

# We help in-house lawyers succeed™

Law Firm | Secondments | Innovation | Risk and Compliance





**The unbalanced work/life balance –  
what are you going to do about it?**

# Work/life balanced?



15%

**>65**

Working past 65, 5% in  
1986 & 13% in 2013

8th

**Longest hours**

out of 35 countries  
>50 hrs/wk

1970

**Unemployment**

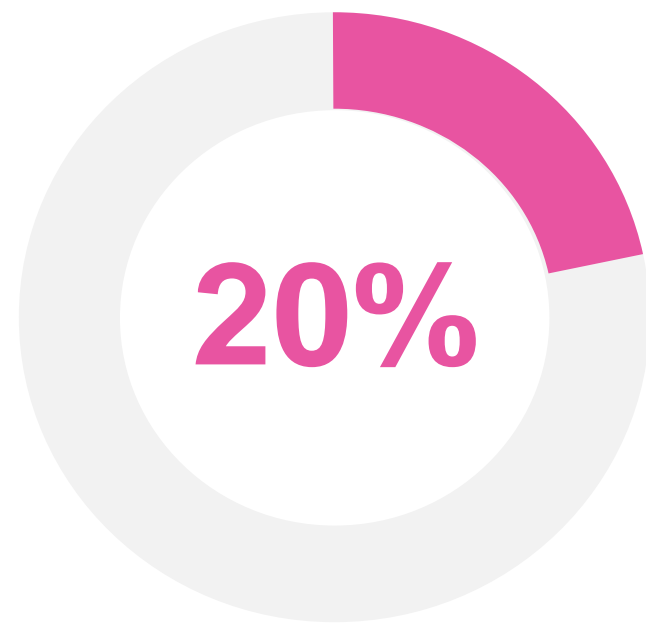
... in Aust is at its  
highest since 1970s

3rd

**Part-time**

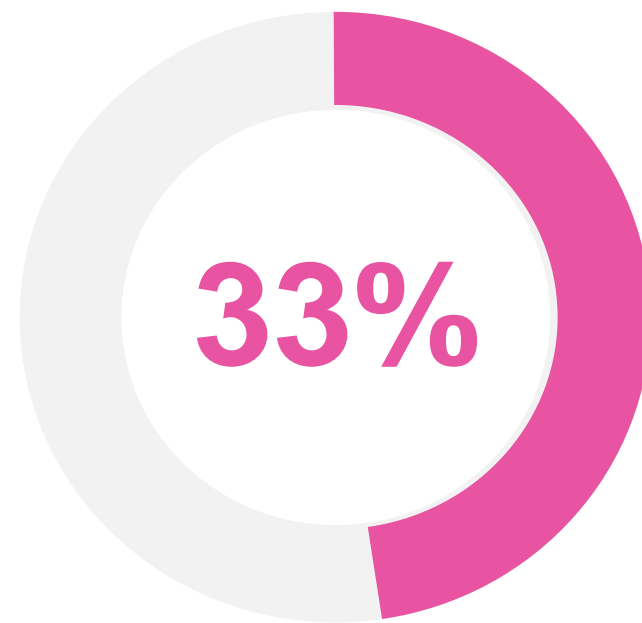
... jobs in Aust 3rd  
highest rate in  
developed world





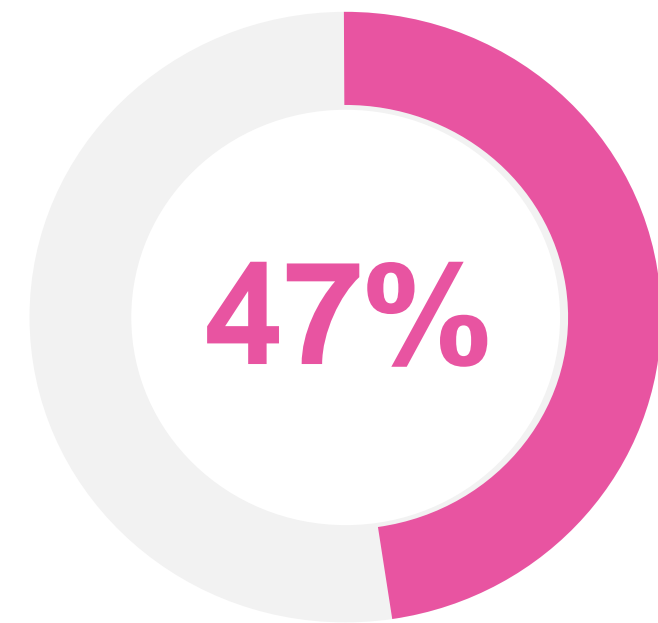
### Eating Disorders

Lawyers and law students are so overworked they are missing meals



### Mental Health SA

Law Society of SA - 33% of lawyers have feelings of depression, helplessness and isolation



### Mental Health NSW

Uni of Syd found 47%

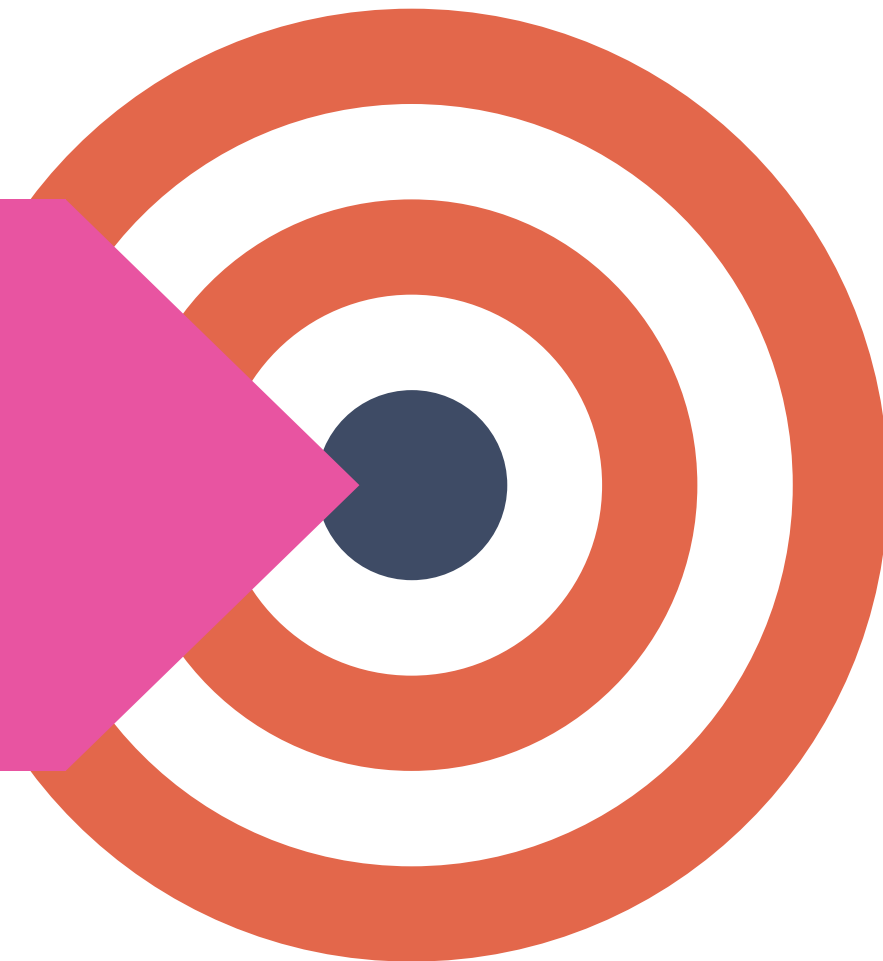


**So, how do you achieve WLB?**



# Work Life Balance

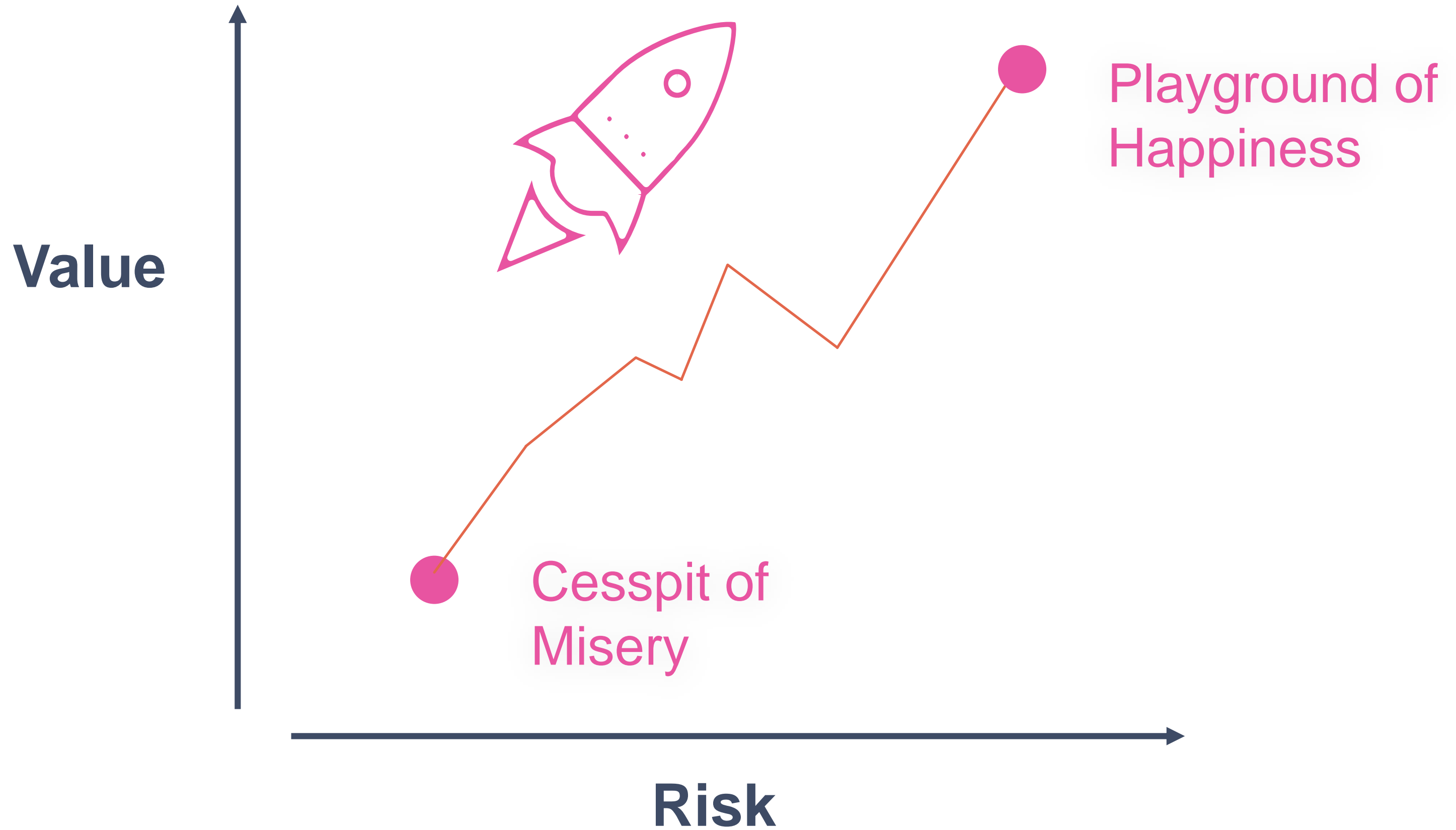
is where you manage to satisfy the demands of work against the demands coming from the other parts of your life



**Over-Simplify it to... HAPPINESS?**

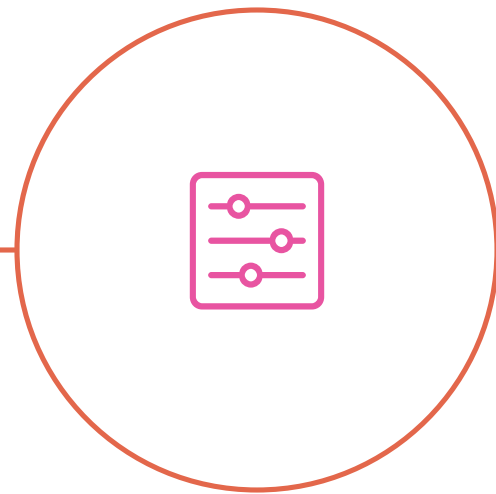


# The Right Kind of Work





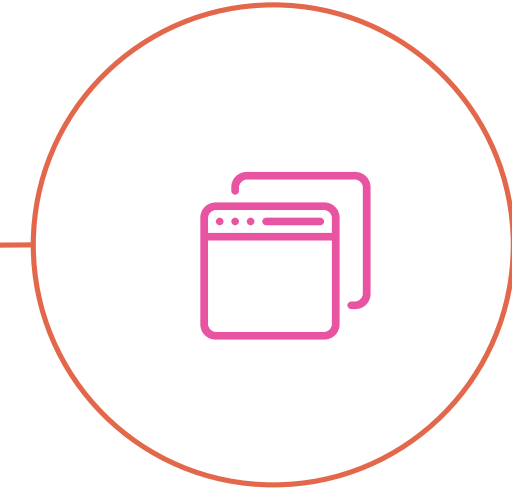
# Three buckets of solutions



Personal habits  
of efficiency



Legal  
operations

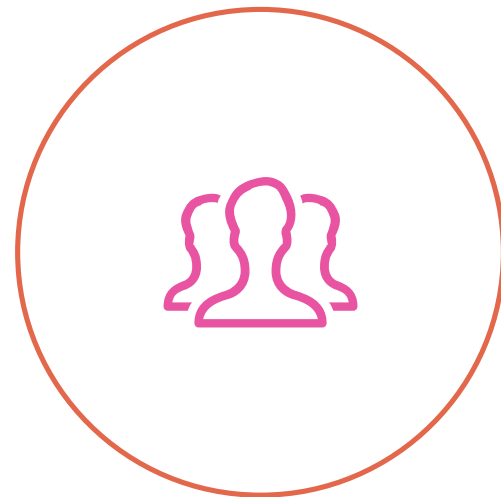


Technology



# “TIM WOOD”

## Identifying waste



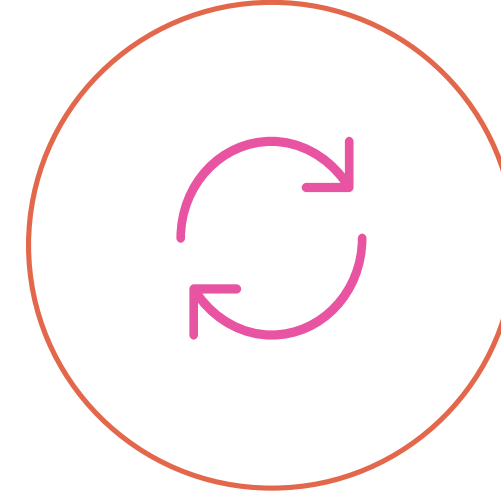
**Talent**

Wrong person for the task



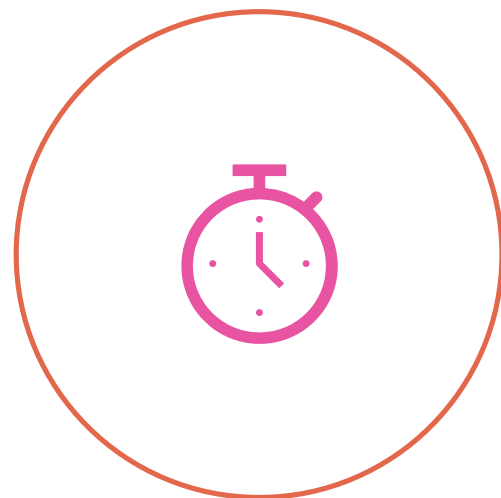
**Inventory (WIP/info)**

Incomplete, undelivered work



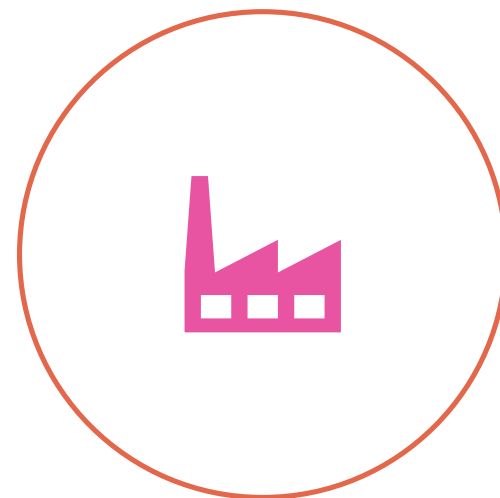
**Motion**

Wasted movement of stuff



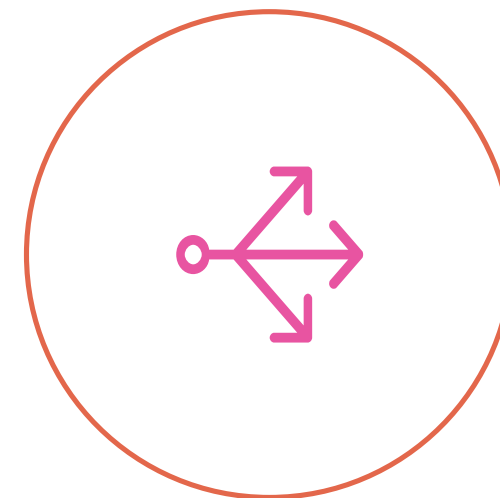
**Waiting**

... on info, people etc



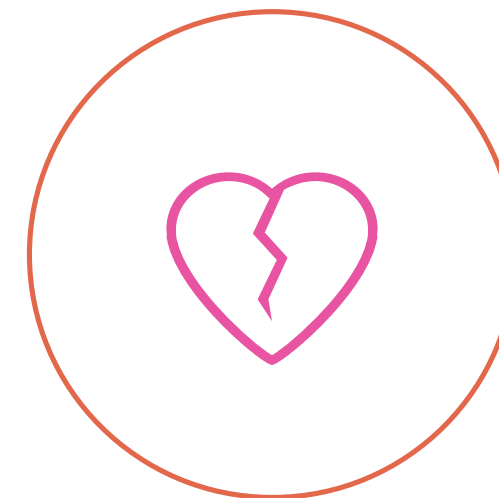
**Over-production**

Doing too much



**Over-processing**

Thinking too much



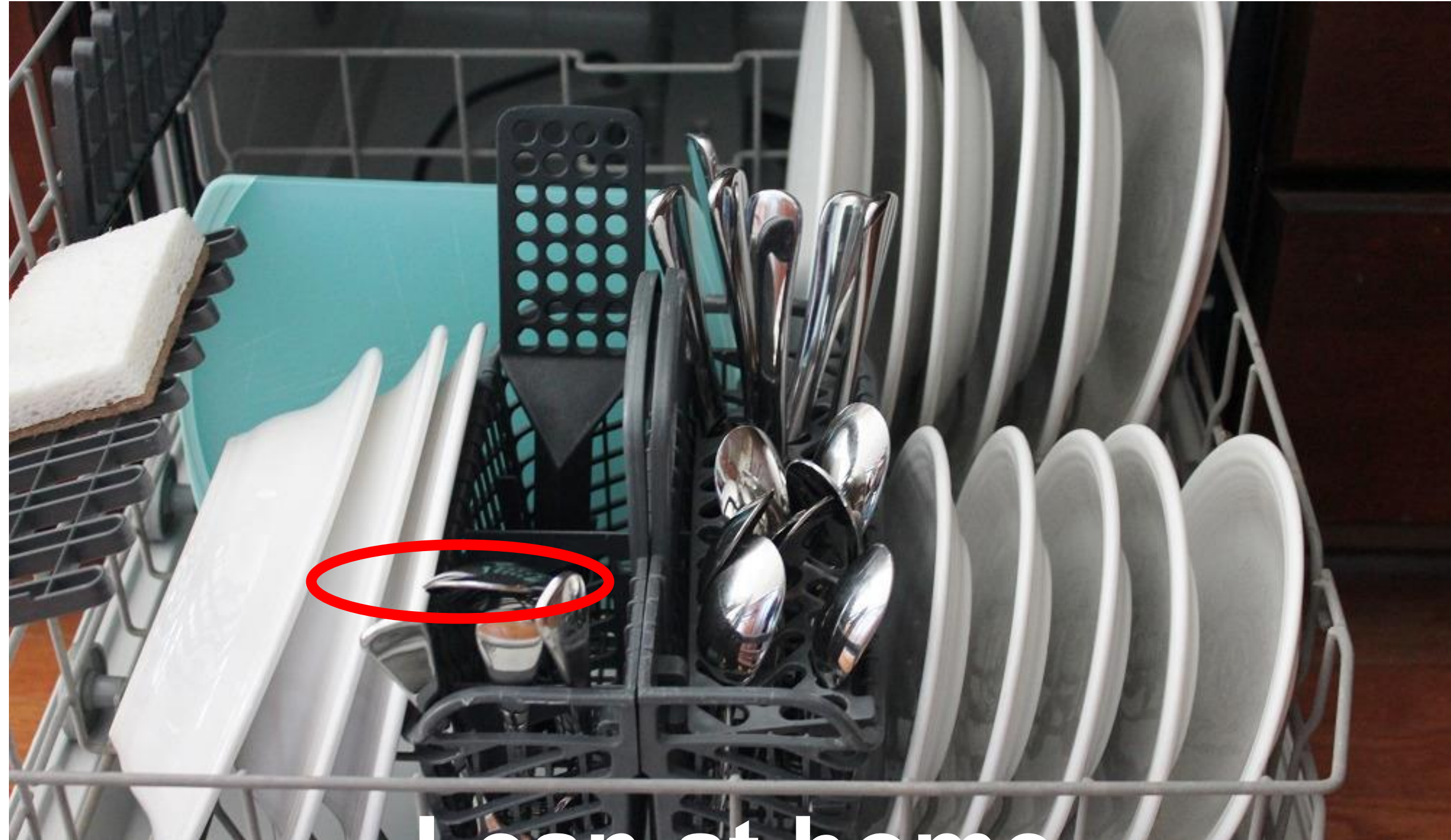
**Defects**

Errors, mistakes, re-work



01

## **Personal habits of efficiency**





## Quick wins ...

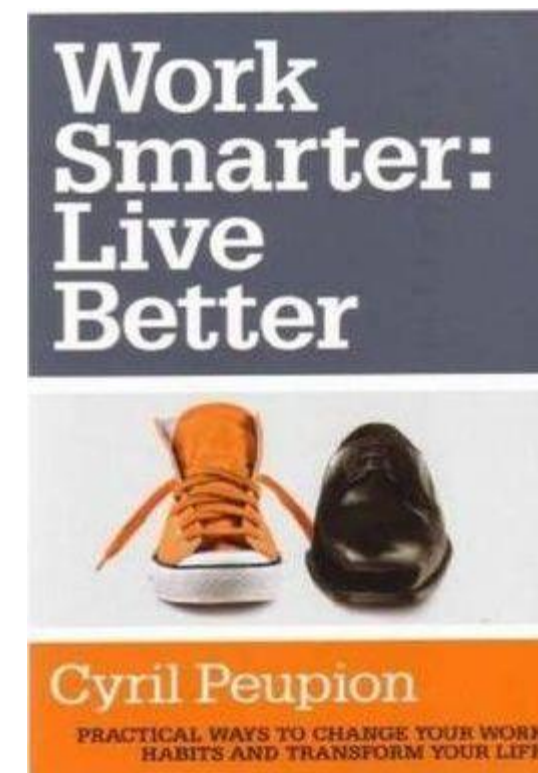
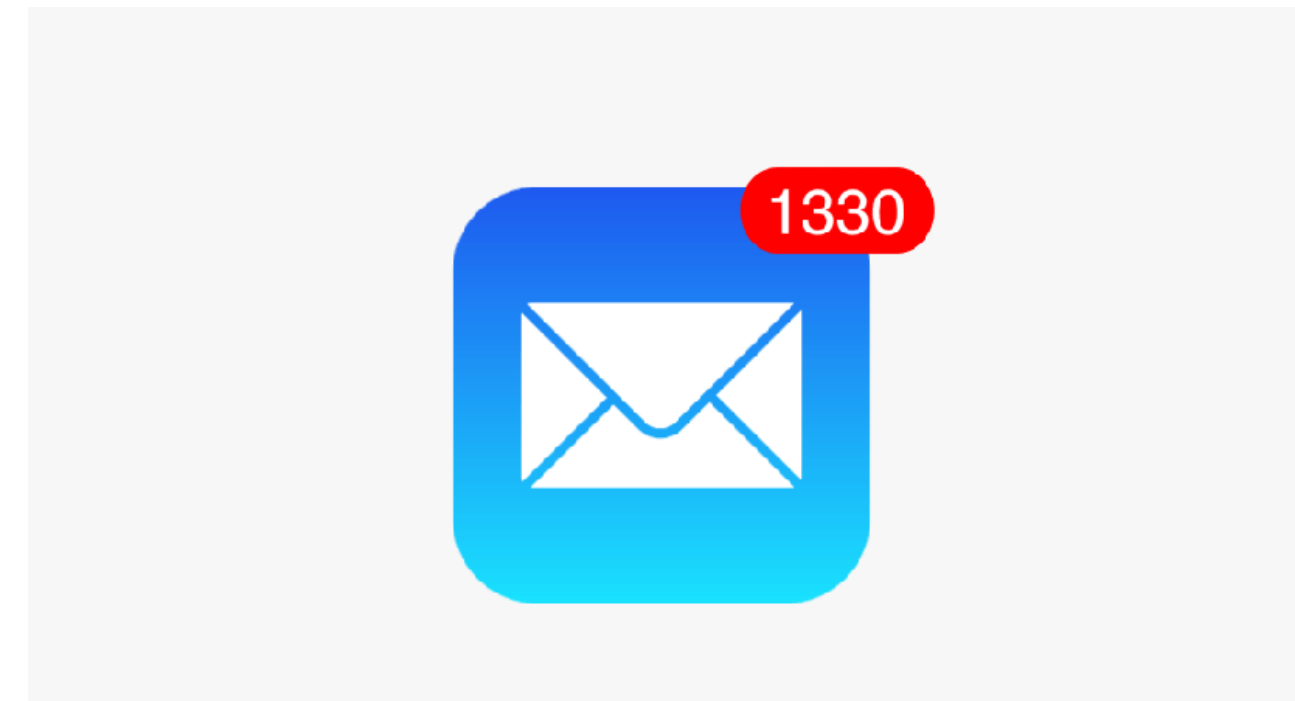
what you can get started on now (and for free)

Be ruthless about meetings

Email

Notifications

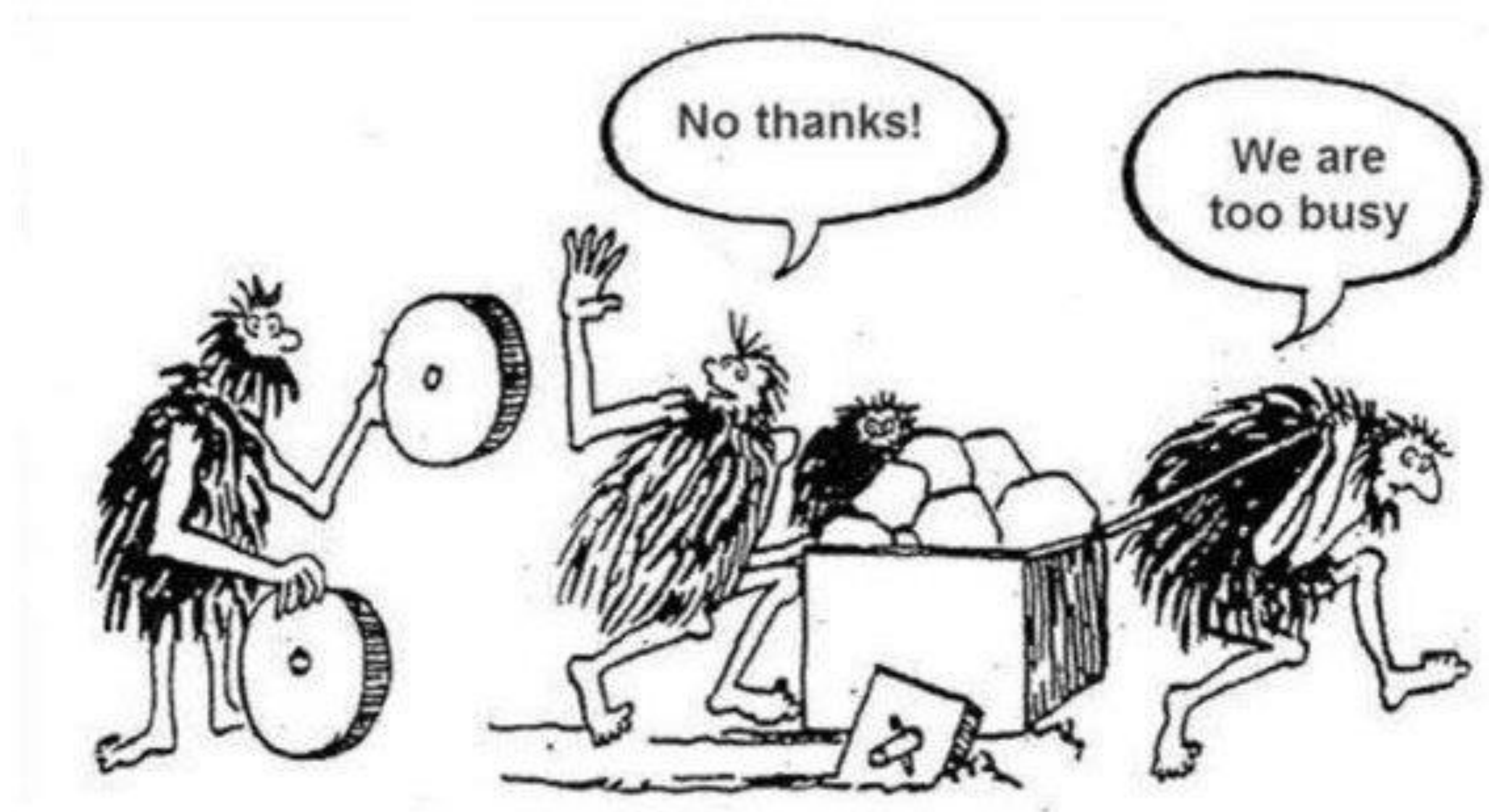
To do list in calendar



# Legal Operations

02

# Why should I care about what others are doing?





# The rise of Legal Operations

## In-house legal operations revolution arrives in Australia

Lawyers Weekly

### Legal operations

CORPORATE COUNSEL | 19 JULY  
By: Emma Ryan

#### A growing number of legal departments are hiring legal operations professionals

Speaking to Lawyers Weekly recently, for one of the big trends set to play out in the legal industry. “In Australia over the last 12 months we have seen a growing number of dedicated legal operations professionals. Legal operations is described as a “multifunctional department within a government entity by focusing on following 12 competencies. Those 12 competencies are listed as: litigation and dispute resolution; governance and records management; compliance; risk management; alignment; technology and process support; and support and management; communication and stakeholder management.”

Lawyers Weekly

lexvoco

DO YOU HAVE CONTROL OVER YOUR WORK AND LIFE?  
Join our **freelancer community**

JOIN US

Add Wishlist ☆

### In-house only firm to help bolster legal operations education

CORPORATE COUNSEL | 13 NOVEMBER 2018  
By: Grace Ormsby — 1 minute read

Twitter Facebook LinkedIn Email 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

al) Australian conference,

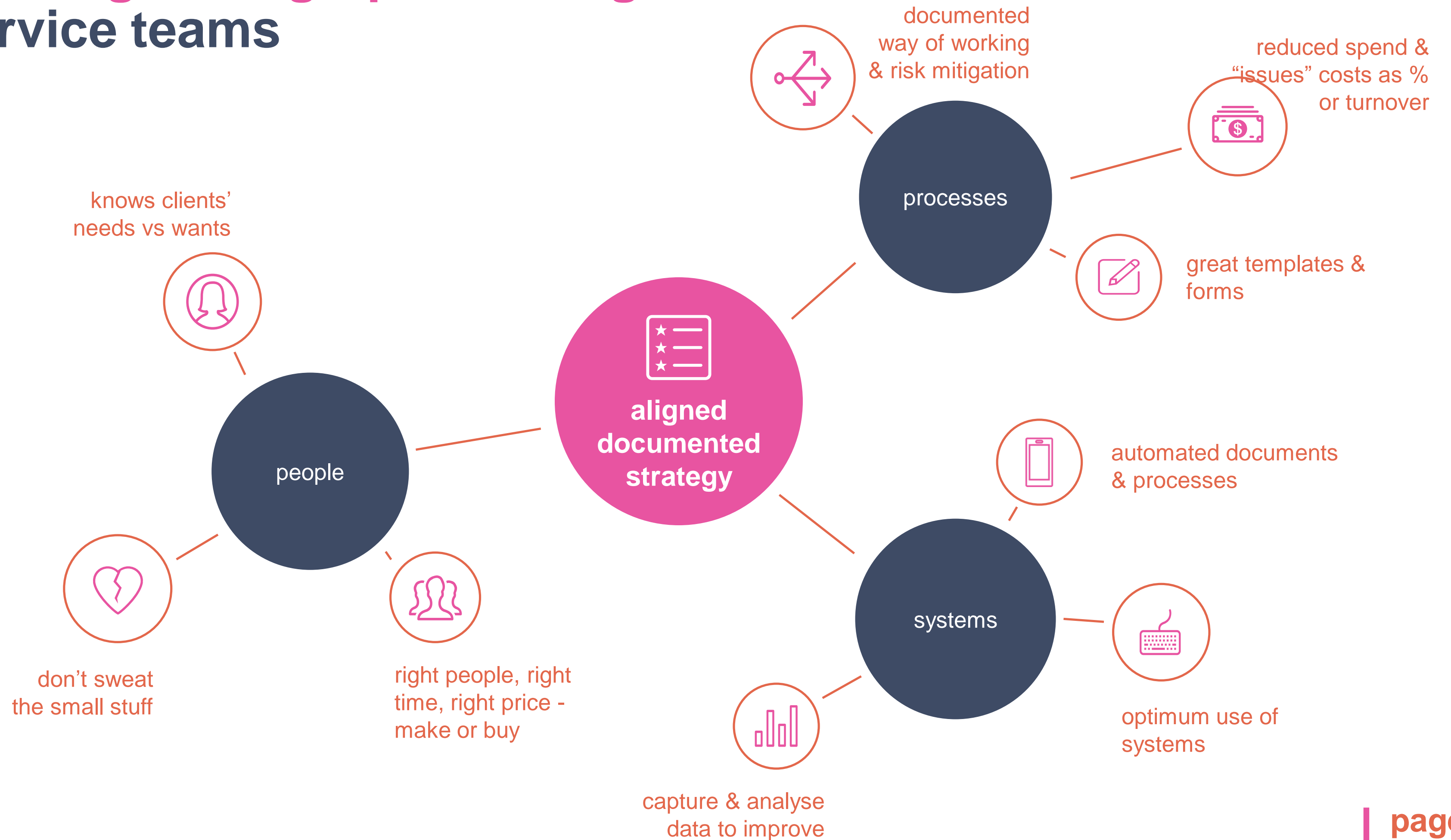
growing (in-house) legal conference were 500 in attendance about changing the

the international speakers presence and enthusiasm of

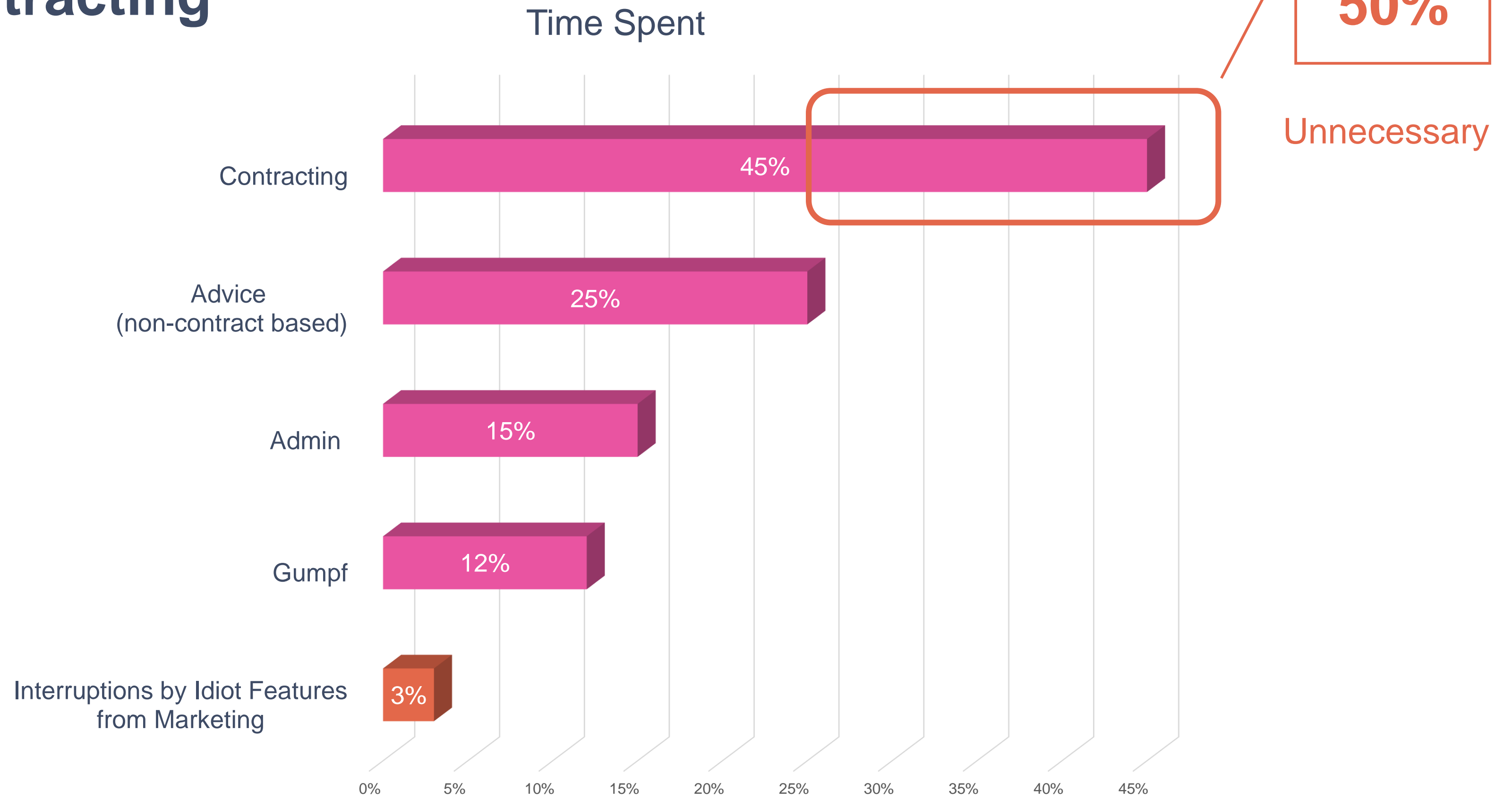
bold. Share what



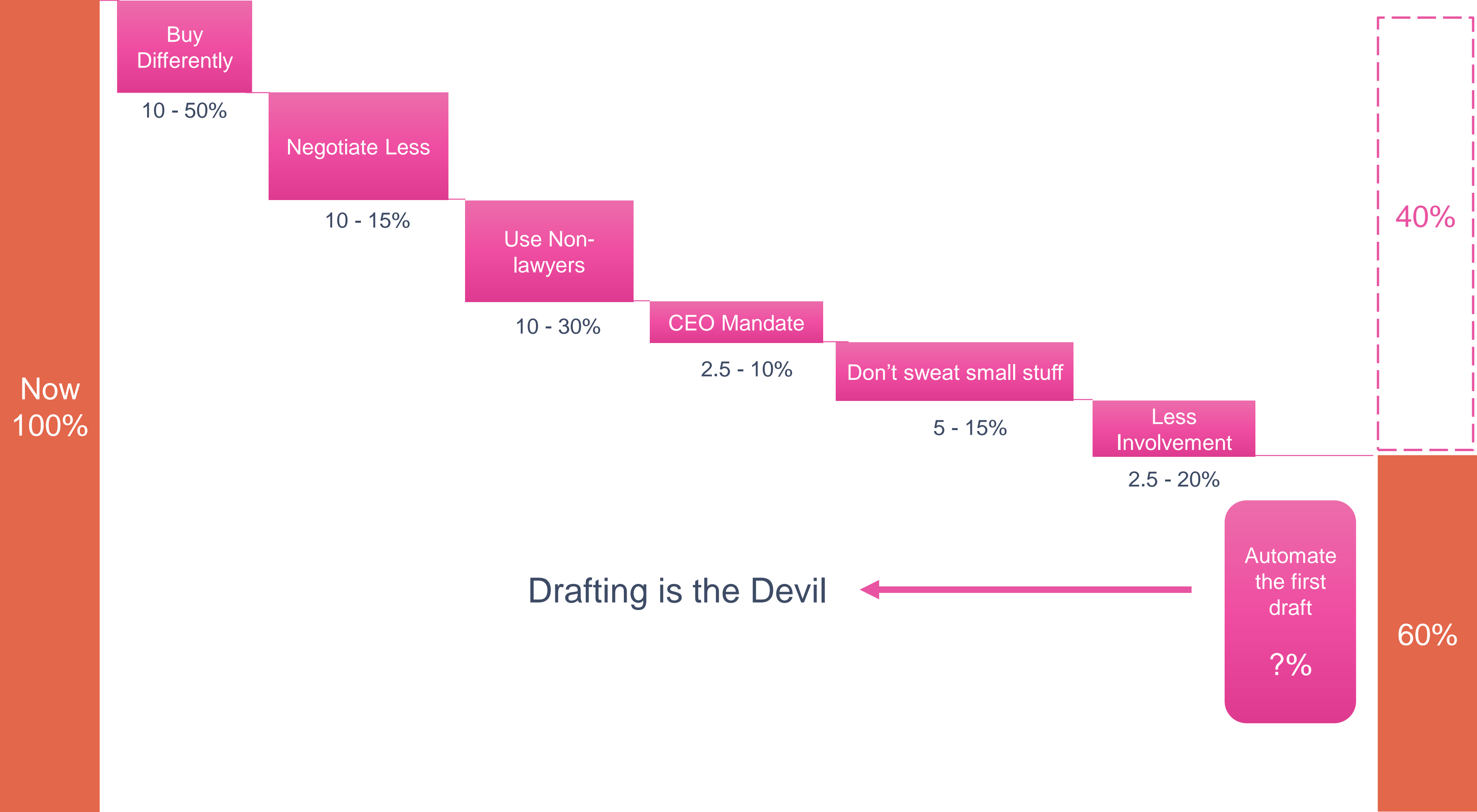
# 10 things in high-performing service teams



# War on contracting



# Doing less work



# Sales

Are the lawyers getting in the way?

When is it worth suing for a debt?

- a) \$5k
- b) \$15k
- c) \$50k
- d) \$100k
- e) \$200k
- f) \$350k



# Sales

## Are the lawyers getting in the way?

### Case Study (FMCG)

*Hypothesis: If we don't have sales contracts, we will be better off*

#### Current State

- Revenue = \$900m
- Bad debt levels = at 1% (\$9m)
- Current turnaround = 2-3 months
- They don't chase below \$35k

#### - **Insights**

- What do sales teams tell us?
- What do accountants tell us?
- Over 2.5 months, the average sale is \$27k per month per store
- Sales believe we would pick up 150 stores per month more = \$48.6m
- We believe the delinquency would only be 0.25% increase = \$2.25m



#### Future State

- No Contracts
- Order arrives next day
- As much as they like on COD
- Once you hit \$75k, need a contract
- Once you hit \$150k, simple dir g'ee.

**Net Position: \$46,350m**

- + growth**
- + presence**
- + cash in bank**

# Breaking apart processes



# Why use data?

[Dashboard Link](#)



Month & Year **All** ▼

**4781**  
Hours Spent

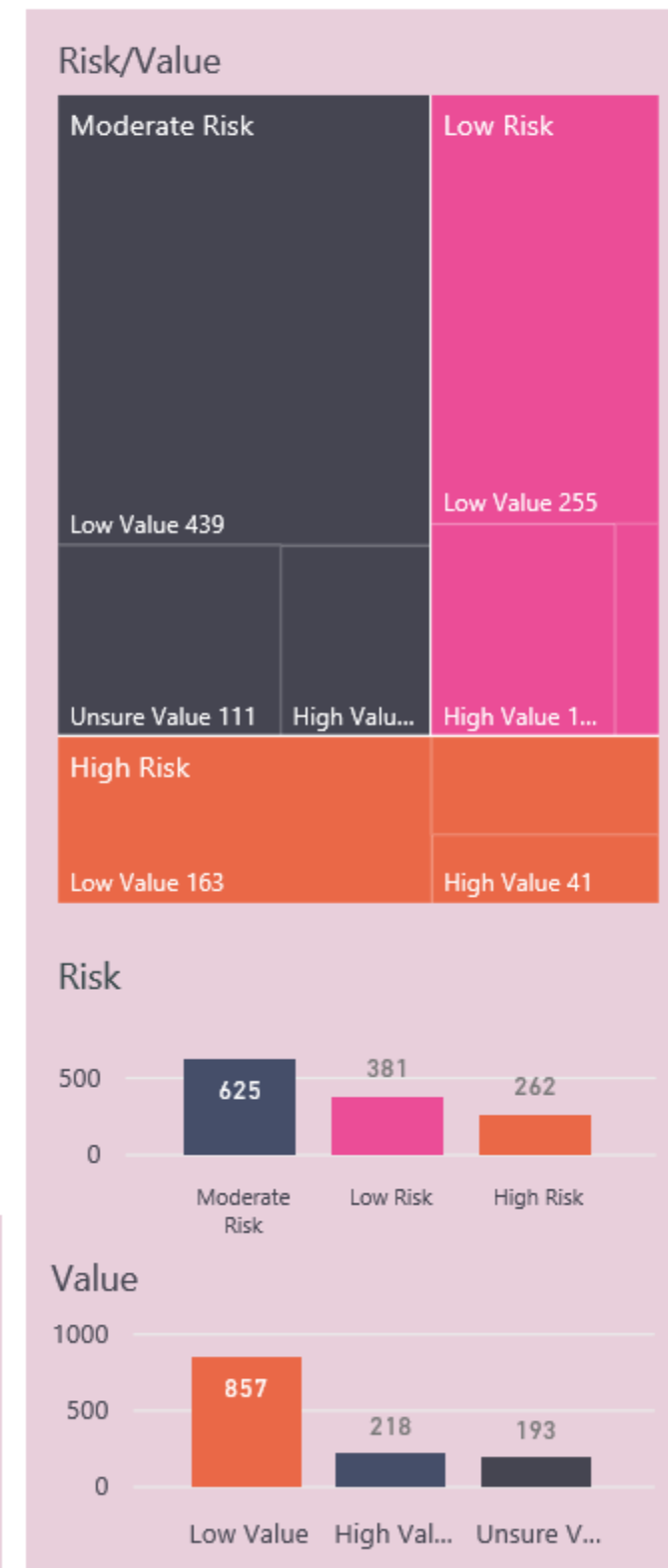
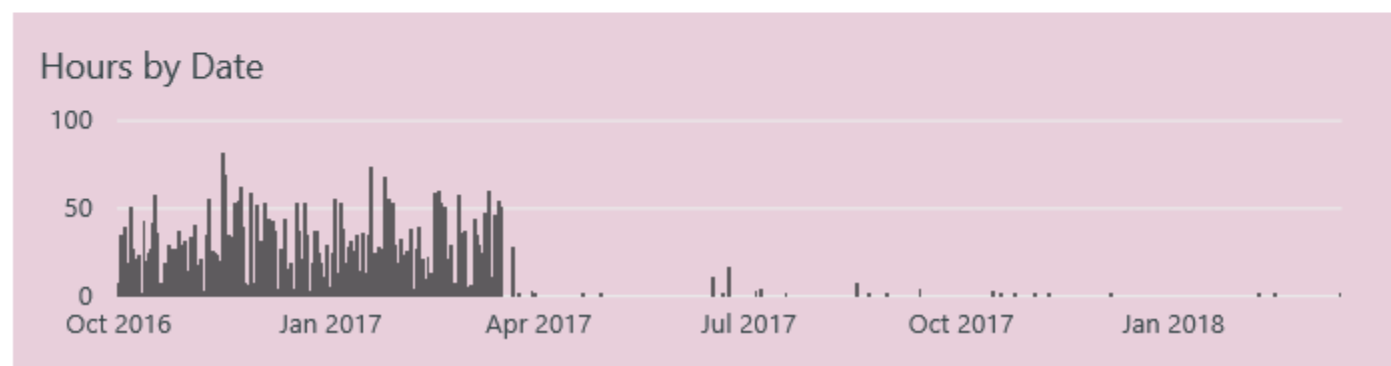
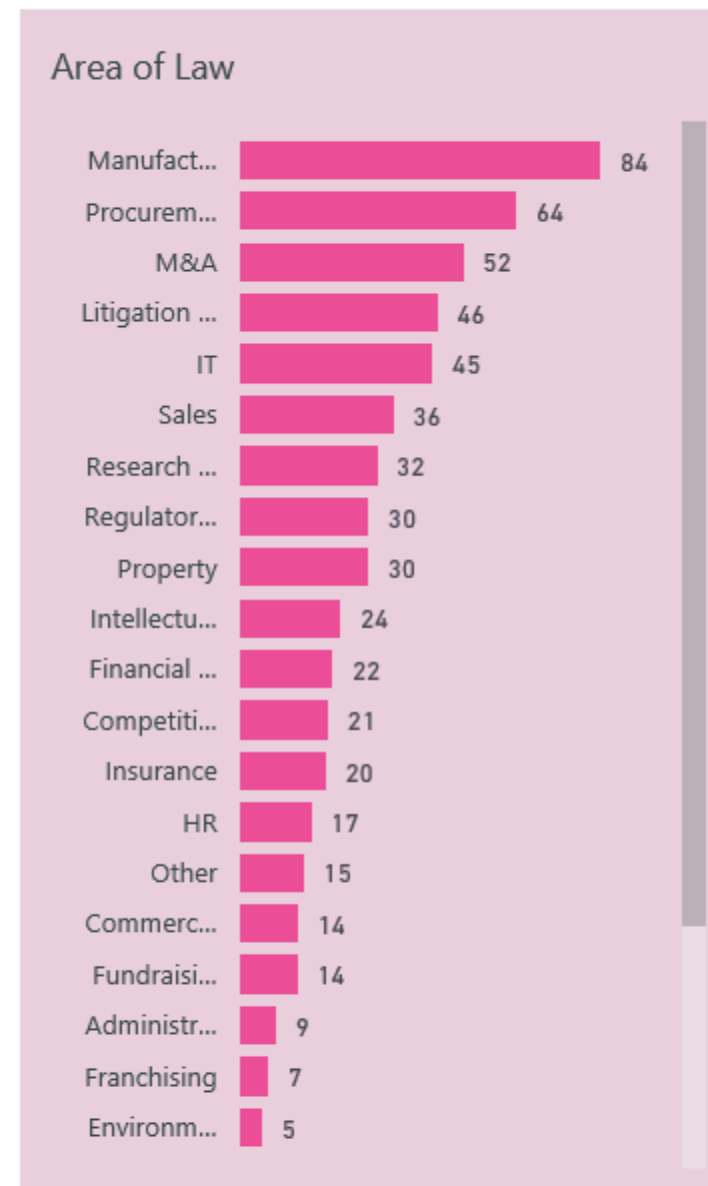
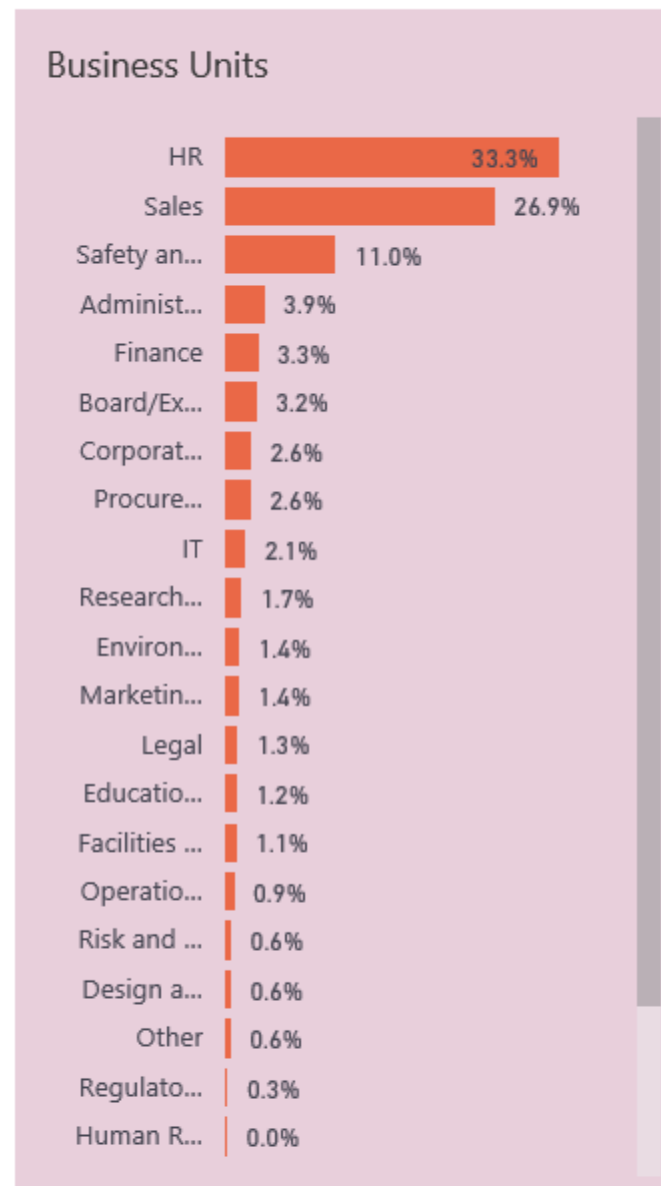
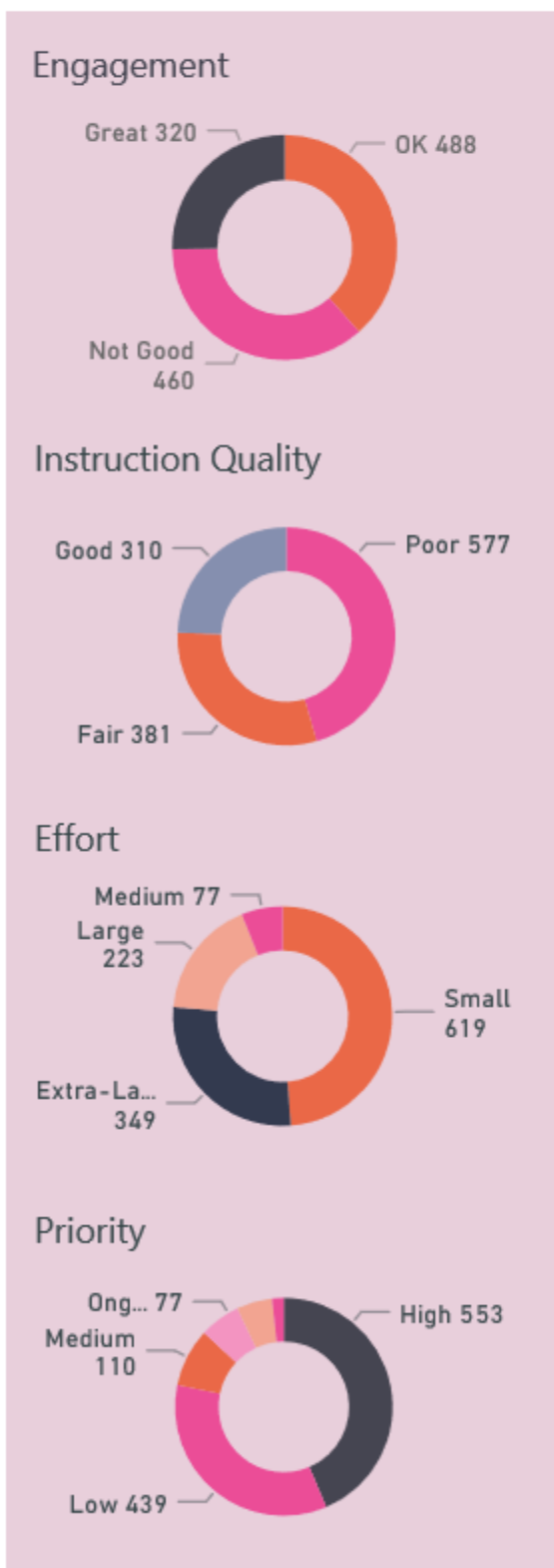
**598**  
Days Equiv.

**1268**  
Requests

**\$956.3K**  
\$ Notional

**HR**  
Top Business Unit

**Manufacturing**  
Top Area of Law





## What should you do?

### What execs want from lawyers

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



**Can legal tech help?**

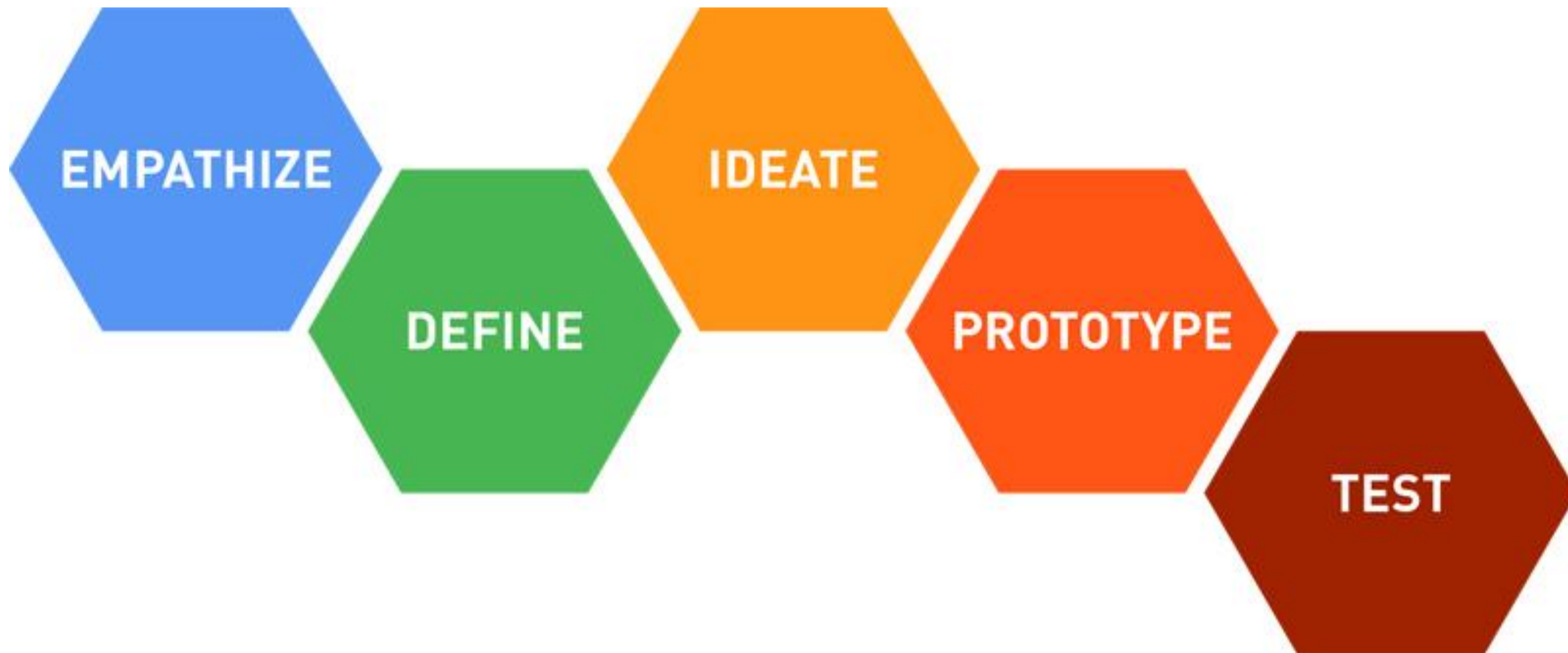
**03**

## 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 whether there are any low-tech options using 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



# Use a Legal Design Thinking Framework to implement Legal Tech



# Sequence

**01**

Fix your Documents



Template review

Fix your Processes

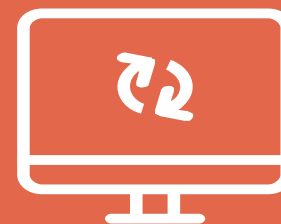
**02**



Process/workflow mapping

**03**

Fix your Systems



Technology Solutions



# Where to start?



First Things First

Optimise

Super Charge

Client facing

Contract differently

60%  
4 weeks

Remove low value work

40%  
3 weeks

Team structuring

Automation (document) and workflow

70%  
12 weeks

Back end

Set legal team strategy

30%  
1 week

Compliance management

Law firm cost control

30%  
\$ savng

Document management

Legal Ops Virtual Assistant

50%?

Cutting edge

Legal Team Metrics (MyDay)

The percentages indicate savings in effort (i.e. time saved) achieved by clients to date

# The Unbalanced Work/life balance

right **People** doing the right **Work**

*plus*

streamlined, efficient **Processes**

*plus*

optimal use of the right **Systems**



# Questions?







## contact us

[info@lexvoco.com](mailto:info@lexvoco.com)

[lexvoco.com](http://lexvoco.com)

1800 875 735

