LOD

the new name for

lexvoco®

LOD

We help in-house lawyers succeed™

Secondments | Innovate | Risk and Compliance | Law Firm

Legal Operations and Technology:

What's in it for me?

Doing less work &/or doing more important things …

Why should you care?

Why should
you care?

The right kind
of activities/work

So, how do you get started?

What do you want to change?

1. Directly align work to organisational strategy
2. Prioritise “important” work
3. Spend more time creating value & less time protecting it
4. Perform it efficiently and effectively
5. Empower clients to take predictable, sophisticated risks

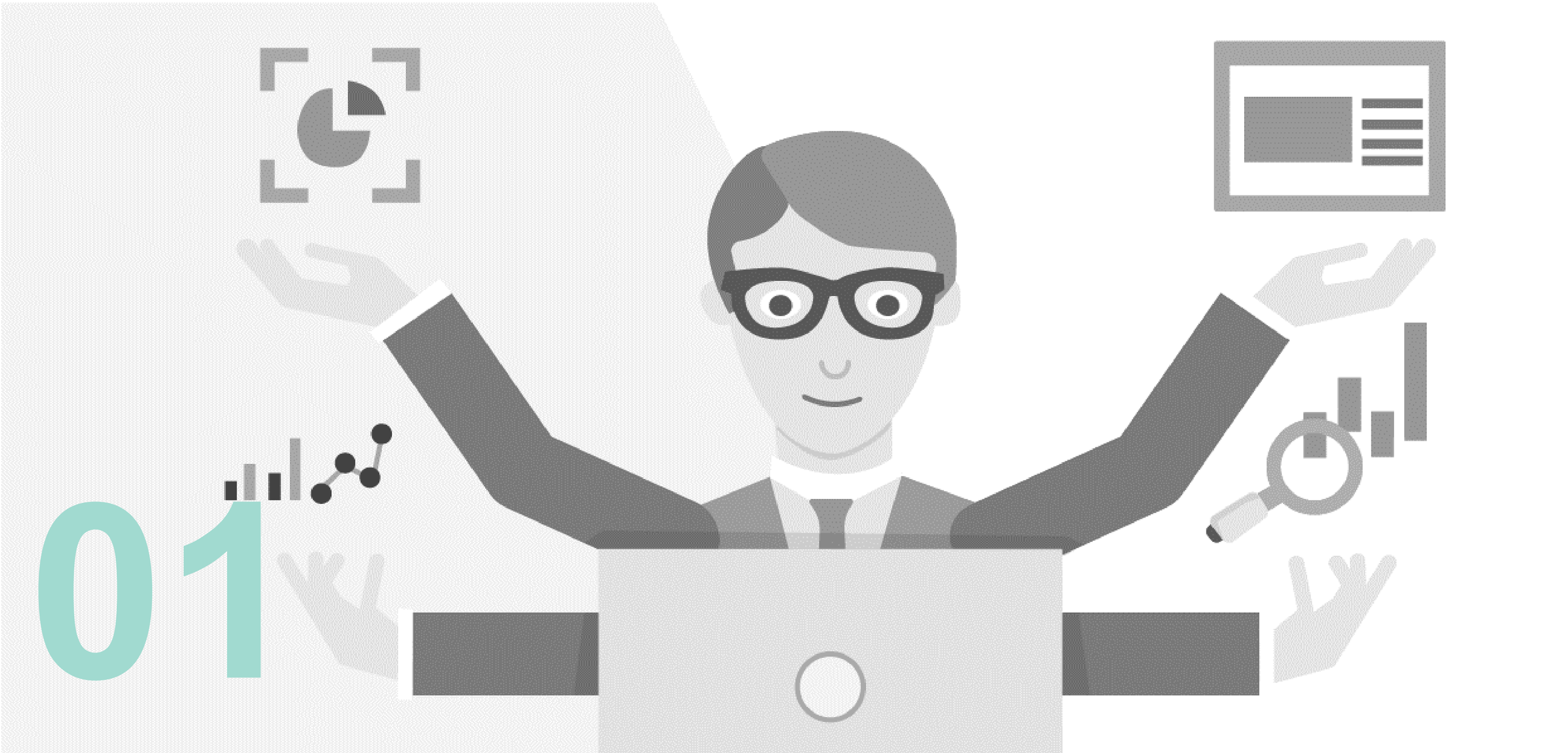
Three buckets
of solutions

Personal
efficiency habits

Continuous
improvement at work /
Legal Operations

Technology: at work
and everywhere

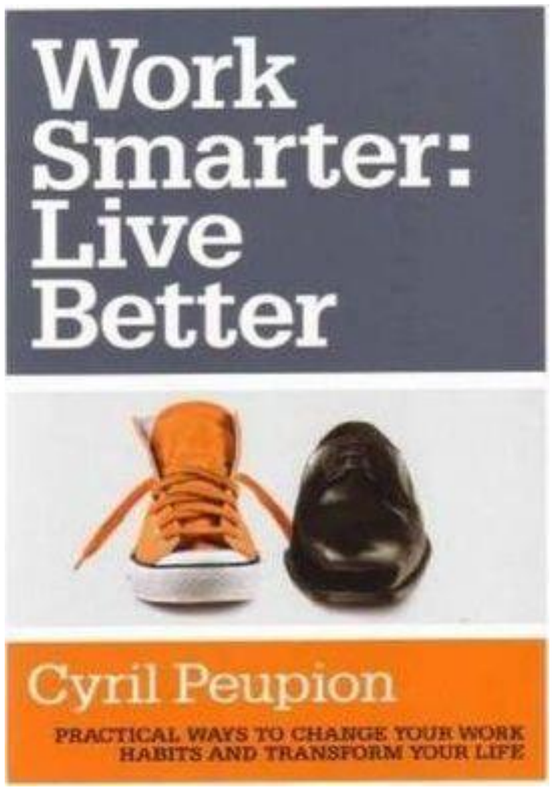
Personal efficiency habits

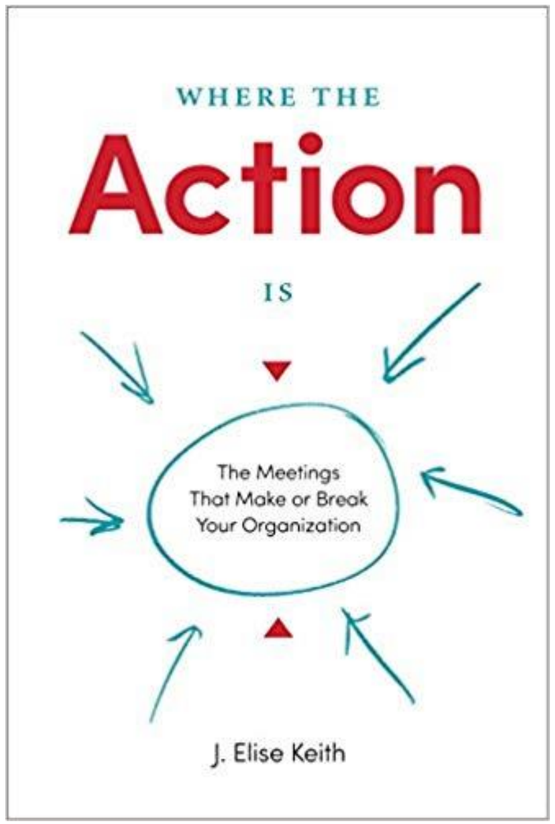


01

Quick wins ... what you can get started on now

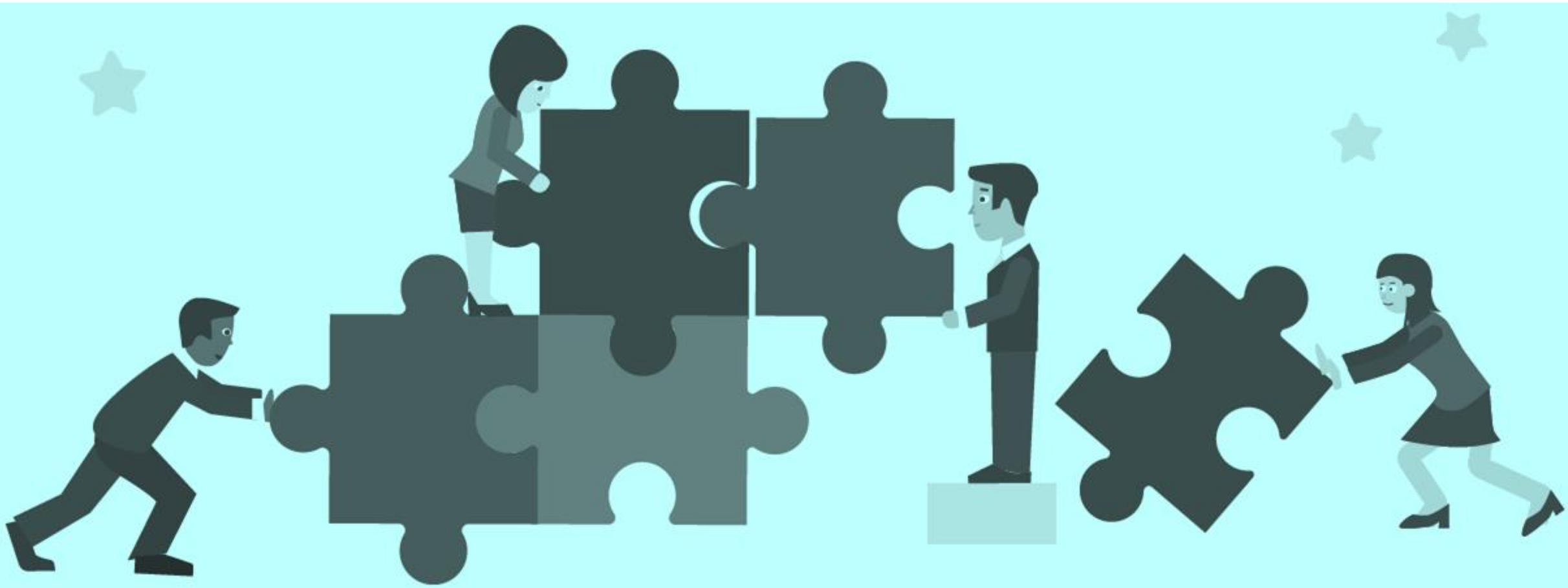
- Be ruthless about meetings
- Email management
- Notifications
- To do list in calendar
- Two screens
- Know top 10-20 keyboard shortcuts



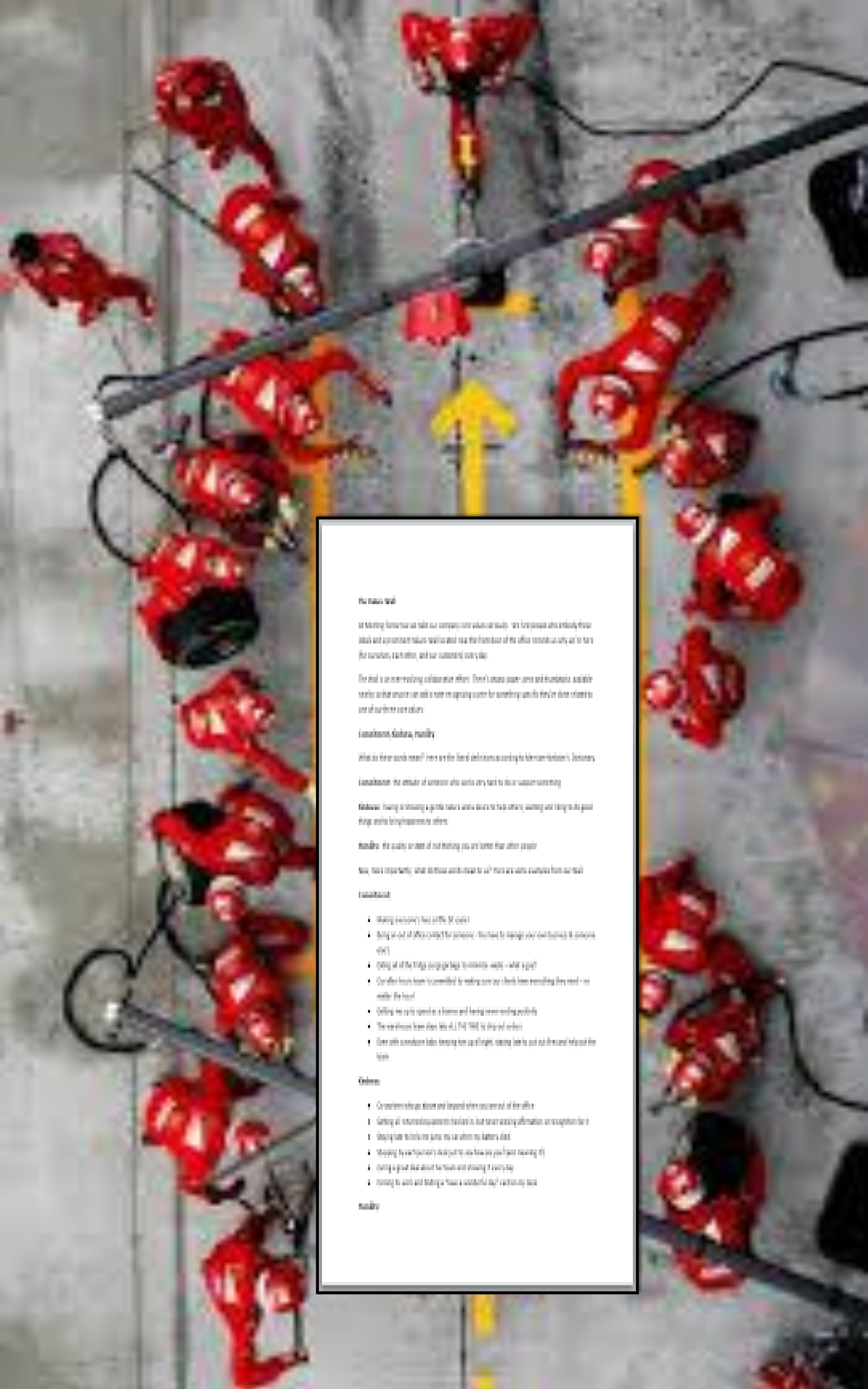


02

Legal Operations and Continuous Improvement



Can an in-house legal team be like a Formula 1 pit crew?



The Values Wall

At Morning Tomorrow we take our company core values seriously. We hire people who embody these ideals and we reinforce values wall located near the front door of the office reminds us why we're here (for ourselves, each other, and our customers) every day.

The idea is an ever-evolving collaborative effort. There's always paper pens and thumbtacks available nearby so that anyone can add a note recognizing a peer for something specific they've done related to one of our three core values.

Consultant, Kindness, Humility

What do these words mean? Here are the literal definitions according to Merriam-Webster's Dictionary.

Consultant: the attitude of someone who works very hard to do or support something

Kindness: having or showing a gentle nature and a desire to help others; wanting and liking to do good things and to bring happiness to others

Humility: the quality or state of not thinking you are better than other people

Now, more importantly, what do these words mean to us? Here are some examples from our Wall

Consultant:

- Making sure you're best suitable for a job
- Being an out of office contact for someone - You have to manage your own business & someone else's
- Calling all of the fridge purge gas bags to minimize waste - what's good
- Our office hours have to committed to making sure our clients have everything they need - no matter the hour!
- Calling me up to spend at a business and having never ending positivity
- The new drivers have done like ALL THE TIME to drop out orders
- Even with somebody takes keeping him up at night, staying late to put out the need helps out the team

Kindness:

- Co-workers who go above and beyond when you are out of the office
- Getting all interesting payment involved in, but never ignoring affirmation on recognition for it
- Staying late to help me sure my car when my battery died
- Stopping by each person's desk just to say how are you friend meaning it!
- Having a great deal about her team and showing it every day
- Coming to work and finding a "Have a wonderful day" card on my desk

Humility:

What did you observe?

- Our F1 car is info.
- They have a very clear goal. The driver (our client) is in need. They've got very clear expectations – outcomes.
- Speed is critical.
- Precision. Everyone knows their role, there's no overlap, no duplication, no fuss.
- More people but they're doing different jobs. Not all about cost cutting.
- All the tech relies on people.
- No clutter, no noise, no distractions.
- In 1950s, crew cleaned the windscreen but the driver looked over it.
- Stacks of info to make the right decisions.

The rise of
Legal Operations

In-house legal operations revolution arrives

Lawyers Weekly

Legal op

CORPORATE COU

By: **Emma Ryan**

A growing numbe
legal operations

Speaking to Lawyers W
of the big trends set to

"In Australia over the la
dedicated legal operati

Legal operations is desc
government entity by fc

Those 12 competencies
governance and record
alignment; technology
support and manageme

Lawyers Weekly

lexvoco DO YOU HAVE CONTROL OVER YOUR WORK AND LIFE? Join our freelancer community JOIN US

In-house only firm to help bolster legal operations education

CORPORATE COUNSEL | 13 NOVEMBER 2018

By: **Grace Ormsby**

— 1 minute read

0 SHARES 0 COMMENTS

A firm that hires in-house lawyers exclusively has signed a partnership agreement that will clarify understanding of legal operations.

Lexvoco has announced a new partnership with the Association of Corporate Counsel Australia (ACC), as the organisation's official legal operations partner.

As an in-house-only firm, lexvoco hopes to use the partnership as a platform "to educate the industry", and minimise instances where clients are "being drawn down a rabbit hole to buy a tech product because it's got 'legal operations' attached to its name or tagline."

It also has plans to educate ACC members "that you don't need a big tech budget to improve your legal operations."

CEO of lexvoco Anthony Wright said the partnership "cements our position as the industry leader in legal operations and supports our purpose to help in-house lawyers in Australasia succeed."

For the firm's head of legal operations, Jason Ryan, the partnership offers an opportunity to improve understanding around legal operations and negate "legal operations" from being used as "a buzz phrase that is getting thrown around left, right and centre, particularly by legal tech providers."

"The whole premise of legal operations is problem led," Mr Ryan said, "to discover the root causes of inefficiencies and

Add Wishlist ☆

NUAL
RALIA
TE

ng its first (annual) Australian conference,

t and fastest growing (in-house) legal
s at the annual conference were 500 in
wave of enthusiasm about changing the
sweep Australia.

2018 will feature international speakers
captured the essence and enthusiasm of

do something bold. Share what
here faster...

10 things in high-performing **service teams**

aligned documented strategy

people

knows clients' needs vs wants

don't sweat the small stuff

right people, right time, right price - make or buy

processes

documented way of working & risk mitigation

reduced spend & "issues" costs as % of turnover

great templates & forms

systems

automated documents & processes

optimum use of systems

capture & analyse data to improve

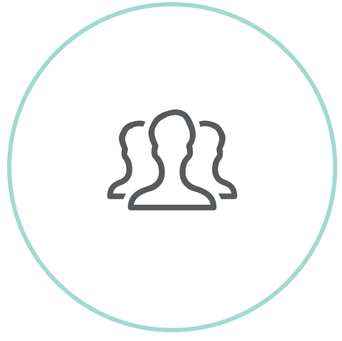
Use a framework to help you think about CI and generate ideas

Lean

Design Thinking

Agile

“TIM WOOD”
Identifying waste

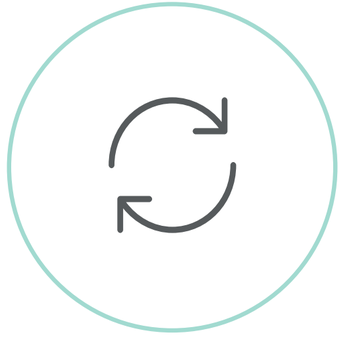


Talent

Wrong person for the task

Inventory (WIP/info)

Incomplete, undelivered work



Motion

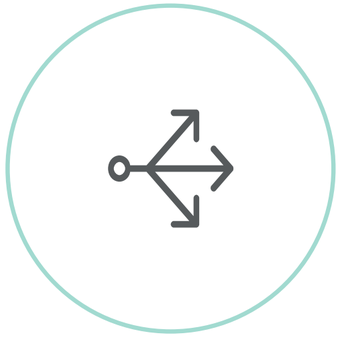
Wasted movement of stuff

Waiting

… on info, people etc

Over-production

Doing too much



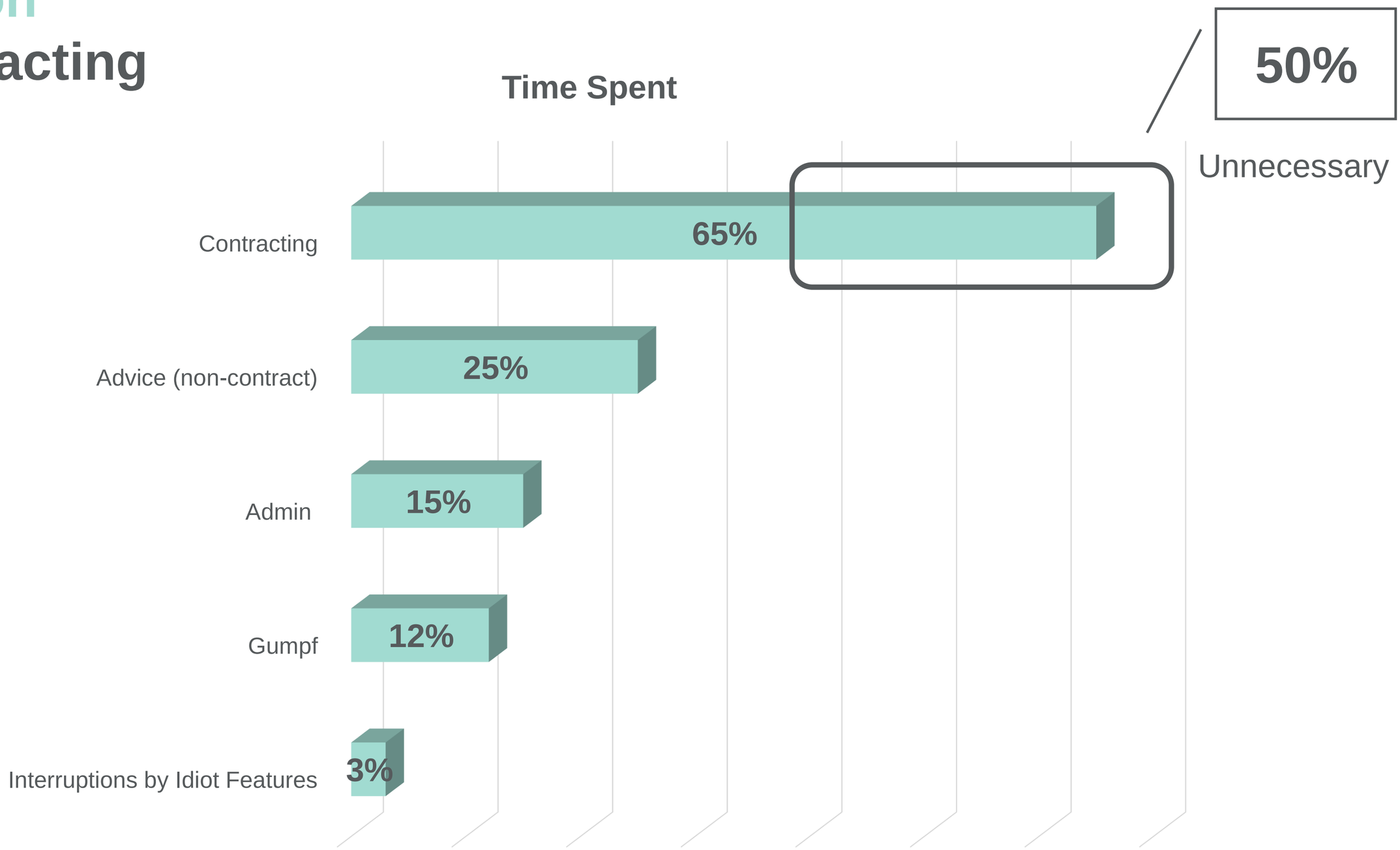
Over-processing

Thinking too much

Defects

Errors, mistakes, re-work

War on contracting



How can legal tech help?

03

5 guiding principles for selecting **Legal Tech**

1. Your starting point should not be a legal tech vendor – they will try to sell you a solution to a problem that you may not have
2. Decide which “category” of legal tech you should prioritise
3. Consider the systems you already have
4. Capture the data you need to be able to compare current vs future state and report on your success
5. Be prepared to run a pilot or develop a proof of concept – a short term pivot will save you in the long term

Sequence to start
fixing something

01 Fix your processes

Process/workflow mapping

Fix your documents **02**

Template review

03 Fix your systems

Technology solutions

Where to start?

Client facing

Legal’s back office

First things first

- Simplified contracting
- Remove unimportant work
- Set Legal Team Strategy

Optimise

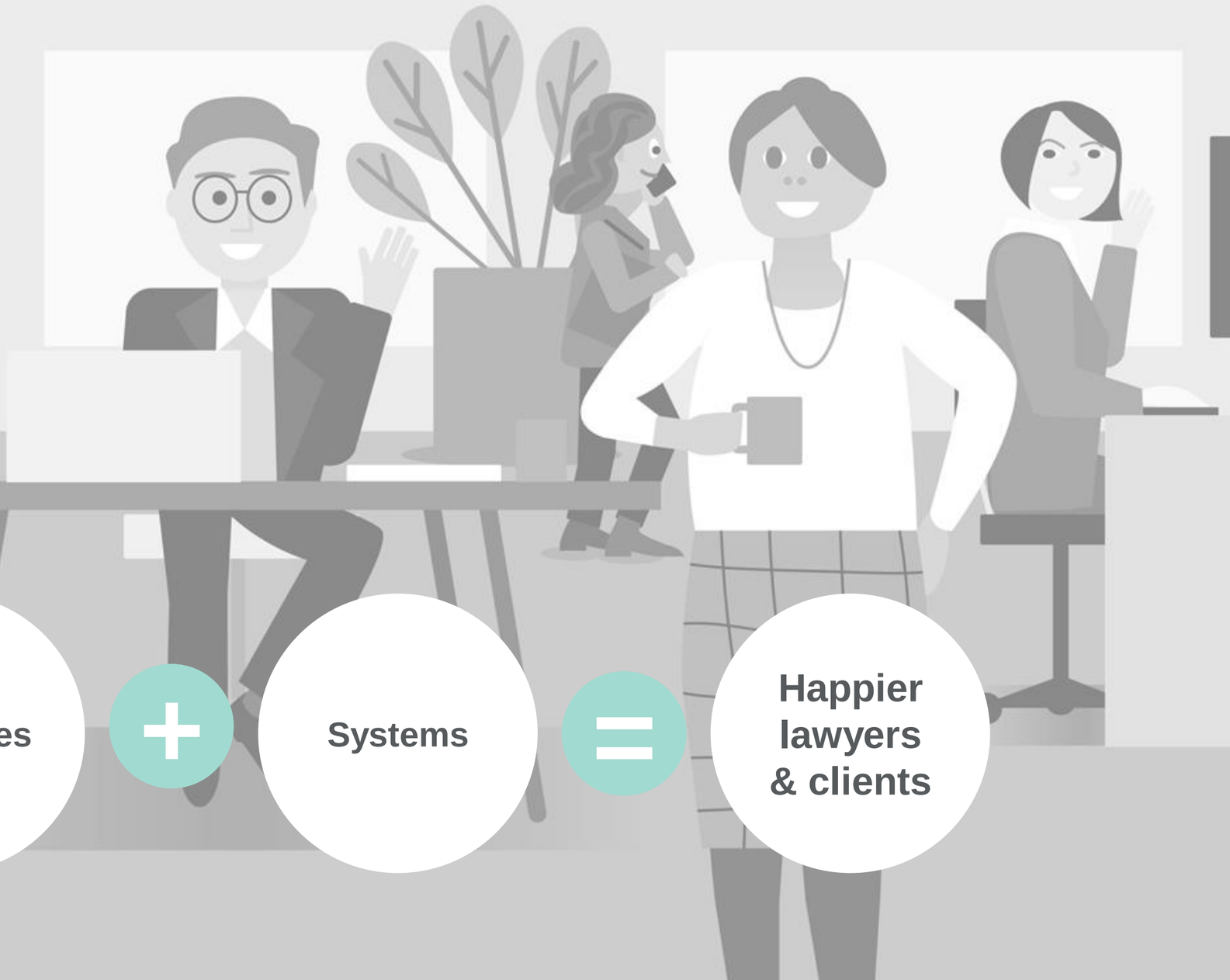
- Team structuring
- Law firm cost control
- DMS/KMS

Supercharge

- Automation
- Compliance & delegation authority
- Legal Ops Assistant

What does success look like?

right **people** doing the right **work**
plus
lean, efficient **processes**
plus
optimal use of the right **systems**



People + **Processes** + **Systems** = **Happier lawyers & clients**

Questions?

ACC-LOD's
Legal Innovation (Legal Ops and Legal Tech)
in Perth on
...

LOD

the new name for

lexvoco®