



REUTERS/Toru Hanai

WHAT HAVE YOU DONE FOR US LATELY?

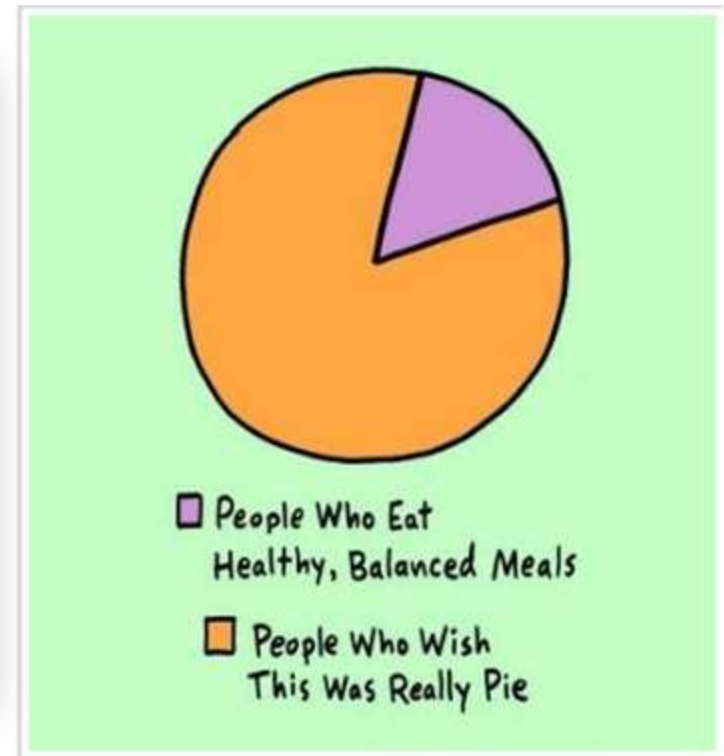
Enhanced Law Department Reporting to Management

ROBERT THOMAS, VICE PRESIDENT, STRATEGIC DEVELOPMENT
BERNADETTE BULACAN, CORPORATE LEGAL SEGMENT



THOMSON REUTERS

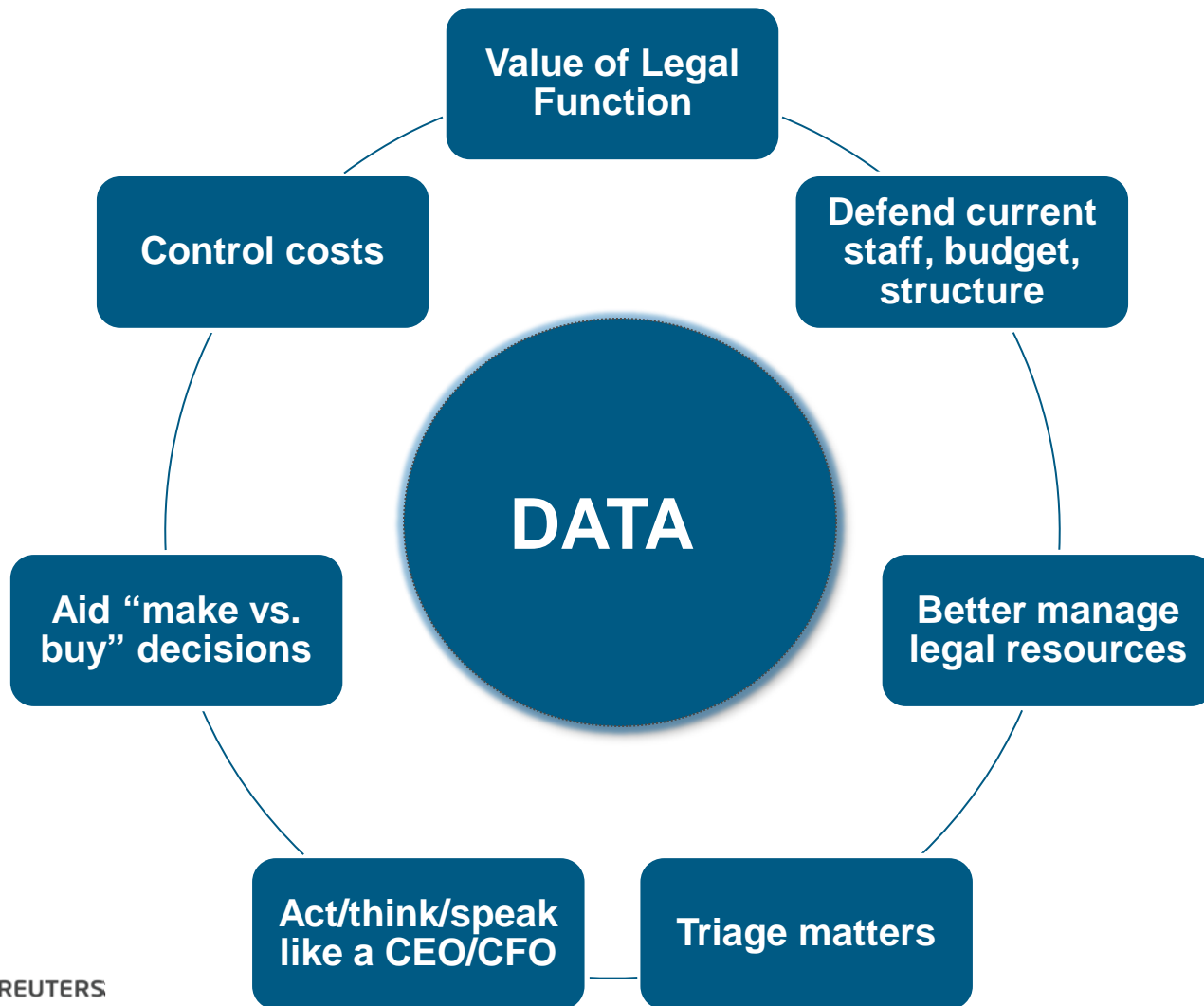
A PICTURE IS WORTH A THOUSAND WORDS



TODAY'S GOALS

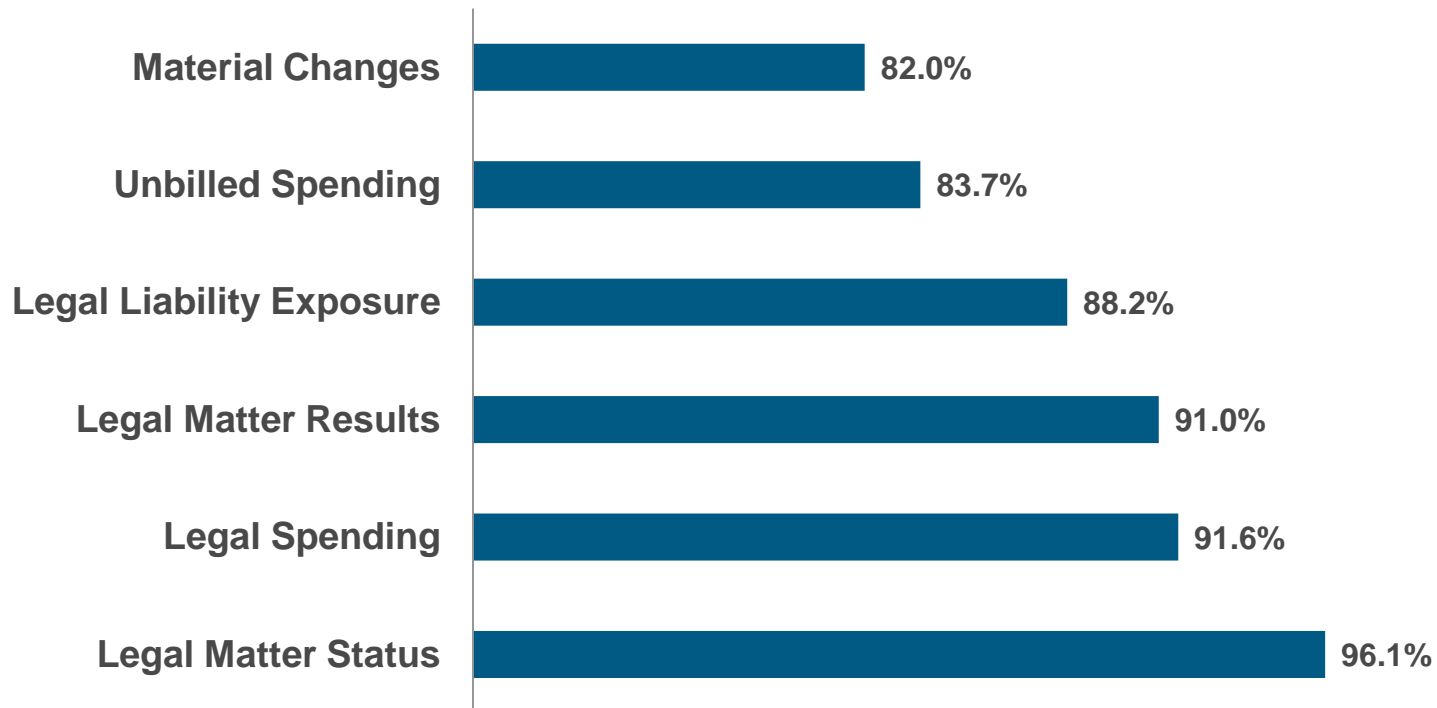
- Demonstrate department's value with compelling law department management reports
 - Company's legal situation
 - Law department operations and productivity
 - Outside counsel management
- Build presentations that effectively tell your story
- Ensure current/accurate data for your reports

WHY USE METRICS TO MEASURE THE LEGAL DEPARTMENT?

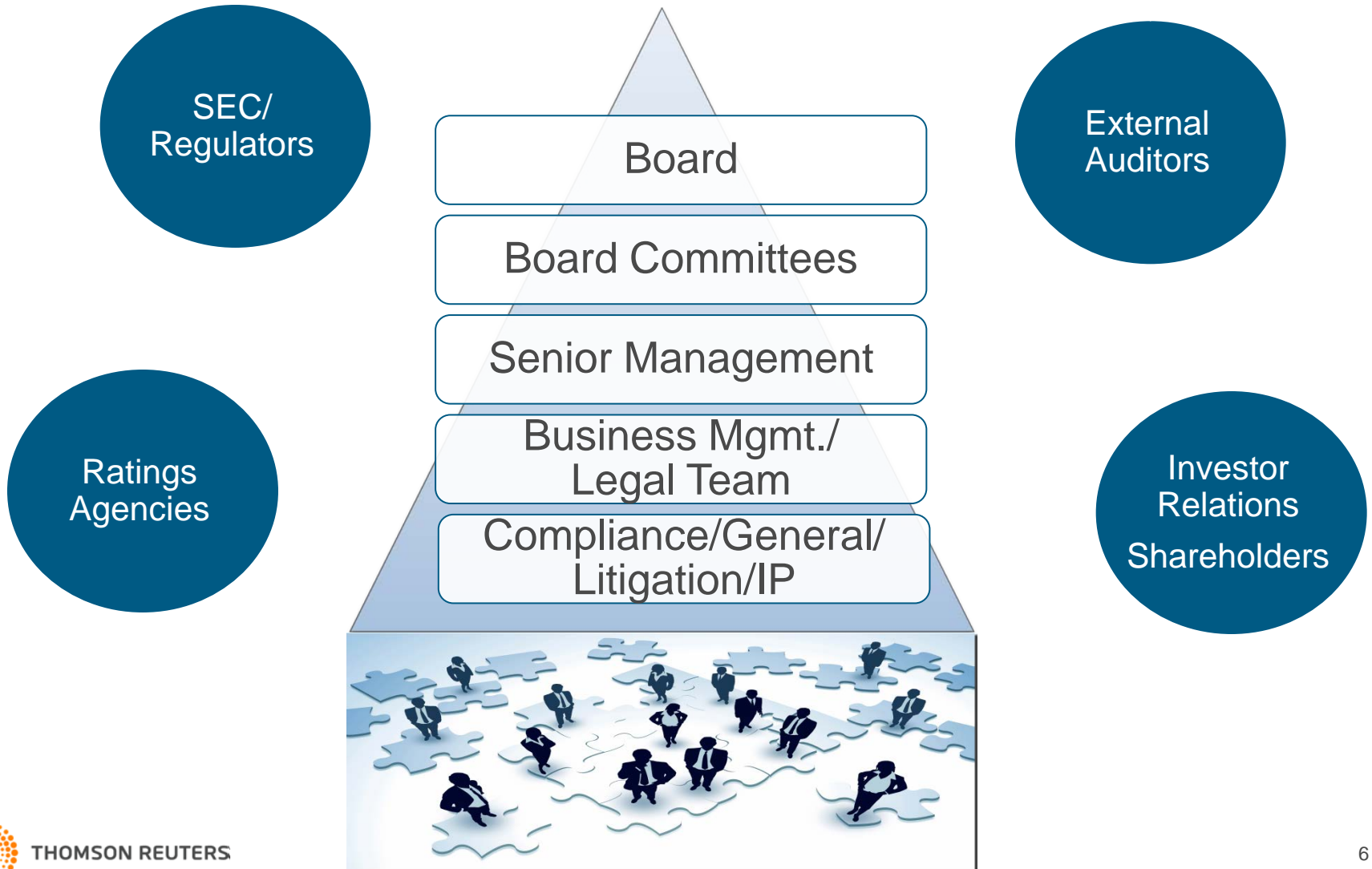


IMPORTANCE OF DATA: WHAT KEEPS YOU UP AT NIGHT

Most Common Reports



TAILOR REPORTS FOR DIFFERENT NEEDS & AUDIENCES





COVERING THE LEGAL LANDSCAPE

CATEGORIES	HISTORICAL	CURRENT	TRENDS/ PREDICTIONS	BENCH- MARKS <i>(internal/ external)</i>
COMPANY LEGAL SITUATION				
LAW DEPARTMENT OPERATIONS				
OUTSIDE COUNSEL MANAGEMENT				

COMPANY LEGAL STATUS: ANSWER STRATEGIC QUESTIONS

- What are the significant changes in our inventory of legal work?
 - What factors are driving these changes?
- What are the key changes in our legal spending?
 - What are the primary causes?
- What are the latest developments in our most important matters?
- What are the key developments on the horizon?

COMPANY LEGAL STATUS: MULTIPLE DATA POINTS BUILD THE PICTURE

	<u>MONTH</u>	<u>YTD</u>	<u>2011</u>
Total Matters	595	-152	747
Total Spending	\$672,024	\$4,974,492	\$9,084,047
Total\$/M Sales	.19%	.16%	.21%
Active Litigation	12	-2	14
New Litigation	1	8	17
Closed Litigation	0	8	15
Cycle Time	N/A	199 Days	357 Days
Litigation Spend	\$367,960	\$2,960,967	\$3,642,612
Litigation \$/M Sales	.10%	.10%	.08%
Settlement \$	N/A	\$1,602,715	\$278,936
Patents	970	+31	939
Trademarks	272	-17	289
IP Spending	\$176,135	\$1,358,005	\$1,467,726
IP\$/M Sales	.05%	.04%	.03%
Trainings	7	32	21
Ethics Complaints	0	1	1

DEEPER DIVE: TOTAL SPENDING

	MONTH	YTD	2011
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DEEPER DIVE: LITIGATION

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Trainings	7	32	21
Ethics Complaints	0	1	1

DEEPER DIVE: INTELLECTUAL PROPERTY

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Patents	970	+31	939
Trademarks	272	-17	289
IP Spending	\$176,135	\$1,358,005	\$1,467,726
IP/\$M Sales	.05%	.04%	.03%

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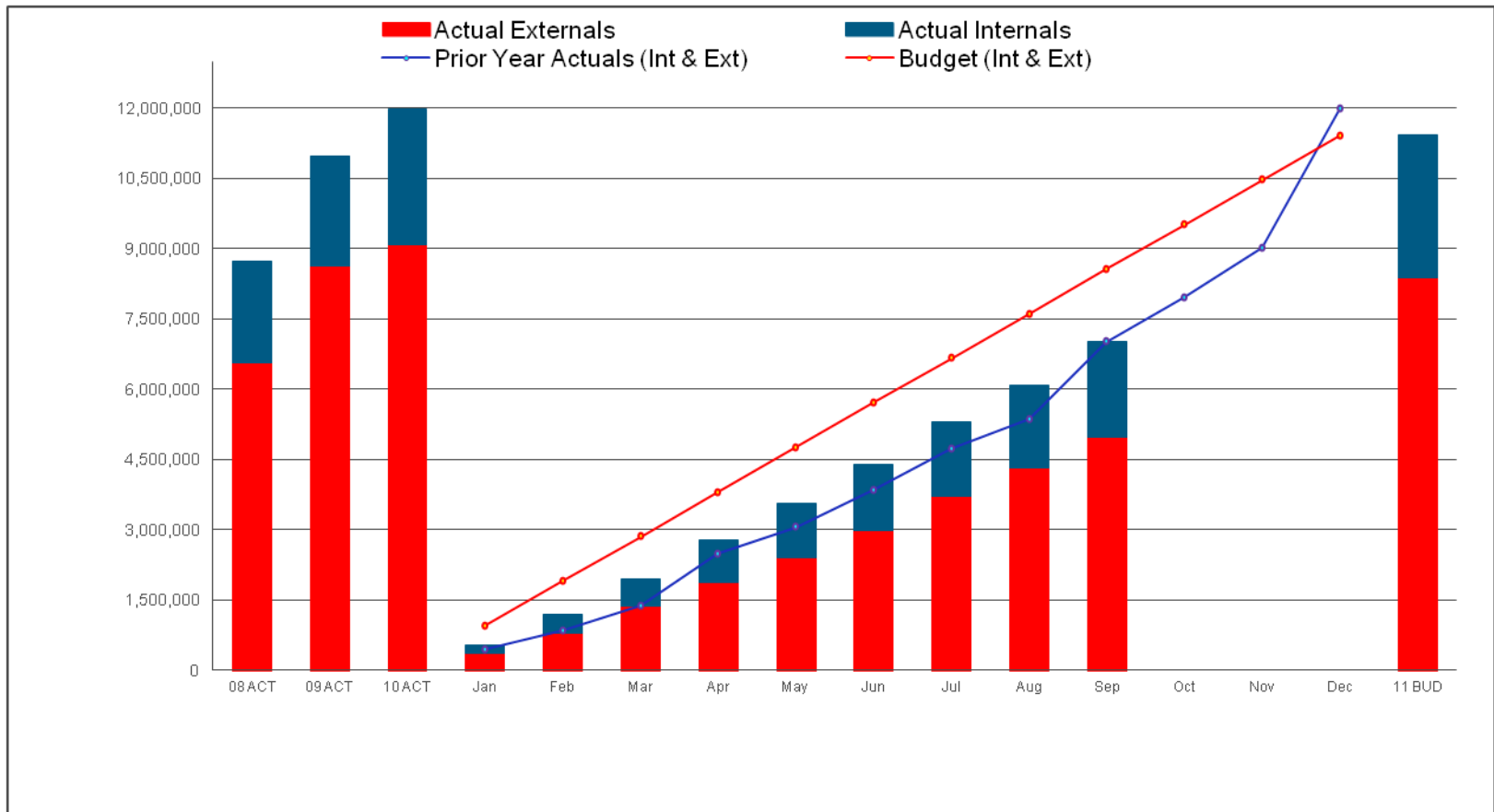
DEEPER DIVE: OTHER INDICATORS OF DEPT. VALUE

	<u>MONTH</u>	<u>YTD</u>	<u>2011</u>
Trainings	7	32	21
Ethics Complaints	0	1	1

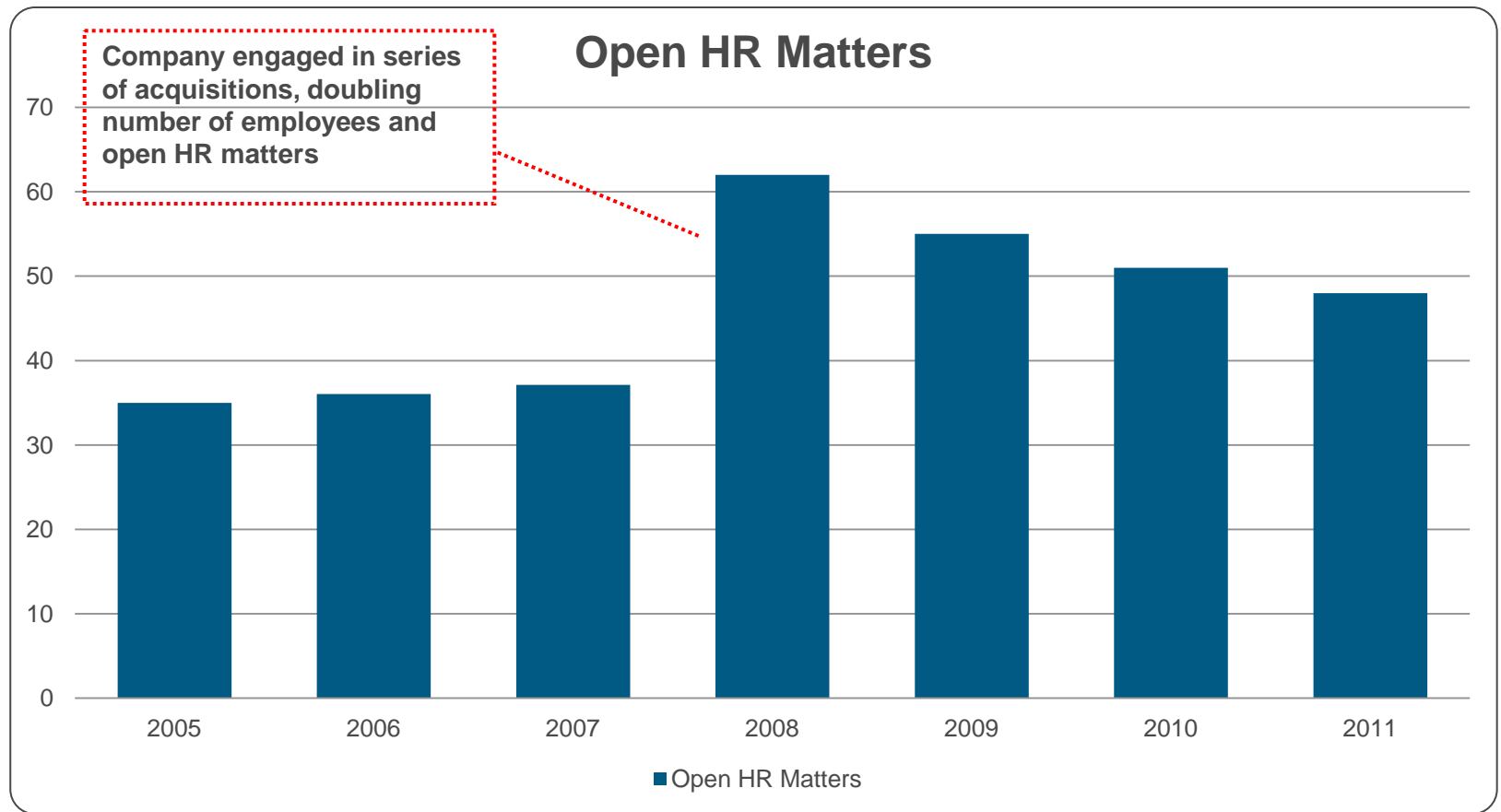
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IS OUR LEGAL SPENDING ON TRACK?

Budget to Actual Report



WHAT IS DRIVING THE CHANGES IN OUR LEGAL INVENTORY?



COMPANY LEGAL STATUS: EXPOSURE AND RISK MANAGEMENT

- What are the trends in legal exposure?
- What are the main causes?
- Are reserves/insurance coverage adequate?

WHAT IS OUR LITIGATION PROFILE?

By Division (Year to Date)

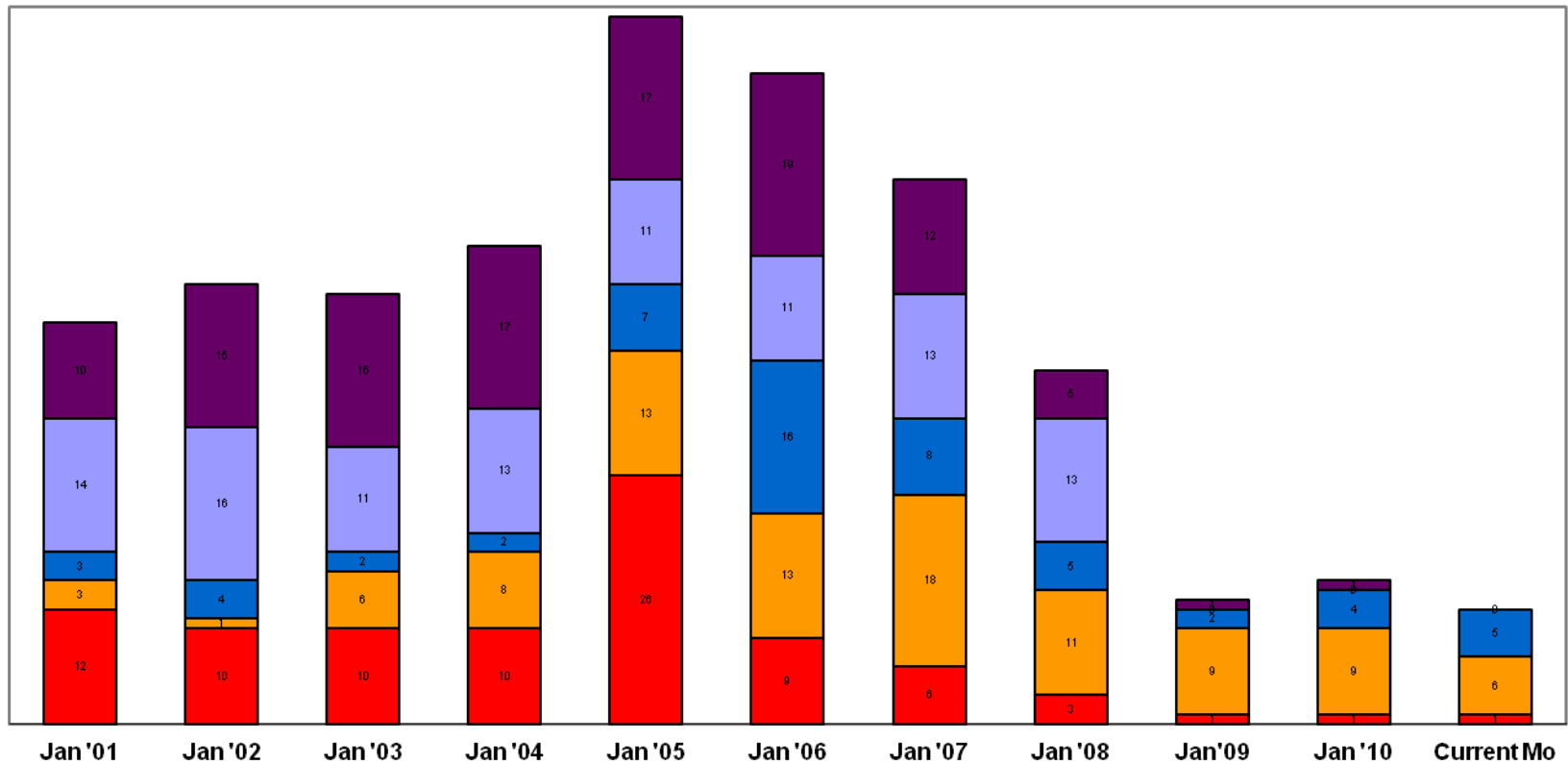
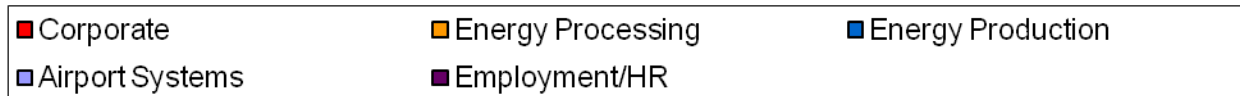
Division	Insured	Uninsured	Mass Tort	Plaintiff	Total
Corporate	0	0	1	0	1
Energy Processing	21	7	4	14	46
Subsea Production	0	3	0	0	3
Surface Production	12	1	0	0	13
Total	33	11	5	14	63

Domestic vs. International (Year to Date)

Location	Insured	Uninsured	Mass Tort	Plaintiff	Total
US	33	6	5	14	58
Non-Us	0	5	0	0	5
Total	33	11	5	14	63

WHAT ARE THE PRIMARY DRIVERS OF OUR LITIGATION?

Litigation Trends



LAW DEPARTMENT PRODUCTIVITY: OPERATIONAL REVIEW

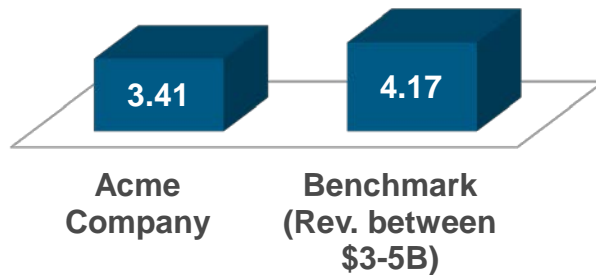
- What are the trends in headcount and internal spending?
 - Compared against company revenue?
- Allocations between in-house & outside counsel?
- How do costs compare with value (results, cycle time, etc.)?
- How is our predictive accuracy (performance against budgets)?
- How have we improved legal cost avoidance?
- How is legal complying with company-wide policies?

ASSESSING STAFFING LEVELS

- Is the number of attorneys and staff in department in line with similarly situated companies?

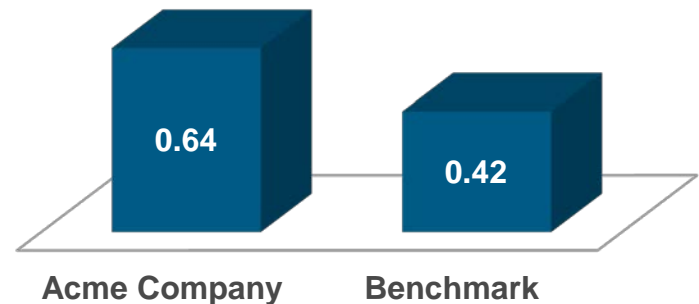
Median Lawyers per US\$ Billion In Revenue

■ Lawyers per US\$ Billion



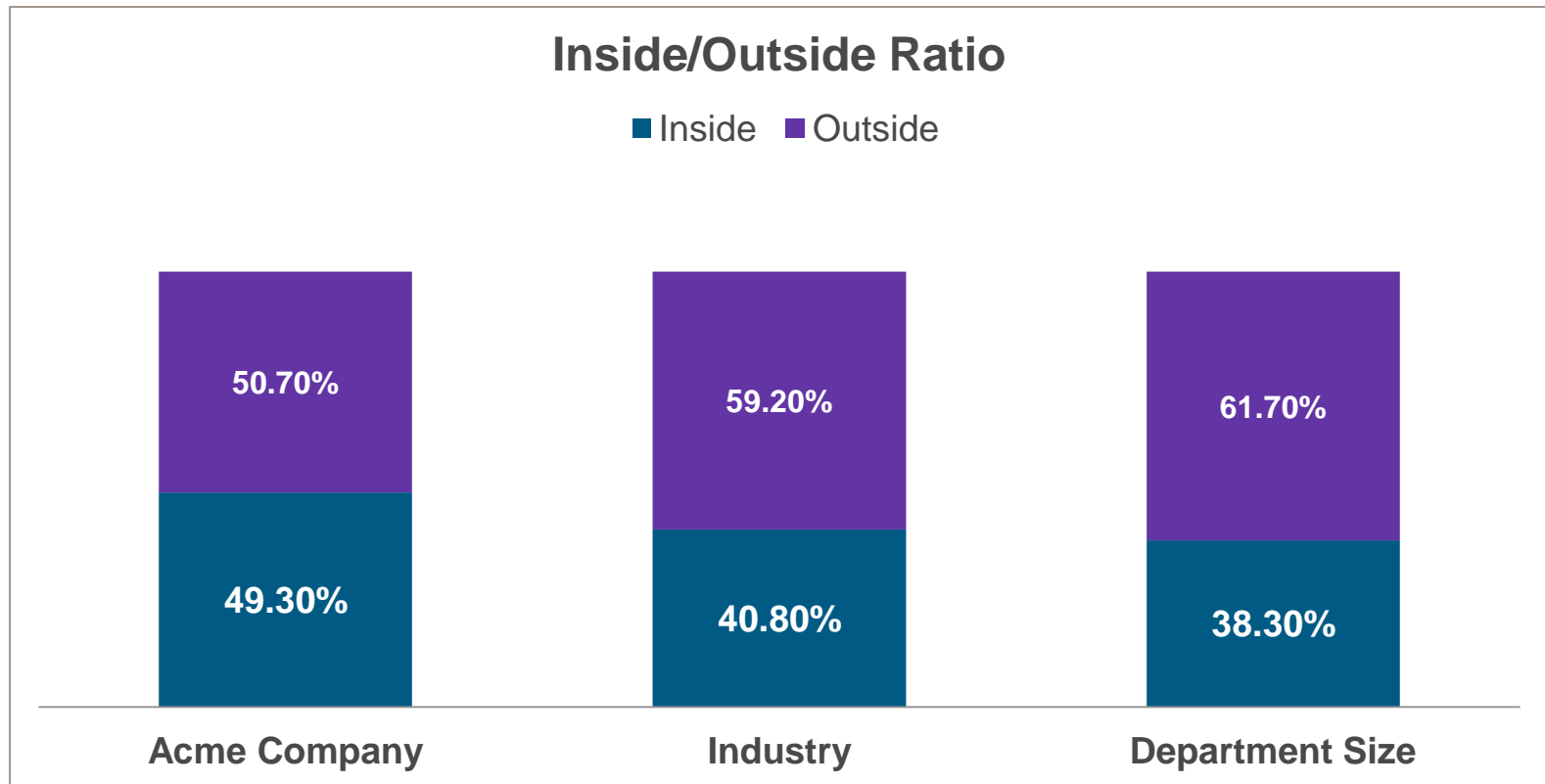
Non-lawyer staff per lawyer

■ Non-lawyer staff per lawyer



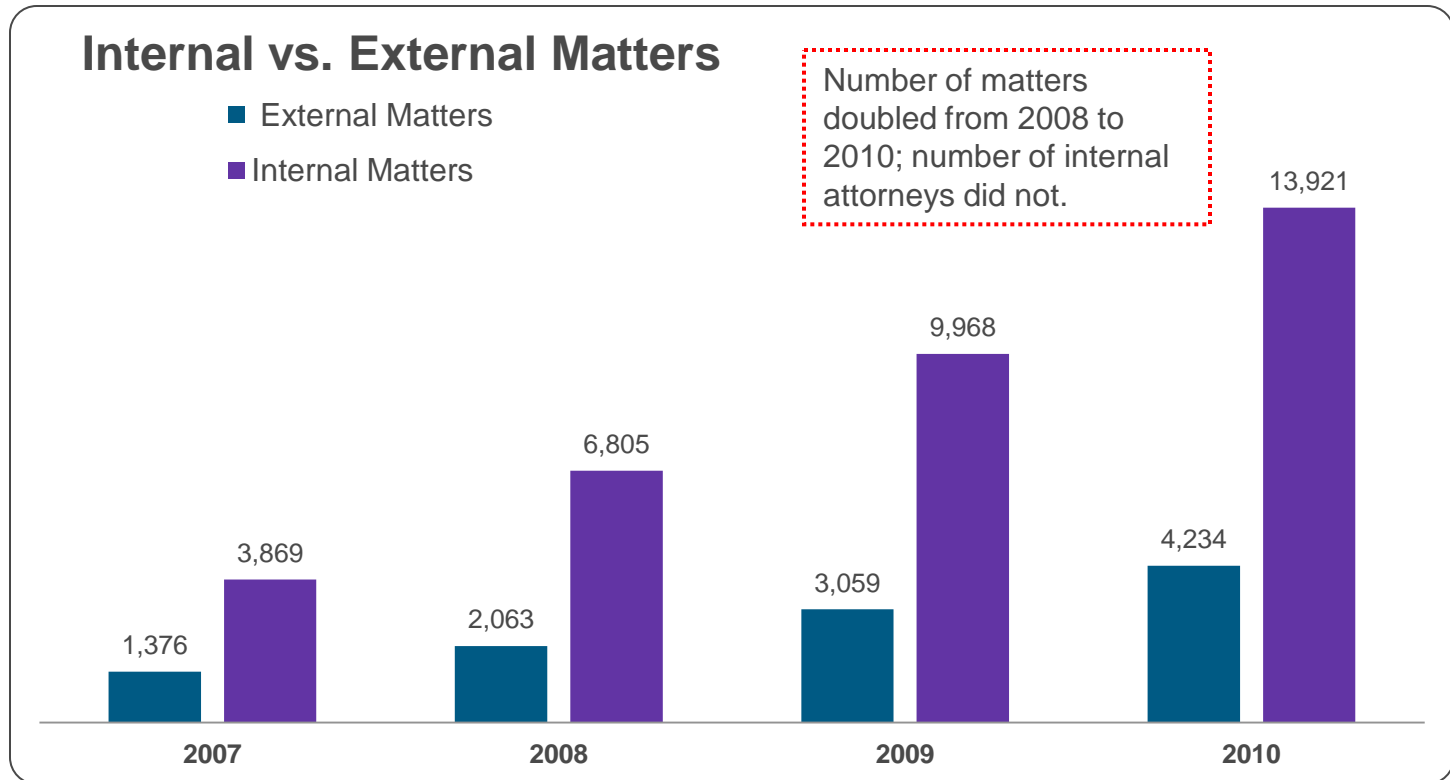
BALANCING IN-HOUSE/OUTSIDE COUNSEL SPENDING

- How much of the legal department budget is allocated in-house as opposed to outside law firms?



HANDLING MORE WITH SAME STAFF

- Number of overall matters growing, but internal matters growing at greater pace and handled by static number of in-house attorneys



ASSESSING COST VS. VALUE OF OUTSIDE COUNSEL

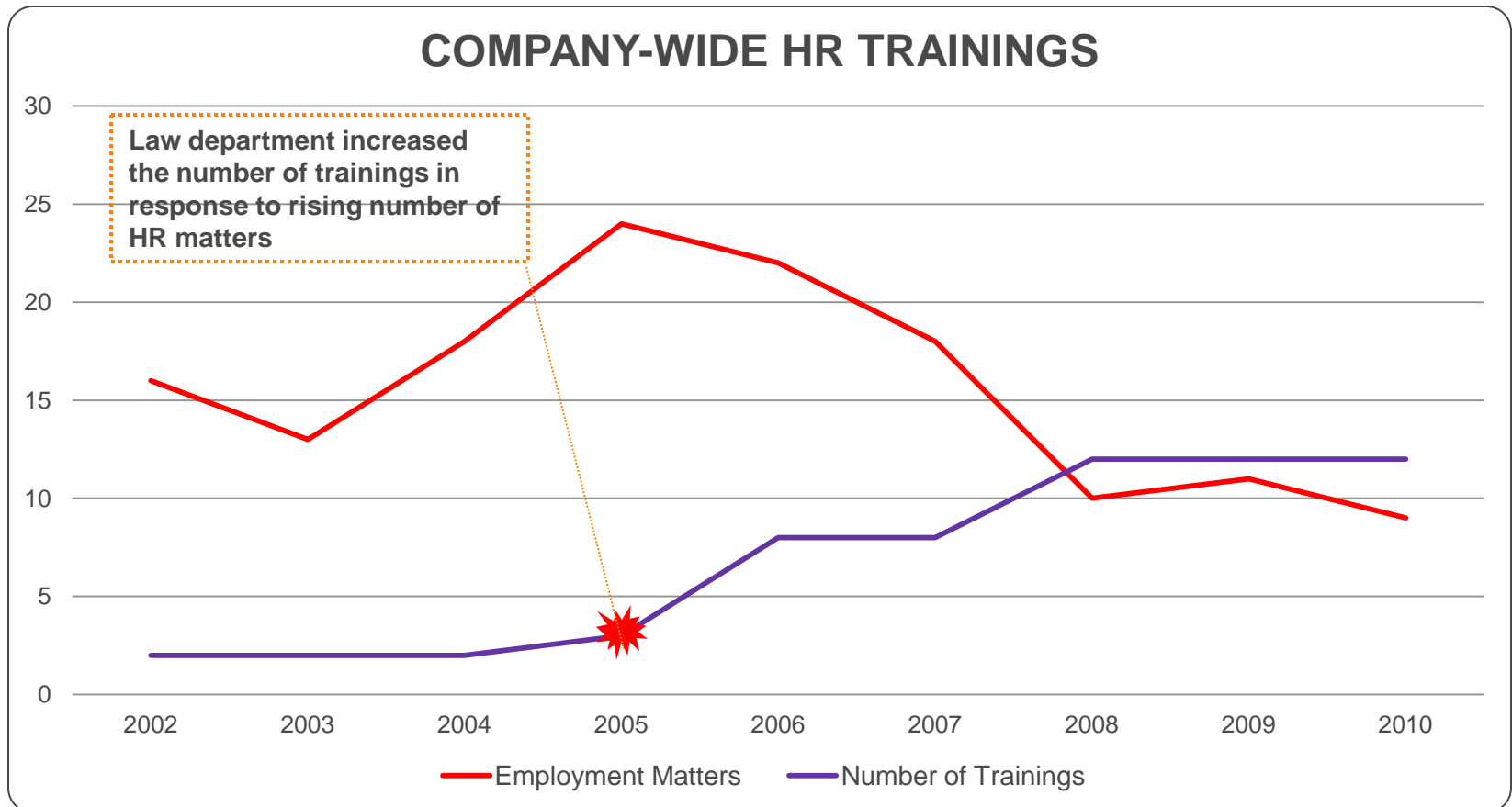
Matter Resolution Detail with No Grouping							
Report Criteria							
Report							
Print Report...		Export CSV...					
Matter Name ▲	Lead Co. Person	Lead Firm Lead OC	Duration Estimated	Fees & Exp % Budget	Paid % Estimate	Received % Estimate	Total Outlay Estimated
Totals: 3 matter(s)			1925	\$582,765	\$1,865,000	\$0	\$2,447,765
			1937	107%	101%	0%	\$2,395,500
Averages:			641	\$194,255	\$621,667	\$0	\$815,922
Show details / Hide detail:			645	107%	101%	0%	\$798,500
Coyote v. Acme	Admin, Acme	Shriber Handy Lawyer, Greg	644	\$77,812	\$830,000	\$0	\$907,812
			669	141%	104%	0%	\$855,000
Substantive Law:		Liability - Products					
Matter Description:		Premature explosion (due to defective short fuse) propelled plaintiff over cliff, and ended cartoon.					
Form of Resolution:		Jury Trial					
Description of Resolution:		Court awarded plaintiff \$830,000 in special and general damages.					
Timing of Resolution:		Trial Decision (Estimated: Trial Decision)					
Date Resolved:		05/12/2006 (Estimated: 06/06/2006)					
Matter Complexity:		Moderate					
Lessons Learned:		Jurors in this jurisdiction seem to have an affinity for toons, and are inclined to punish corporations.					
Hours Billed by Firm:		214.2					
Blended Hourly Rate:		\$243.56					
Number of Invoices:		LEDES: 9 - Non-LEDES: 3					
Lead OC Evaluation:		3.5 - Good choice of outside counsel					
Custer v. Acme	Casemanager, Jeff	Harper & McCord Lawyer, Robert	1053	\$351,219	\$660,000	\$0	\$1,011,219
			1031	94%	98%	0%	\$1,050,000
Substantive Law:		Liability - Products					
Matter Description:		Dynamite exploded as worker was making final preparations due to defective short fuse. Significant injuries to hands.					
Form of Resolution:		Jury Trial					
Description of Resolution:		Court awarded plaintiff \$623,000 in actual and special damages.					
Timing of Resolution:		Trial Decision (Estimated: Trial Decision)					
Date Resolved:		06/23/2006 (Estimated: 06/01/2006)					
Matter Complexity:		Moderate					
Lessons Learned:		Judge's sympathy elicited during Christmas season--seek continuances of such trials until after years end.					
Hours Billed by Firm:		175.4					
Blended Hourly Rate:		\$266.93					
Number of Invoices:		LEDES: 8 - Non-LEDES: 4					
Lead OC Evaluation:		3.0 - Not bad outcome for this lawyer/firm.					

PERFORMING TRIAGE TO PRIORITIZE MATTERS THAT NEED ATTENTION

<u>Matter Name</u>	<u>Substantive Law</u>	<u>Actual Spending</u>	<u>Budget</u>	<u>Actual/Budget%</u> ▼
TOTAL ITEMS (17)				
		\$7,612,176.52	\$8,924,312.91	85%
EU Off-Shore	Business Governance	\$375,403.89	\$260,000.00	144%
Juno Contract	Antitrust/Unfair Competition	\$587,686.30	\$445,030.59	132%
Green Tree Lit	Environmental Law	\$456,659.71	\$371,498.00	123%
Acme Trademark Matter (Int'l)	Intellectual Property - Trademark	\$288,456.40	\$250,300.00	115%
Big Boom TMs - US	Intellectual Property - Trademark	\$717,740.71	\$658,779.01	109%
Roadrunner v. Acme	Employment-Discrimination/Disabilities Law	\$842,247.35	\$831,000.00	101%
Yessler Agreement	Contracts	\$1,137,309.91	\$1,369,411.63	83%
Chicago Leases	Real Estate	\$266,865.67	\$329,332.00	81%
Ireland Tax Restructure	Tax - International	\$638,579.36	\$791,976.72	81%
Acme Pipeline Defect	Computers/Software	\$1,080,508.74	\$1,342,780.54	80%
Georgie Corp. Merger	Mergers/Acquisitions/Divestitures	\$447,567.92	\$588,479.42	76%
REXAL Doc Request	Contracts	\$471,429.95	\$628,500.00	75%
Big Boom TMs - UK	Intellectual Property - Trademark	\$103,964.35	\$183,725.00	57%
Sprengen International Divestiture	Corporations/Business Entities	\$25,789.40	\$62,000.00	42%
RFID Patent Filing	Intellectual Property - Patent	\$50,125.23	\$202,000.00	25%
Dual-sleeved Pipe Coupler	Intellectual Property - Patent	\$49,089.35	\$240,000.00	20%
Aardvark Drilling v. Acme	Construction	\$72,752.30	\$369,500.00	20%

SAVINGS FROM PRACTICING PREVENTIVE LAW

- Show the value of trainings provided by legal department



SUPPORTING CORPORATE INITIATIVES

- Demonstrate compliance with company-wide sustainability, diversity, other initiatives



"Our old processes wasted so much paper, which was unacceptable to me personally and didn't fit with our company policy of environmental responsibility."

"By using Serengeti for just one year, we can avoid printing and copying some 24,000 pages of legal invoices. That's smart and sustainable."

Julie Schwartz
Senior Paralegal
Life Technologies

CASE STUDY: Life Technologies Finds It's Easy—and Efficient—Being Green on Serengeti

24,000 pages of legal invoices. That's smart and sustainable.

CASE STUDY: Life Technologies Finds It's Easy—and Efficient—Being Green on Serengeti

GET INVOLVED

Serengeti is working to make a positive impact on our industry and our environment. We encourage you to join us in the following ways:

Calculate Your Annual Resource Savings

"Complete the following green calculator to determine the green impact of switching from paper to electronic legal billing.

- Average pieces of paper/envelopes received per bill**
Average across Serengeti clients is 6 pages received (including 1 cover page and 1 page for the envelope)
- Photocopies made of each bill**
Average across Serengeti clients is 1 photocopy
- Additional paper/envelopes added to each bill**
Average across Serengeti clients is 2 additional pages per bill (including 1 approval page and 1 check request)
- Average number of bills received each month**
This number will be multiplied by 12 to derive an annual amount

Calculate Annual Resource Savings

Paper:	10,080 pages/envelopes
Trees:	50 10 year-old trees
Forest:	1,310 square feet
Water:	7,056 gallons
Gasoline:	202 gallons
Emissions:	9,072 pounds

Source: PaylGreen.com

OUTSIDE COUNSEL MANAGEMENT

- What are our inventory, spending and rate trends?
- Are we implementing a successful convergence strategy?
- What savings have we achieved from better management of outside counsel (rate controls, alternative fees, bill audits)?
- Are we getting better value from outside counsel (responsiveness, better results, understanding our business, free trainings, etc.)?

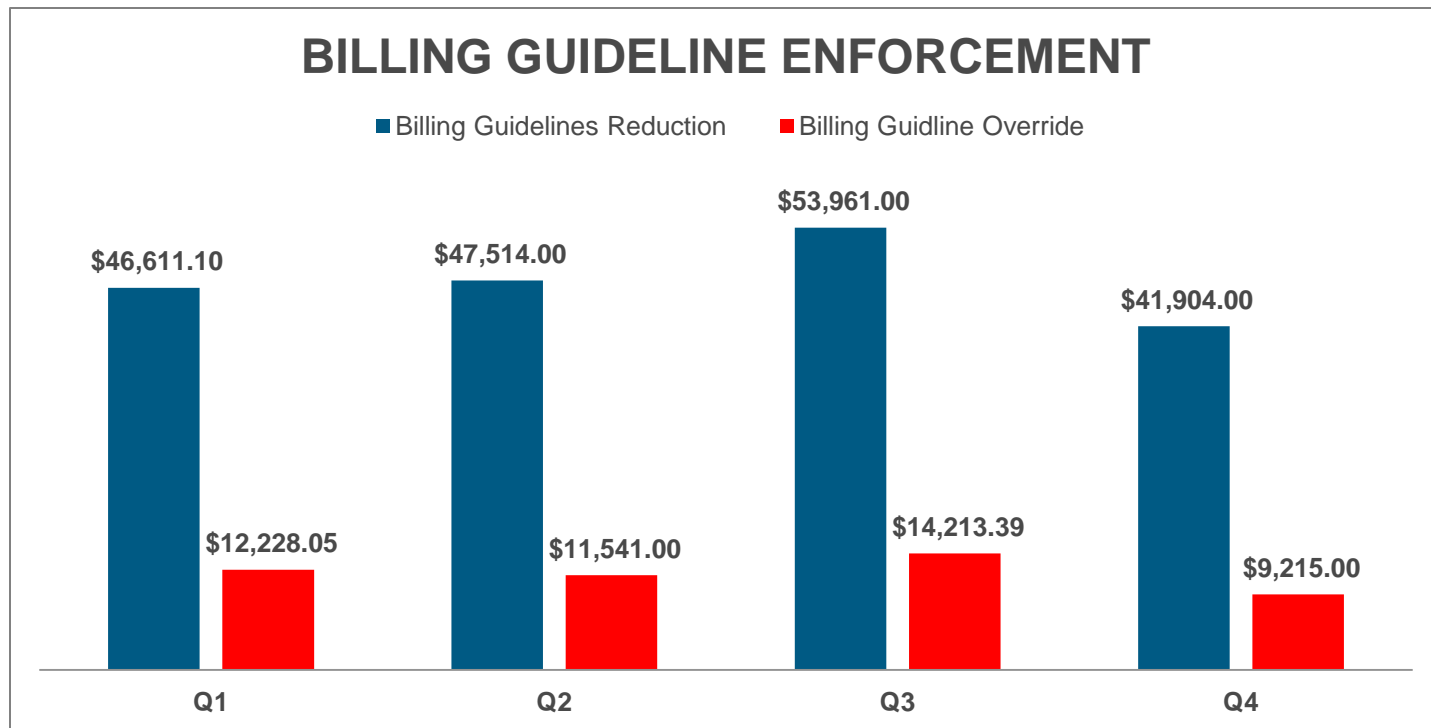
BALANCING WORK AMONG FIRMS

- Understand the landscape of the department's external matters

Firm	Business Unit/Focus	2011 \$K	%	2011 Evaluation Score	# Files (Lead)
Firm 1	Employment (All Vendors)	1,186	23.8%	3.4	31
Firm 2	Processing & Production/Lit & Gen	492	9.9%	3.0	12
Firm 3	IP	347	7.0%	3.6	81
Firm 4	International	304	6.1%	3.4	15
Firm 5	International - Brazil	300	6.0%	3.0	2
Firm 6	All - Annuity Payments	297	6.0%	N/A	N/A
Firm 7	International	265	5.3%	3.2	36
Firm 8	IP	202	4.1%	3.3	58
Firm 9	IP	191	3.8%	3.5	98
Firm 10	Customs Compliance	145	2.9%	3.6	1
Firm 11	Litigation	132	2.7%	4.4	13
Firm 12	IP - DDS	131	2.6%	3.6	34
Firm 13	IP	117	2.4%	3.6	15
Firm 14	Corporate	115	2.3%	4.1	21
Others	39 Firms	750	15.1%		
TOTALS		4,974	100.0%		

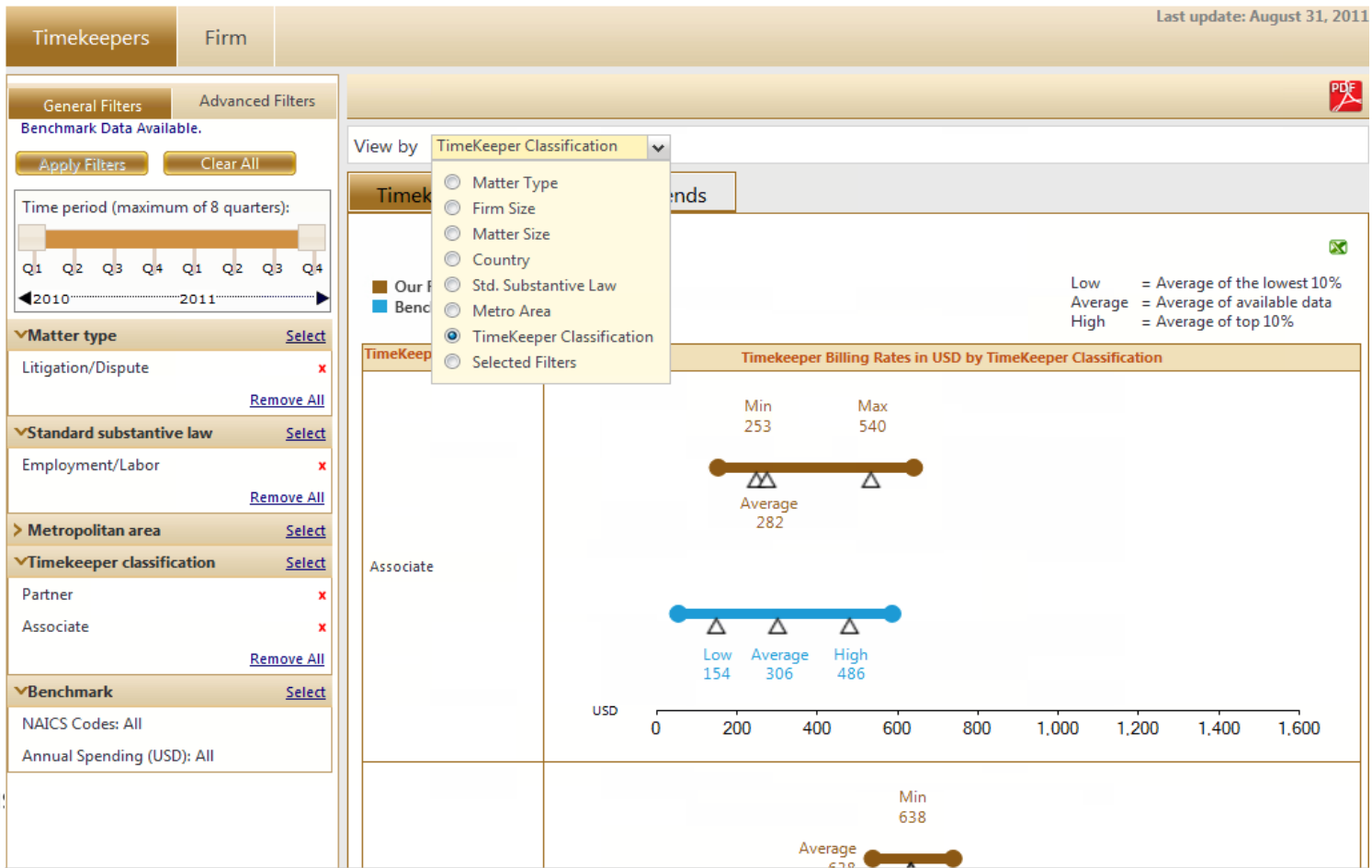
COMPLIANCE WITH RETENTION GUIDELINES

- Are our firms following our retention terms?
- Are we leaving money on the table by ignoring audits?



ASSESSING LAW FIRM RATES

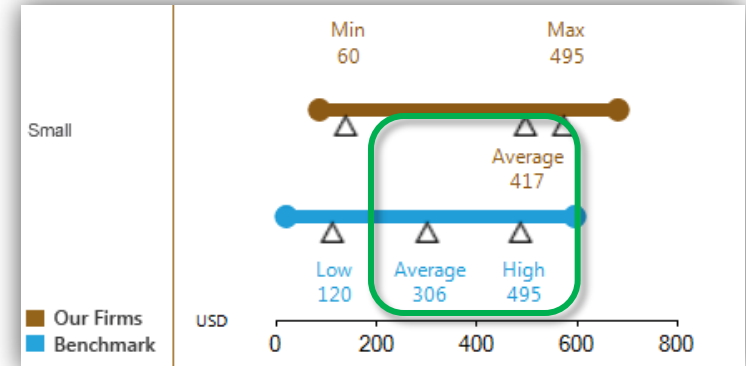
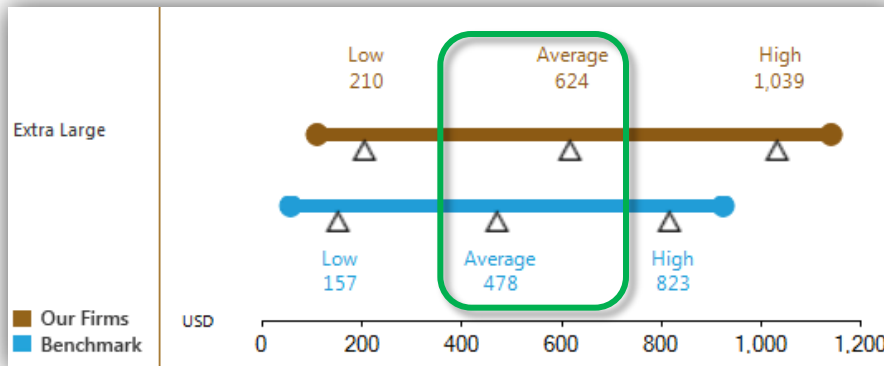
- Understand how your rates compare with rates being paid by your peer legal departments



REVIEWING ALLOCATION OF WORK

- Analyze mix of law firms, and drive more work to the “right size” law firms

Firm Size	No. of Firms	Spending	Percentage of Spending		Percentage of Firms	
			Company	Benchmark	Company	Benchmark
Extra Large	28	\$20,123,282 USD	79.26%	3.11%	86.34%	2.66%
Large	5	\$4,919,989 USD	19.43%	7.82%	11.21%	5.26%
Small	3	\$45,856 USD	.72%	47.26%	3.24%	49.58%
Medium	1	\$83,625 USD	1.37%	40.91%	1.96%	42.50%



EFFECTIVE MANAGEMENT OF RATE REQUESTS

- Use industry benchmarks to make better decisions regarding outside counsel rates

Pending Inv. | Inv. AP Exchange | Bdgt & Accrual | **TK Rate Review** | Time Entry Page Help

Timekeeper Rate Review

Rate Analysis

Timekeepers

TIMEKEEPER DATA		RATE PROPOSAL		RATE ANALYSIS			
Timekeeper	Metro Area Matter Type - Classification - Years Of Experience	Current	Proposed Index	% Change Index	%ile	Discount Index	Fees Next Yr Fees Last Yr
Shriber & Handy Timekeeper Count: 104				8% 3%	19	6.26% 4.6%	\$1,638,402.52 (10%) \$1,483,274.17
<input type="button" value="save"/> <input type="button" value="cancel"/>	Alan Marks Seattle, WA Trademarks - Partner - 14	\$235.00	\$260.00 <input type="text" value="260"/> \$243.00	+11% 4%	72	5% 8%	\$13,728.10 (11%) \$12,408.16
<input type="button" value="change"/>	Alfred Crossing Los Angeles, CA Litigation - Associate - 5	\$370.00	\$390.00 \$325.00	+5% 6%	5	3% 2%	\$68,328.12 (5%) \$64,824.52

PERIODIC EVALUATION OF OUTSIDE COUNSEL

- Which law firms are the department's highest performers?
- Which law firms follow budget, retention guidelines, etc.?
- Which firms are best candidates for our preferred panel?
- Are outside counsel complying with our policies related to legal project management (e.g., case plans, budgets, periodic status updates?)

SYSTEMATIC EVALUATION OF OUTSIDE COUNSEL

Matter Profile Status & Notes Events & Diary Budget Invoices Documents Participants

New Evaluation

« indicates a required field

Evaluation Date: « ?

Firm: Shriber Handy

Attorney: « ?

	Unacceptable 1	Mediocre 2	Good 3	Very Good 4	Excellent 5	N/A		
Understood Client's Goals: « <i>e.g., business and legal objectives</i>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	? <input type="button" value=""/>	
Expertise: « <i>e.g., knowledge and expertise about issues, substantive law</i>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	? <input type="button" value=""/>	
Efficiency: « <i>e.g., staffing and time spent, overall fees</i>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	? <input type="button" value=""/>	
Responsiveness: « <i>e.g., to deadlines, client policies, communication</i>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	? <input type="button" value=""/>	
Predictive Accuracy: « <i>e.g., reasonableness of budget and predicted results</i>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	? <input type="button" value=""/>	
Effectiveness: « <i>e.g., strategy, execution, results</i>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	? <input type="button" value=""/>	
Internal Comments: «	<input type="text" value="We hired Greg for his expertise, but he allowed his younger associates to do most of the heavy lifting with very little supervision. Much of the drafting and agreements needed to be overhauled by Greg, which doubled our fees. It was difficult to reach him during the transaction. Poor client service."/>						? <input type="button" value=""/>	
Good value; would you use this attorney/firm again?: «	<input type="radio"/> Yes						<input checked="" type="radio"/> No	? <input type="button" value=""/>

COMPARE SUBJECTIVE PERFORMANCE

Outside Counsel Evaluations Detail with No Grouping

Report Criteria

Report

Print Report...

Export...

Legend

1 = Unacceptable 2 = Mediocre 3 = Good 4 = Very Good 5 = Excellent

<u>Firm</u> ▲	<u>Reviewer</u>	<u>Matter Name</u>	<u>Overall Rating</u>	<u>Understood Goals</u>	<u>Expertise</u>	<u>Efficiency</u>	<u>Responsiveness</u>	<u>Predictive Accuracy</u>	<u>Effectiveness</u>	<u>Recommended</u>
<u>Outside Counsel</u>	<u>Review Date</u>	<u>Substantive Law</u>								
Totals & Averages: 6 evaluation(s)			3.2	2.2	3.0	3.3	3.5	3.8	3.5	
■ Show details										
Coleridge & Keats Lawyer, Samuel	Admin, Acme 05/22/2006	Sprat v. Acme Contracts	2.8	2.0	3.0	3.0	3.0	4.0	2.0	Yes
Coleridge & Keats Lawyer, Samuel	Admin, Acme 06/01/2006	Sprat v. Acme Contracts	3.0	2.0	3.0	3.0	4.0	3.0	3.0	Yes
Coleridge & Keats Lawyer, Samuel	Admin, Acme 06/01/2006	Sprat v. Acme Contracts	3.0	2.0	3.0	3.0	3.0	4.0	3.0	Yes
Harper & McCord Lawyer, Robert	Admin, Acme 05/22/2006	Custer v. Acme Liability - Products	3.0	2.0	2.0	3.0	4.0	3.0	4.0	Yes
Harper & McCord Lawyer, Robert	Casemanager, Rob 09/05/2006	Juno Contract Antitrust/Unfair Competition	4.0	3.0	4.0	4.0	4.0	5.0	4.0	Yes
Shriber Handy Lawyer, Greg	Admin, Acme 05/22/2006	Covote v. Acme Liability - Products	3.5	2.0	3.0	4.0	3.0	4.0	5.0	Yes



COMPARE OBJECTIVE PERFORMANCE

Home Matters Financial Documents Reports Users/Firms

Home > Reports

My Reports Matter Info Spending Budgeting Counsel

Spending To Budget by Lead Outside Firm

Report Criteria

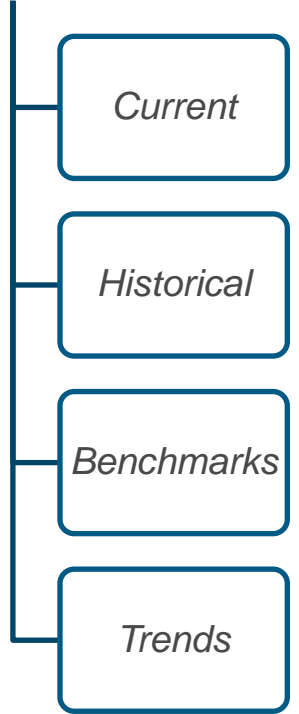
Report

Print Report...

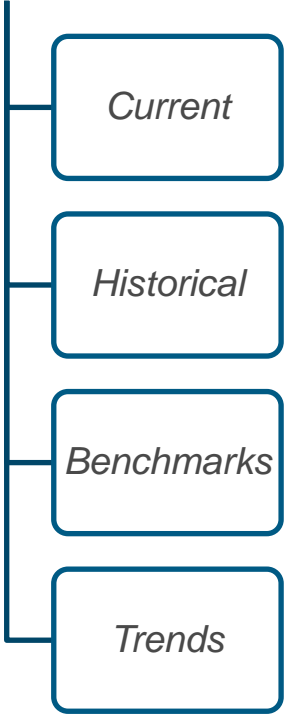
<u>Lead Outside Firm</u> ▲	<u>Number of Matters</u>	<u>Actual Spending</u>	<u>Budget</u>	<u>Actual / Budget %</u>	<u>Detail Report</u>	<u>Export CSV</u>
Totals:	8	\$3,830,264	\$3,589,818	107%		
Baxter & Phillips	1	\$503,295	\$364,171	138%		
Coleridge & Keats	1	\$324,078	\$199,498	162%		
Harper & McCord	1	\$420,270	\$326,181	129%		
Honeychurch Emerson	1	\$471,430	\$628,500	75%		
Shriber Handy	4	\$2,111,191	\$2,071,468	102%		

SUMMARY: GENERAL REPORTING CATEGORIES

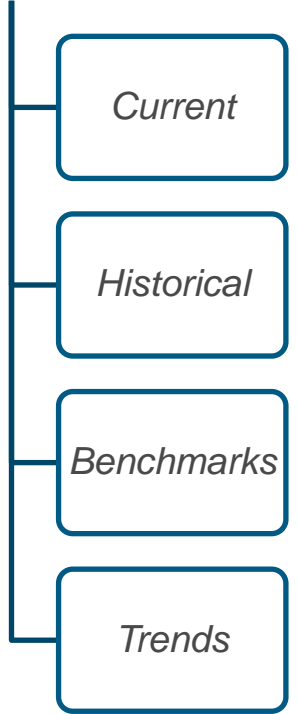
Legal Status



Department Operations

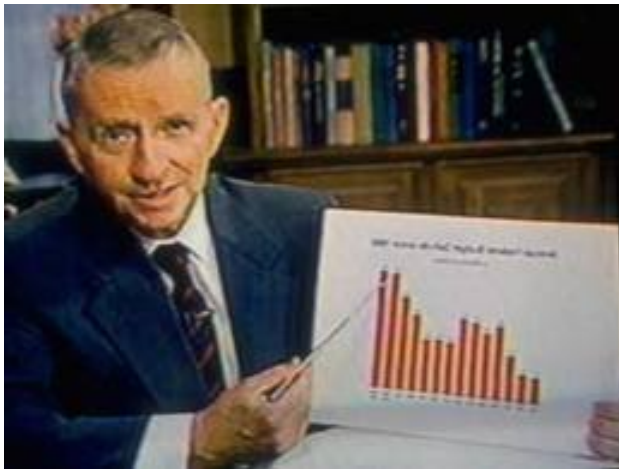


Outside Counsel Management



CREATE DATA-DRIVEN PRESENTATIONS

- Ross Perot, pioneer* and master of using graphs to drive the point home



**pre-PowerPoint era*

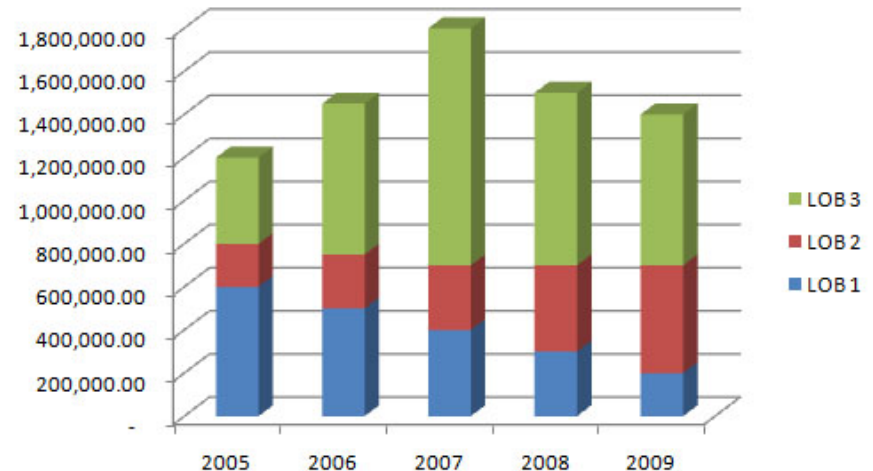
NUTS & BOLTS OF ASSEMBLING COMPELLING VISUALS

- Creating a data-driven presentation is as easy as 1-2-3
 1. Select data
 2. Choose the graph/charts that make your points most effectively
 3. Cut and paste into your report or presentation

LEGAL EXPOSURE TRENDS – BY LINE OF BUSINESS

	A	B	C	D	E
1		LOB 1	LOB 2	LOB 3	
2	2005	600,000.00	200,000.00	400,000.00	
3	2006	500,000.00	250,000.00	700,000.00	
4	2007	400,000.00	300,000.00	1,100,000.00	
5	2008	300,000.00	400,000.00	800,000.00	
6	2009	200,000.00	500,000.00	700,000.00	
7					

VS.



STEP 1: SELECT DATA

- Identify and open the source of data/Excel spreadsheet



Budget Chart.xlsx - Microsoft Excel

Home Insert Page Layout Formulas Data Review View Developer Get Started

Paste Clipboard Font Alignment Number Styles

R1 '11 BUD

	A	C	D	E	F	G	H	I	J	K	L
1		08 ACT	09 ACT	10 ACT	Jan	Feb	Mar	Apr	May	Jun	Jul
2											
3	Actual Ex	6562210	8637567	9084048	349470	795327	1358486	1867468	2388023	2982646	3715372
4	Prior Year Actuals (Int & Ext)				454164	856014	1387492	2492320	3059521	3844544	4728900
5	Budget (Int & Ext)				951425	1902852	2854278	3805704	4757130	5708556	6659981
6	Actual Int	2153229	2323910	2906393	189709	396597	592756	917455	1161436	1413815	1591597
7											
8											
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STEP 2: IDENTIFY CHART FORMAT

- Go to “Insert” tab, where you’ll be given different chart formats to choose from.
- Highlight the data and double-click chart format.

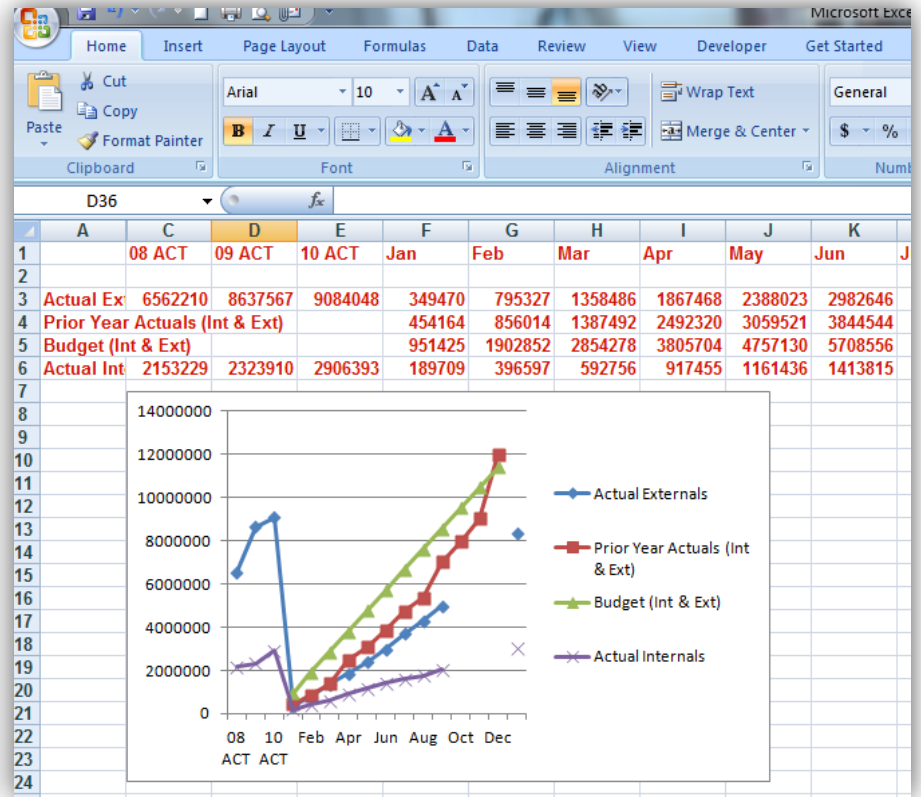
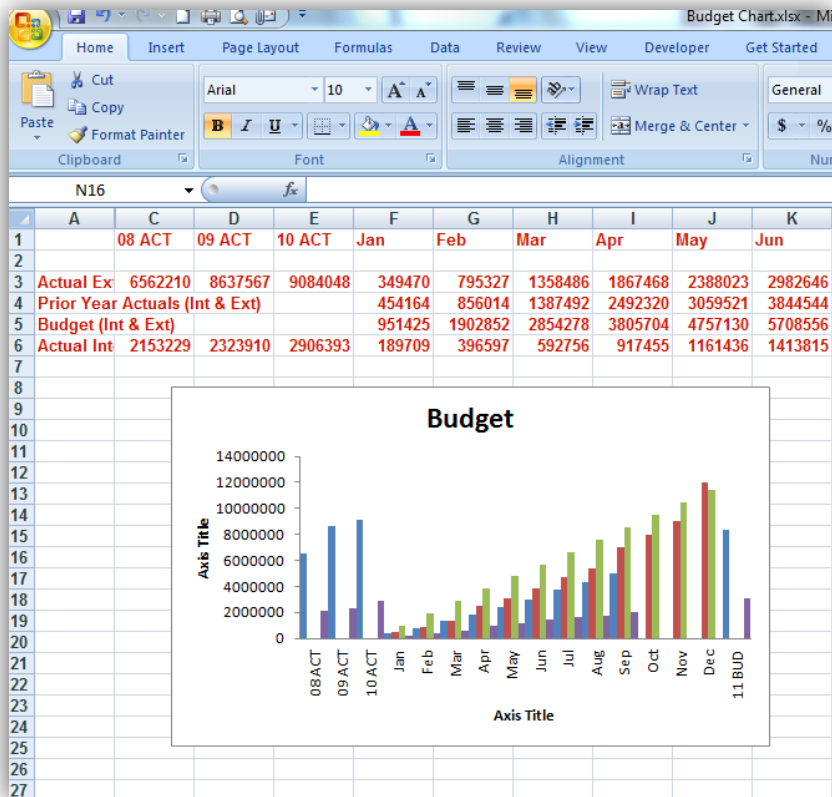
The screenshot shows the Microsoft Excel interface with the 'Insert' tab selected. The 'Charts' group is highlighted with a red dashed box. Below the ribbon, the spreadsheet data is visible, with a red dashed box highlighting the data range from cell A3 to M6.

	A	C	D	E	F	G	H	I	J	K	L	M
1		08 ACT	09 ACT	10 ACT	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
2												
3	Actual Ex	6562210	8637567	9084048	349470	795327	1358486	1867468	2388023	2982646	3715372	430246
4	Prior Year Actuals (Int & Ext)				454164	856014	1387492	2492320	3059521	3844544	4728900	536444
5	Budget (Int & Ext)				951425	1902852	2854278	3805704	4757130	5708556	6659981	761140
6	Actual Int	2153229	2323910	2906393	189709	396597	592756	917455	1161436	1413815	1591597	177298
7												
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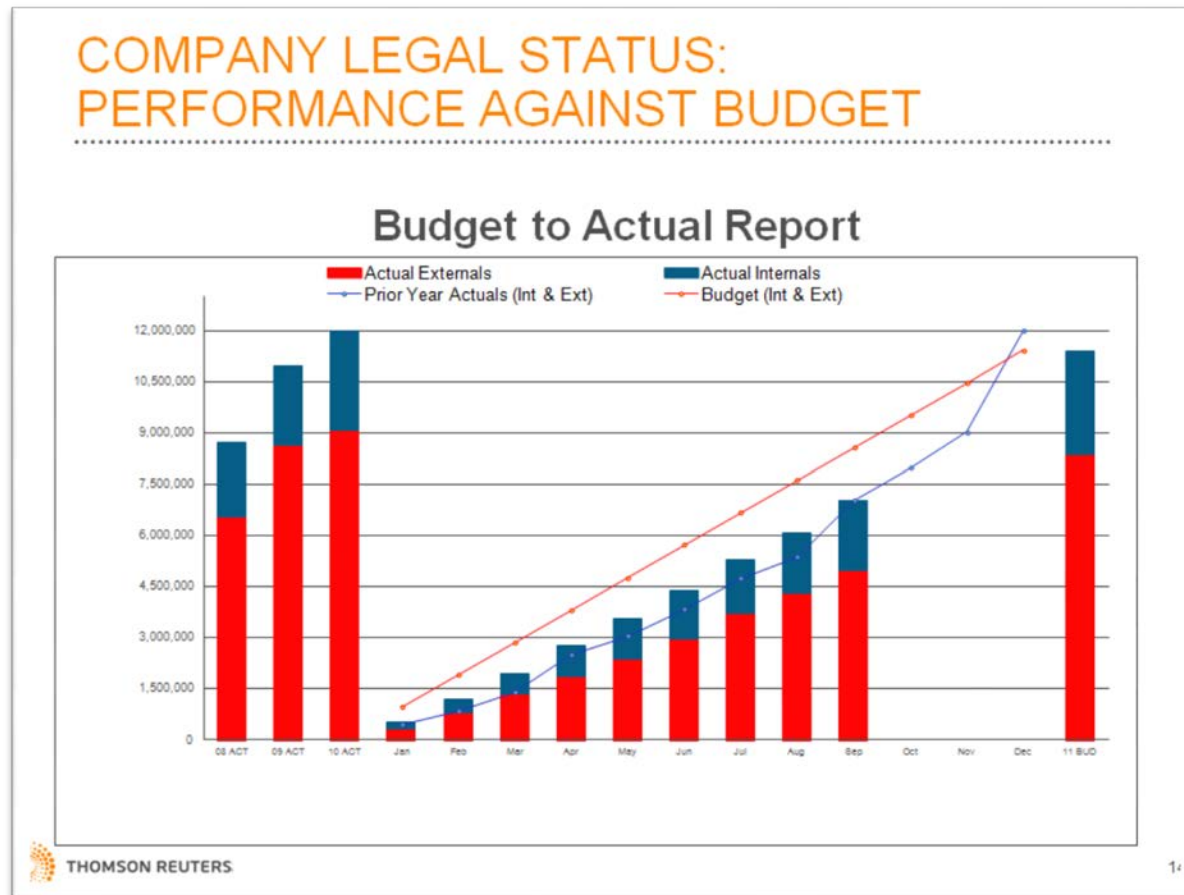
STEP 3: TRANSFORM DATA TO CHART

- Choose a graph format that best tells your story



STEP 4: PLACE IN YOUR PRESENTATION

- Copy and paste!



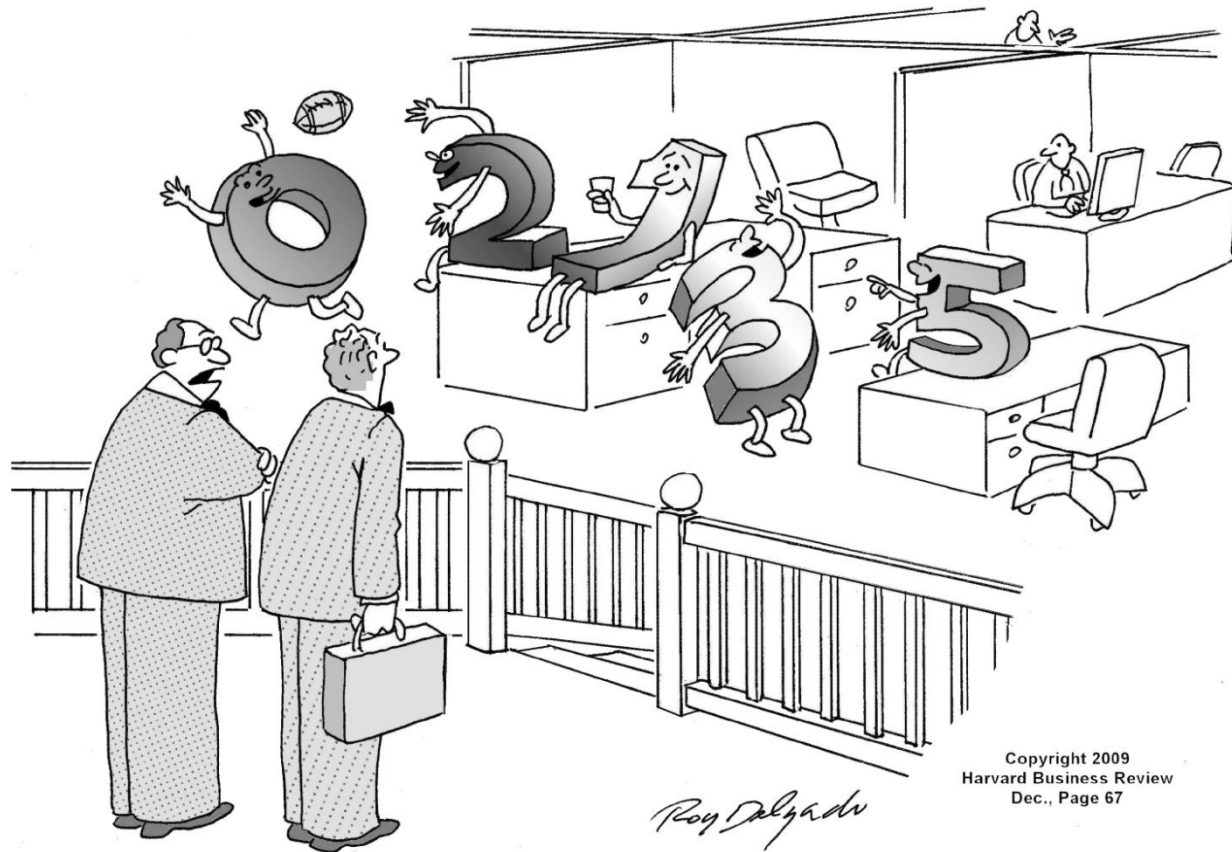
INTERNAL CONTROLS TO ENSURE ACCURATE REPORTING

- Create practical workflows to regularly collect consistent data from all firms and members of law department for all projects.
- Connect directly with outside counsel with e-billing/matter-management to collect invoices, accruals, budgets and status updates
- Preview results with business clients to verify accuracy and avoid surprises
- Compare performance with both internal and external benchmarks

WHERE TO LOCATE MEANINGFUL DATA & BENCHMARKS?

- E-billing and matter management systems
- Contract/IP management systems
- Other company financial systems
- Law firm billing-records
- Manually stored historical information
- Internal surveys
- External benchmarking studies (ACC/Serengeti Managing Outside Counsel Survey, Hildebrandt Peer Monitor Index, Fulbright & Jaworski Litigation Report)
- Serengeti Intelligence[®]

LEARN NEW WAYS TO MAKE THE NUMBERS WORK FOR YOU!



" The numbers aren't working. "

QUESTIONS?