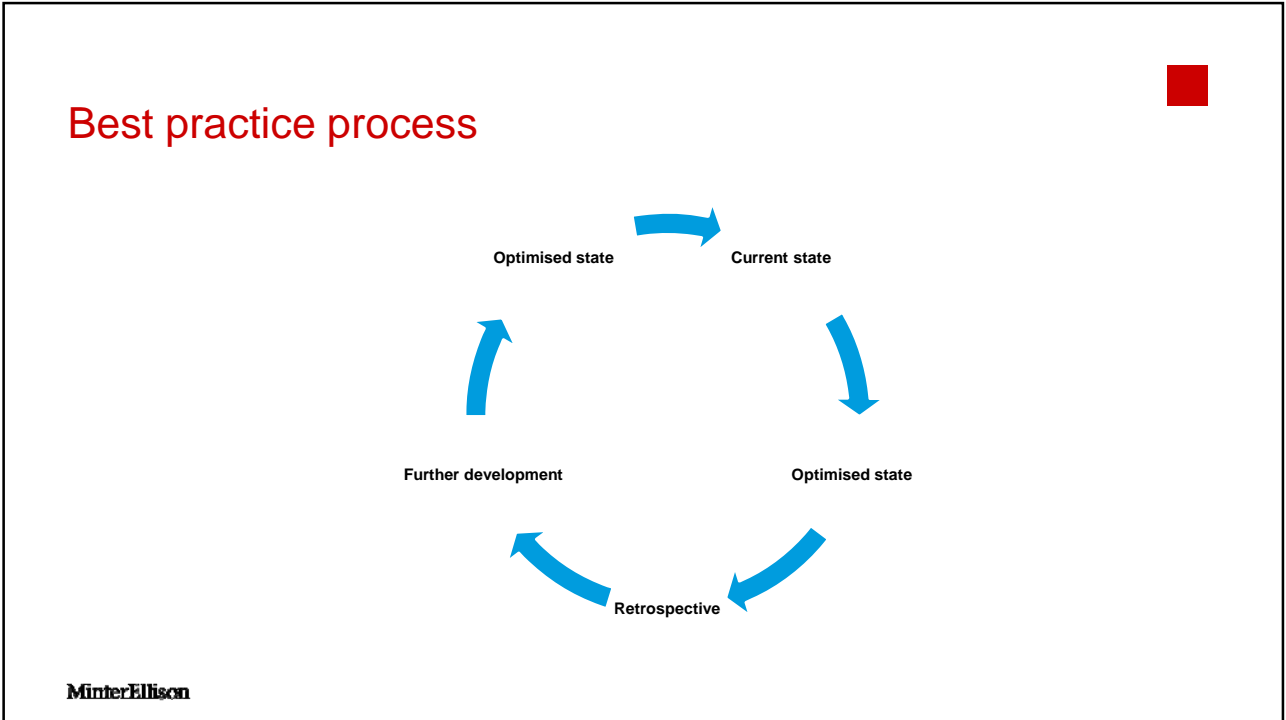
Legal Ops
professional

Other

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Overview

- Best practice process
- Benefits
- Capturing process (now and improved)
- Market trends and challenges
- Key takeaways
- Questions
- Get your phones ready! www.pollev.com/mecle



Do you think that legal services can be improved by capturing process?

YES

NO

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‘Change is the only constant’

Heraclitus

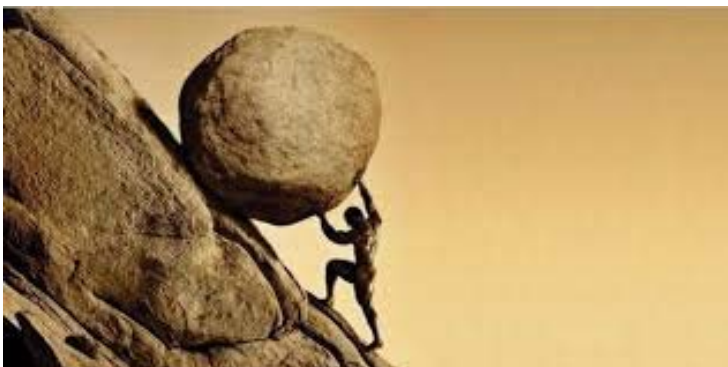
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Process before technology

“The first rule of any technology used in business is that automation applied to an efficient operation will magnify the efficiency. The second is that automation applied to an inefficient operation will magnify the inefficiency.”

Bill Gates

The Sisyphus effect



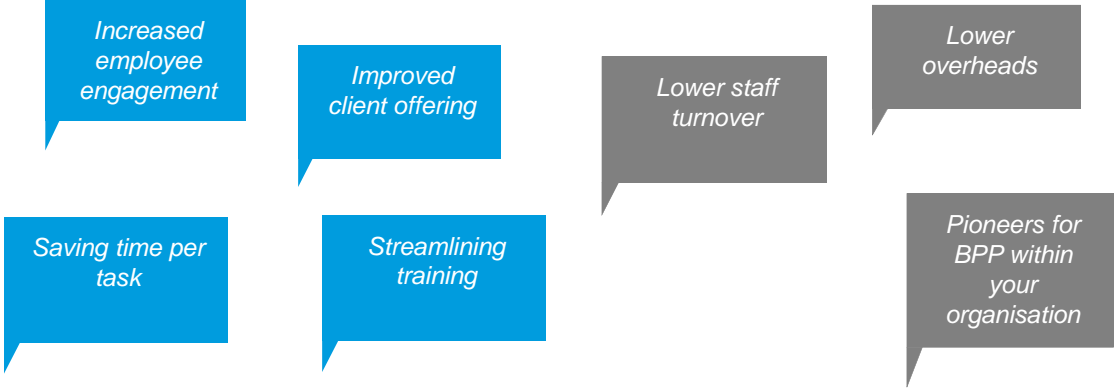
Credit: <http://www.accionpreferente.com/estrategia/11-pasos-para-lograr-lo-imposible/>



Tangible benefits of BPP

Your team

Your organisation



The Cultural Change

“Culture isn’t just one aspect of the game – it is the game. In the end, an organization is nothing more than the collective capacity of its people to create value.”

Lou Gerstner, Jr - IBM



A Culture of Continuous Improvement

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Capturing Process

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A Method to the madness



Lean

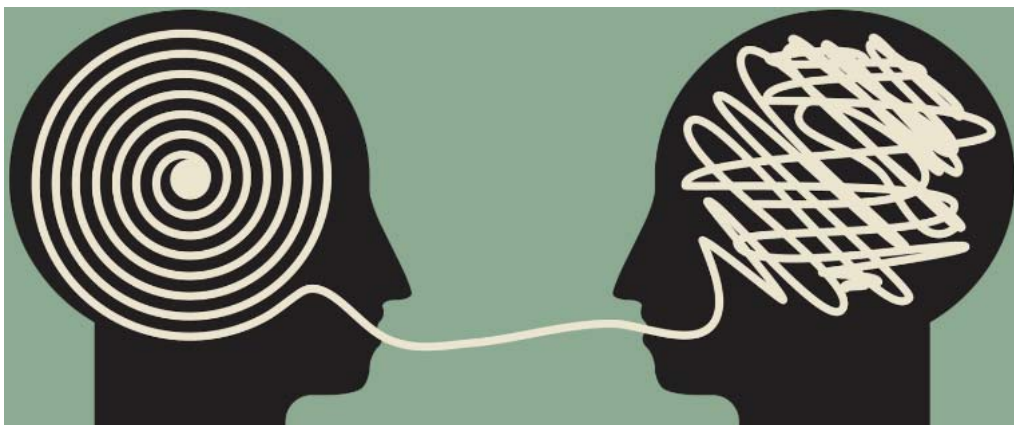
Six Sigma

Flow

Consistency

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Define 'To Be'



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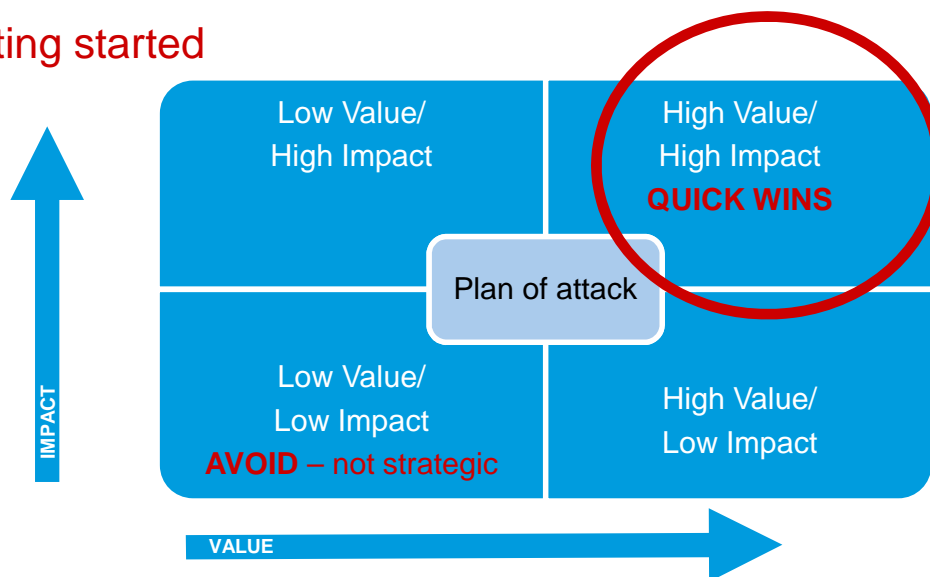
Where do we start?

- Map the 'As Is'



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Getting started



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Embed the process

- 3 key levers
 - **Motivate** the team do adopt the process
 - Link the process to the **Client Experience**
 - Consider using **technology** to drive the process



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Market trends and challenges

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Global context

Industry worth
**US\$1 trillion
and growing**

Buyers **control
the market**
and the
transformation
agenda

NewLaw
suppliers are
winning work
based on price
and efficiency

**Panel sizes
are reducing**
less big firms
doing more
of the work

**Big firms
embracing**
Process improvement
Project management
and new Technology

**Fixed fees
are increasing
in popularity**

**AI is having
a profound
impact** in
discreet areas

**Legal data
analytics** is a
sleeping giant

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Your organisation's objectives



..how do you deliver?

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Rise of Legal Operations

Corporate Legal Operations Consortium



1,400 members
 37 countries, 24 regional groups
 2,400 US conference attendees 2018
 Combined spend: **US\$50 billion**



“
The arrival of Legal Operations is like the dawn of electric refrigeration, a powerful innovation with a revolutionary impact.
 ”

Connie Brenton
 Chairman, CLOC
 Senior Director Legal Operations, NetApp Inc

Legal operations role in org

21% Fortune 100
36% AmLaw 100

Qualifications

71% Law (u/g)
24% Business degree (u/g)
25% MBA

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Microsoft

'Firms that seem genuinely interested in going after innovation, genuinely interested in doing our work and doing it well, in the long haul get more of the work'

Jason Barnwell
Assistant G-C
Law Firm Engagement
and Legal Operations
Microsoft

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Microsoft treats panel firms as **strategic partners**, not suppliers

Goal to move to **90% fixed fee** across external legal spend by 2019

Incentivises firms with strategic KPIs (eg 3% bonus for **diversity leader**)

Holds '**Trusted Advisor Forums**' where panel firms are educated on confidential business strategy and plans. Panel firms must answer 2 questions:

- 1 What are you doing that results in continuous improvement?
- 2 What are you doing to make the processes underpinning the delivery of your services to us more efficient and effective?

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Key takeaways



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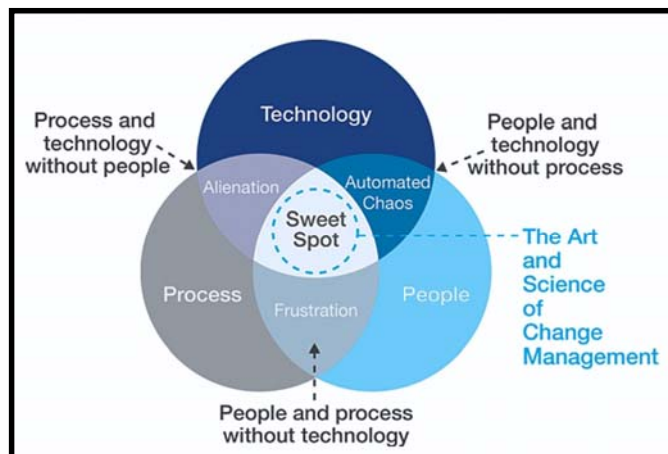
It's a journey not a destination

CONTINUOUS
IMPROVEMENT
IS BETTER
THAN
DELAYED
PERFECTION.
-MARK TWAIN

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Why do we need best practice process?



Source S&OP, a vision for the future. The expert interview series #7, an interview with Steve Hainey; <https://supplychaintrend.com/2016/12/13/sop-a-vision-for-the-future-the-expert-interview-series-7/>

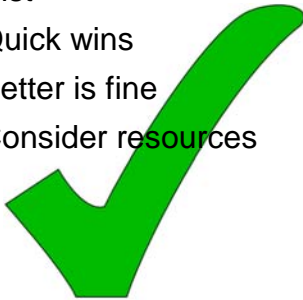
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Key takeaways!

Do list

- Quick wins
- Better is fine
- Consider resources



Don't list

- Tackle the big and ugly
- Aim for perfection
- Over commit



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What did you learn today?

What is one thing
you'll **KEEP**
doing as a result
of today's session

What is one thing
you'll **START**
doing as a result
of today's session

What is one thing
you'll **STOP**
doing as a result
of today's session

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Over to you – questions...



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Any questions?

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