Leveraging Technology for Efficiency and Productivity

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Cisco Legal is Mission-Driven

Enduring Values

Ensure transparency and integrity

Be change agents

Low cost, high quality legal department; leveraging people and technology

Partner with our clients

Core/Context Strategy

|	**Context** Activities that are necessary but not tied to competitive advantage	**Core** Activities that contribute to competitive advantage
Mission Critical Activities that, if performed poorly, pose an immediate risk	**Out-task** • High-stakes litigation • Reputation • Compliance • HR policy	**In-task** • Design, build and sell • Business development • Intellectual property rights
Non-Mission Critical Activities that, if performed poorly, do not pose a risk	**Outsource** • HR cases • Smaller litigation • Real estate	**Self-Service** • Routine transaction processing

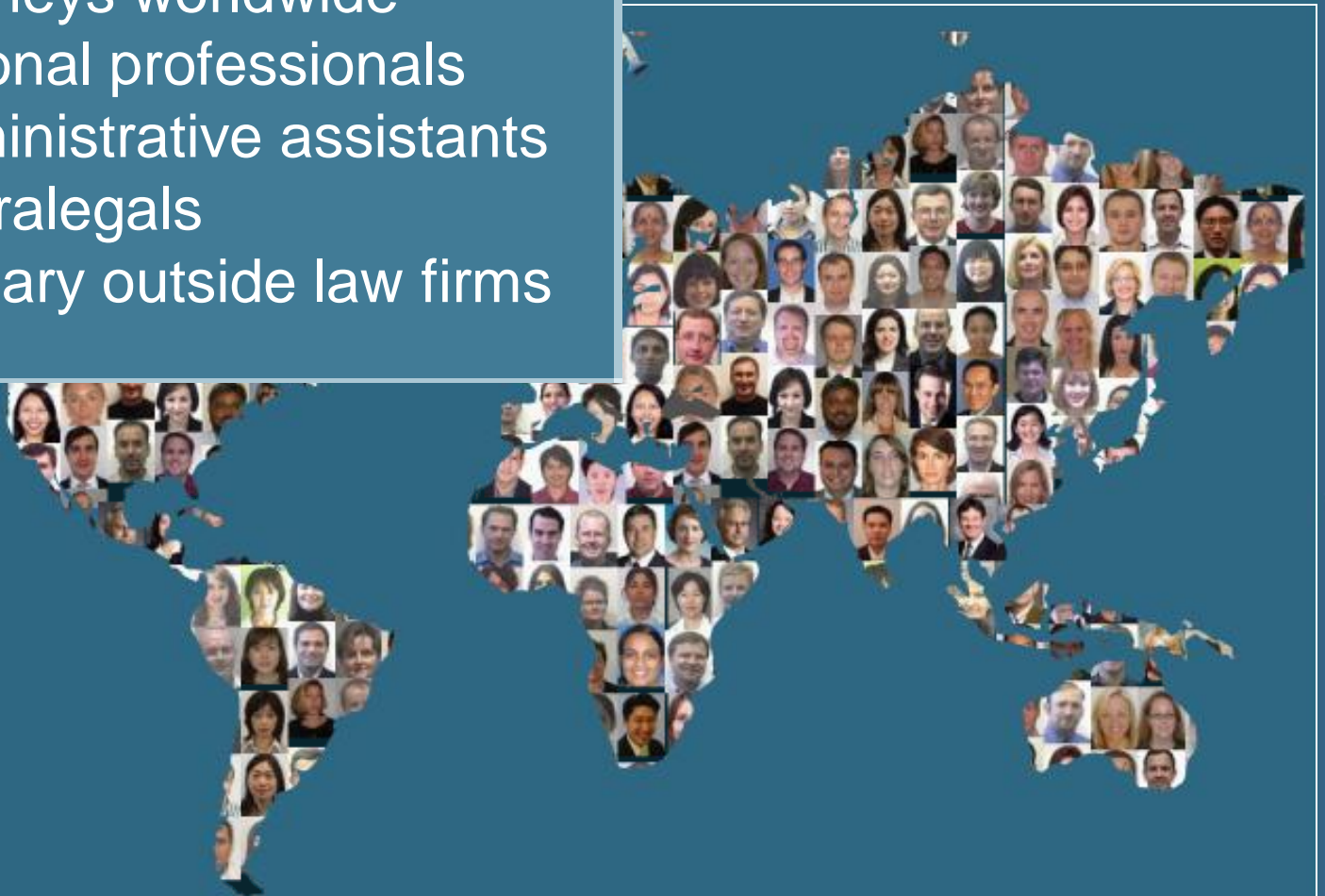# Benchmarking Total Legal Expense as % of Revenue
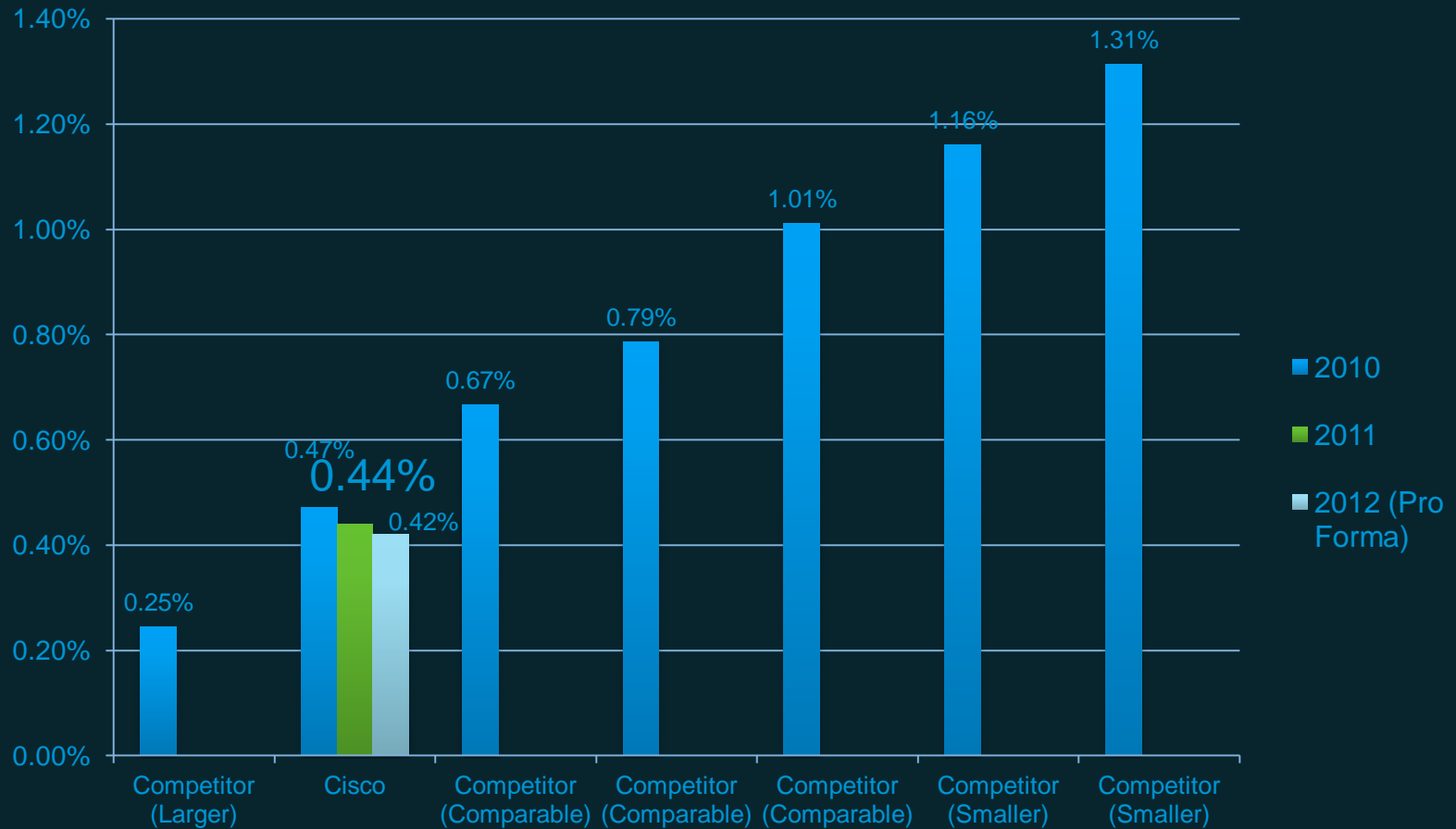
Assumptions for FY12:
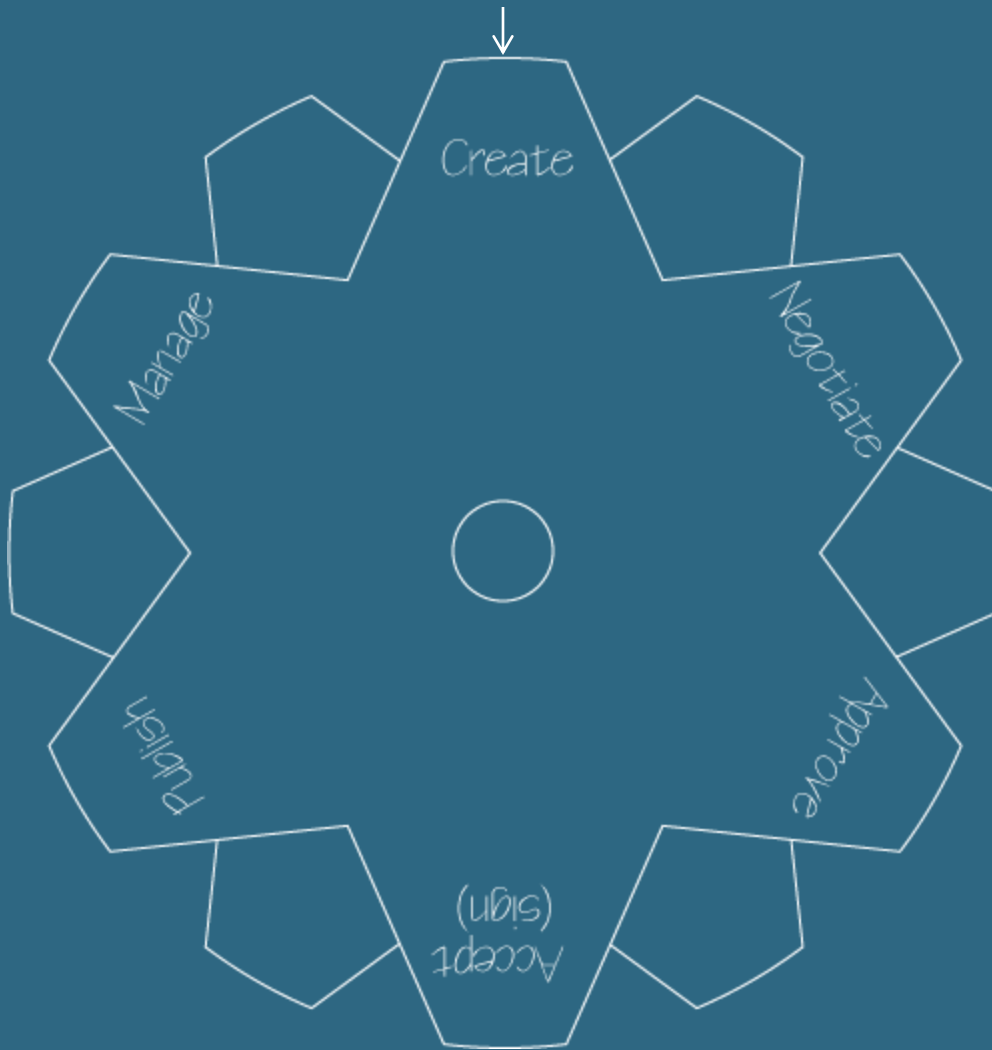Cisco Revenue Growth to $45.7B
Legal Spend of $193M (COGS and OPEX)

Cisco Legal Services

165 attorneys worldwide
56 additional professionals
    7 administrative assistants
    17 paralegals
206 primary outside law firms

Top-Level Capabilities & Tools

Self Service
Auto-templates
Auto letters

TelePresence
Playbook
OnRamp Exchange
WebEx

VAP
Light workflow

Click Accept

Documentum
Contract Data Store

Search
Auto-renew
Auto-notifications

Succeeding Generations—
New Technologies

Communicate

- E-Mail
- Calendar
- Group Scheduling
- Discussion Forums
- Audio Conferencing
- Low Definition Video Conferencing

Share

- Teamware
- Instant Messaging
- Presence
- Mobile/Wireless
- Web Conferencing
- P2P
- Webcasting
- High Definition, Immersive Video

Network

- Blogs and Wikis
- Social Network Analysis
- Social Applications
- Expertise Location
- Syndication (RSS)
- *Ad Hoc* Workflow

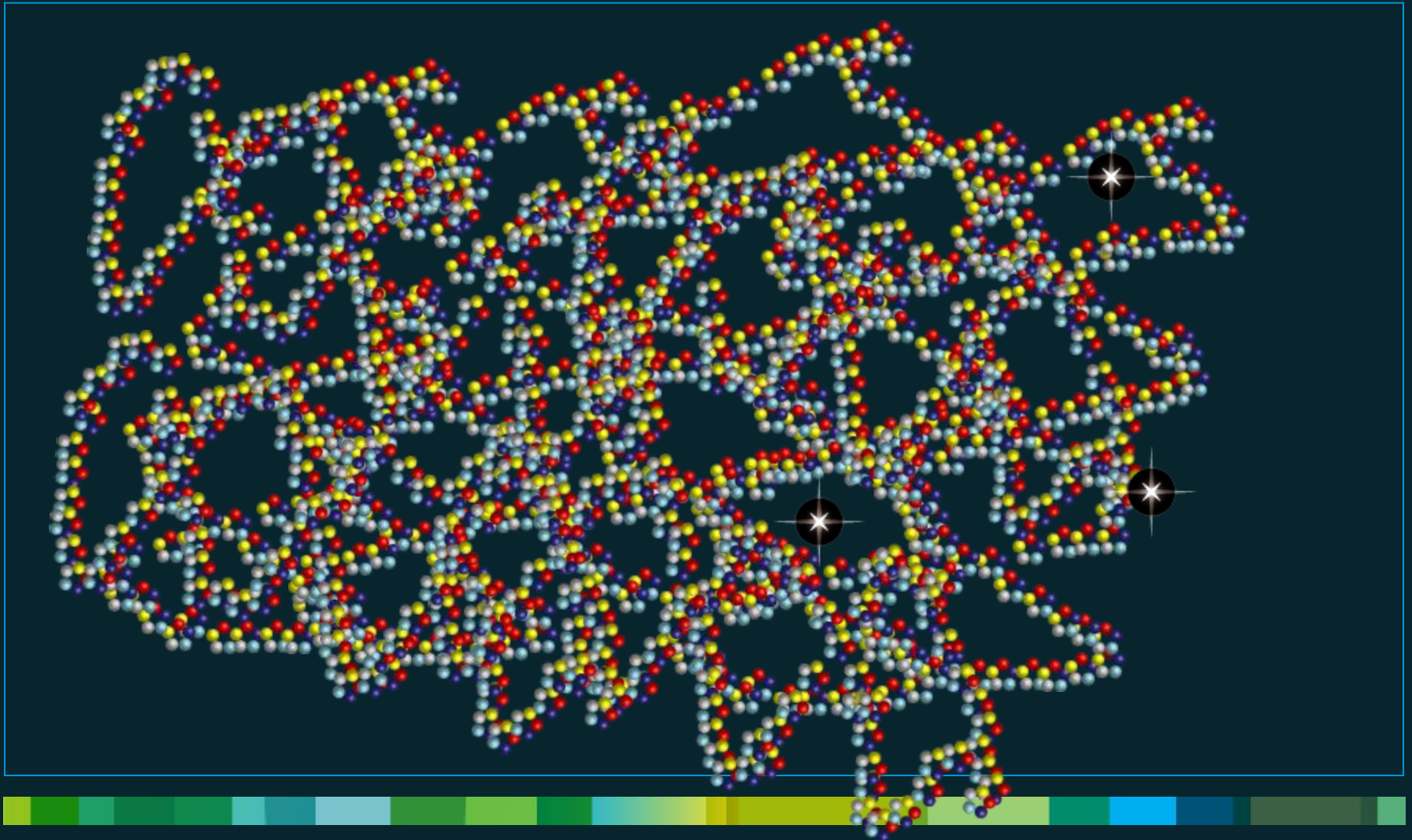| 1st Generation | 2nd Generation | 3rd Generation |

Addressing the 3rd Wave

Network

- Blogs and Wikis
- Social Network Analysis
- Social Applications
- Expertise Location
- Syndication (RSS)
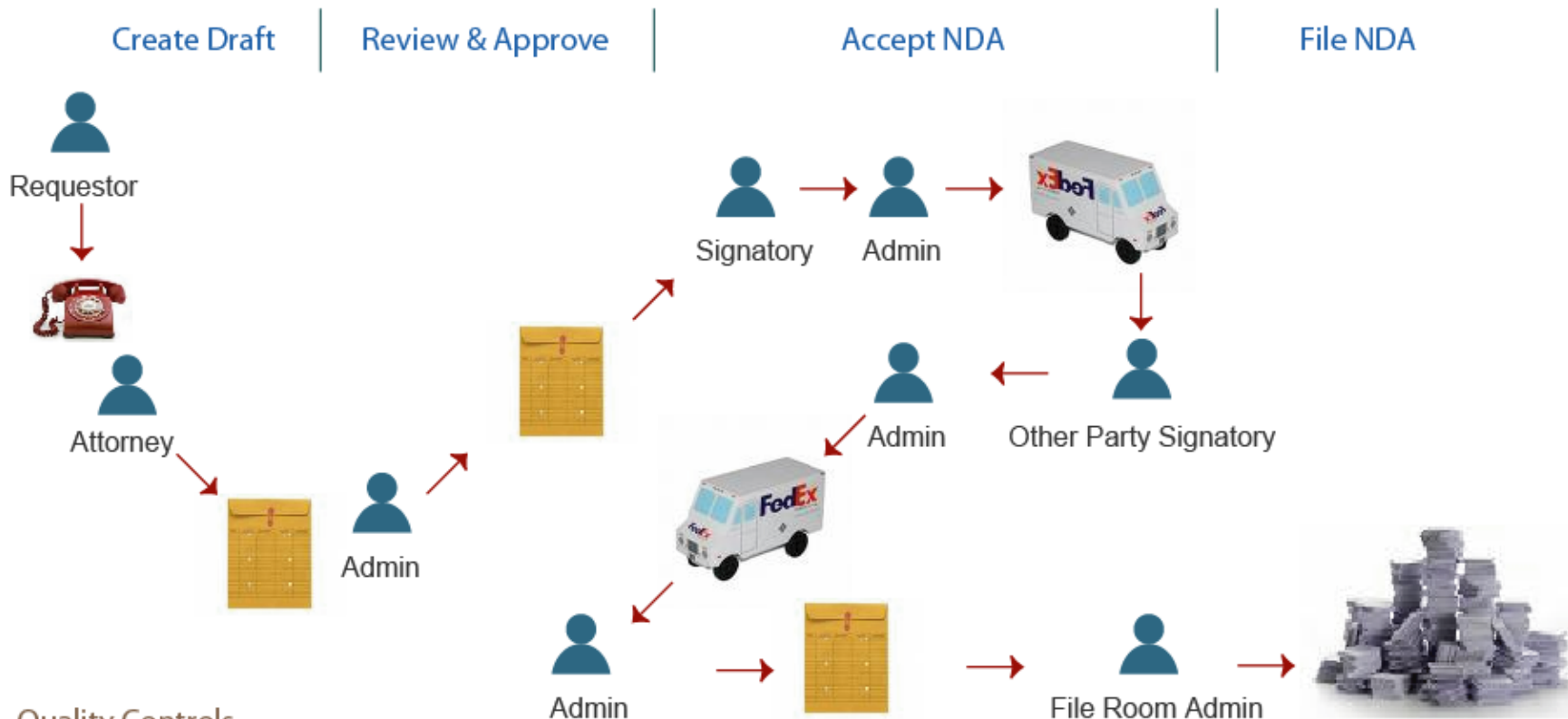- *Ad Hoc* Workflow

3rd Generation

- Legal internal (secure, privileged)
- Legal to internal client (secure, privileged)
- Legal to firm (privileged)
- Legal to peer departments (open)

Knowledge and Collaboration Webs

NDAs: before

Paper & Ink

Create Draft | Review & Approve | Accept NDA | File NDA

Requestor → Attorney → Admin → Signatory → Admin → (FedEx) → Other Party Signatory → Admin → Admin → File Room Admin

Quality Controls

| O.K. template? X | O.K. terms? X | O.K. signatory? X | Countersigned? X | Filed? X |
| | | | | Retrievable? X |

NDAs: after

NDA Central

Create Draft	Review & Approve	Accept NDA		File NDA
Cisco Requestor	NDA Central	Cisco Signatory	Other Party Signatory	NDA Central

Cisco Attorney
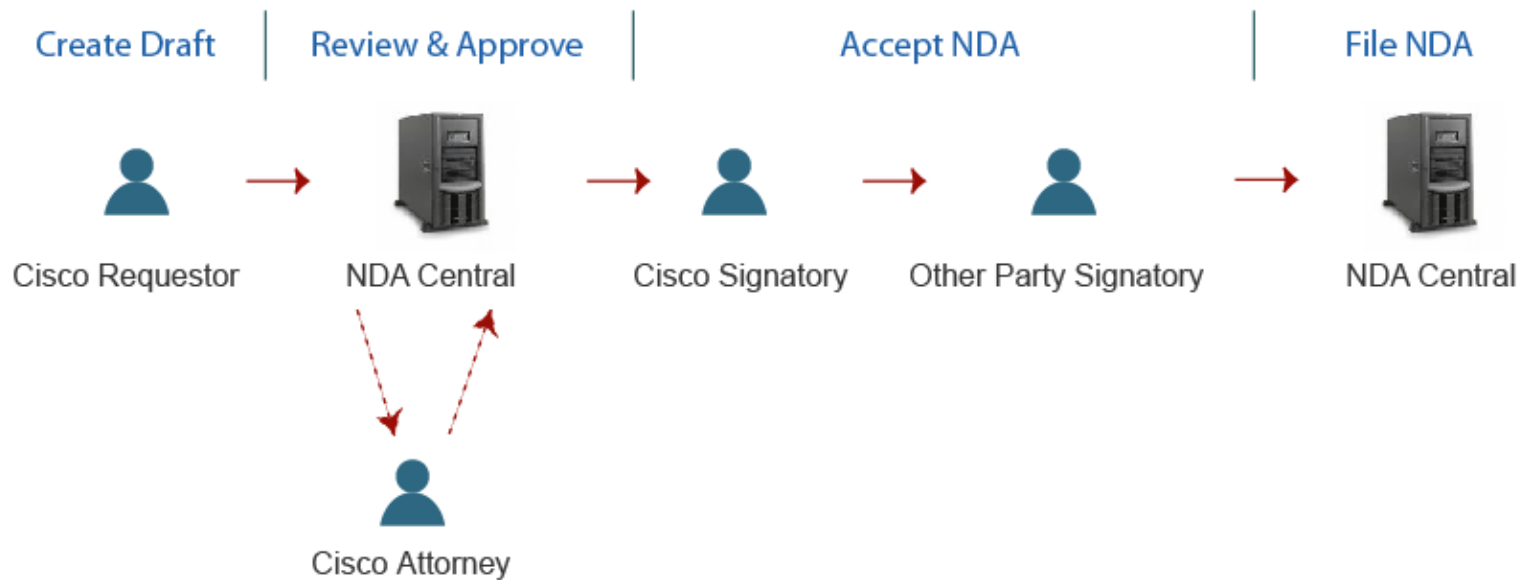
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				Retrievable? ✓