# Taking those no-regrets decisions!







#### Law 2.0 VQ October 2019 **Karl Chapman Twitter: @KarlChapman100**



# Change is hard







# No single model, no magic wand





EY

## **Common themes**

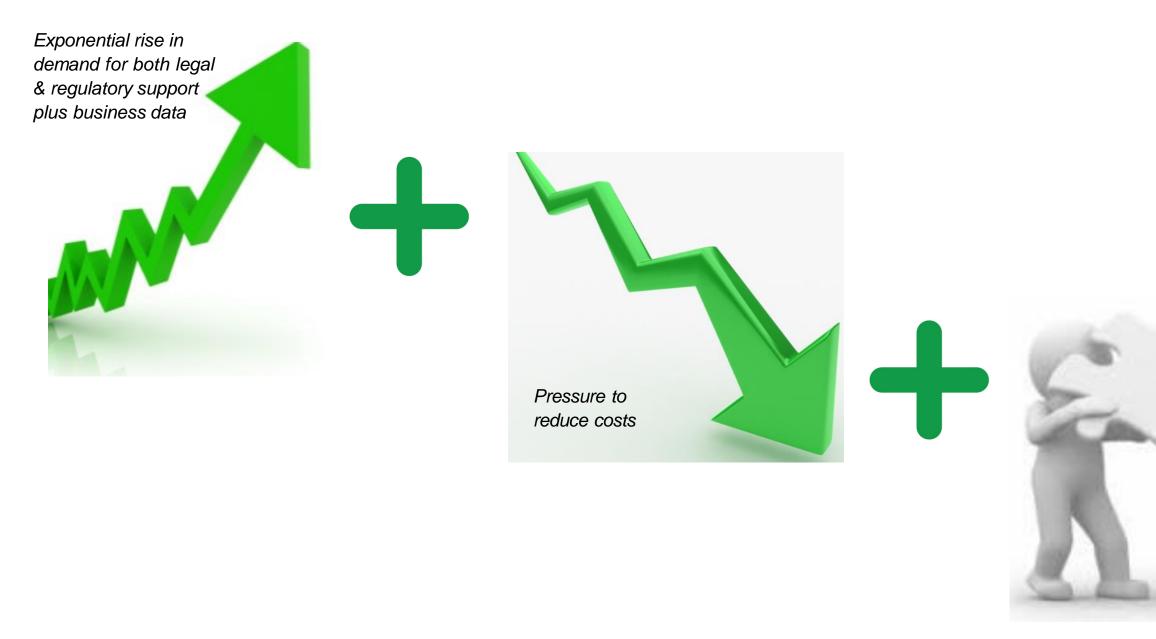


# **kin**.





## **Common themes**







# **Common themes – however big your function**





Status Quo untenable



Need to evolve operating model

# kim



#### **Common themes**



#### underpinned by

**One Operating Model / One Legal Operations Platform / One Data Layer** On-Boarding, User Experience, Technology, Actionable Data, Continuous Improvement ...

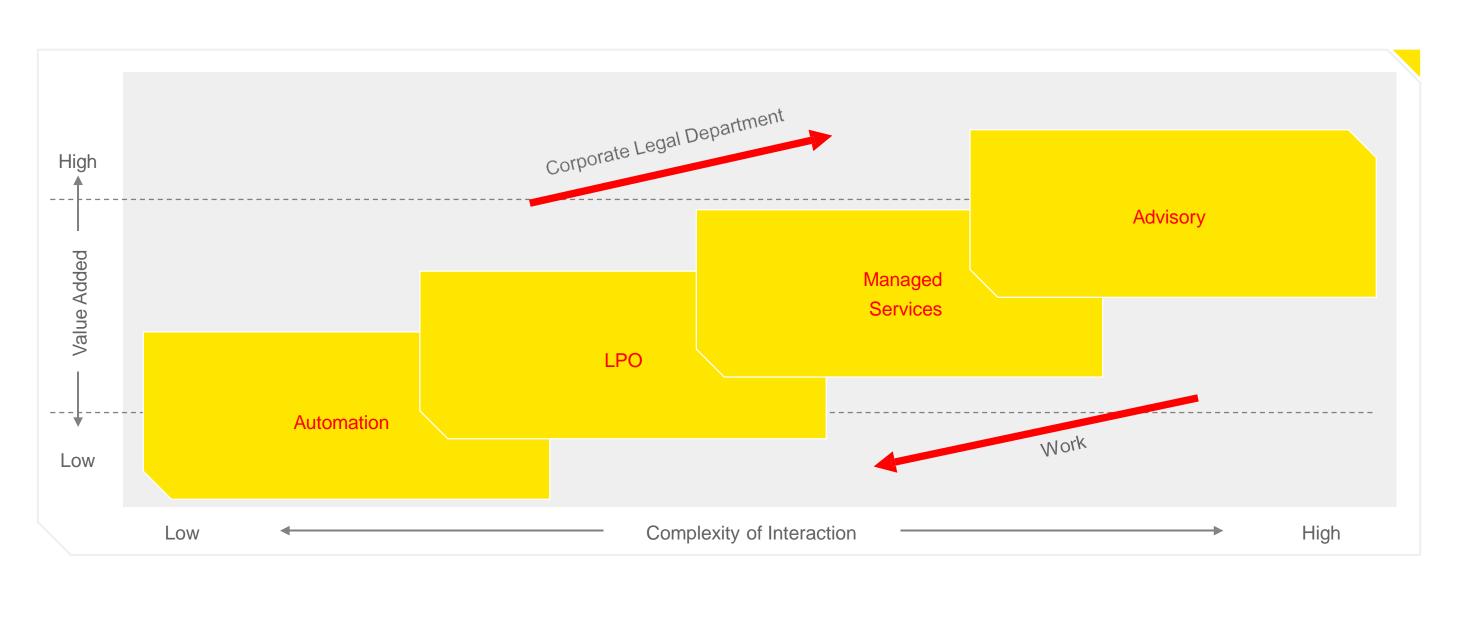


# right price





#### Common themes: Role of In-house team/Work movement



**kim** 



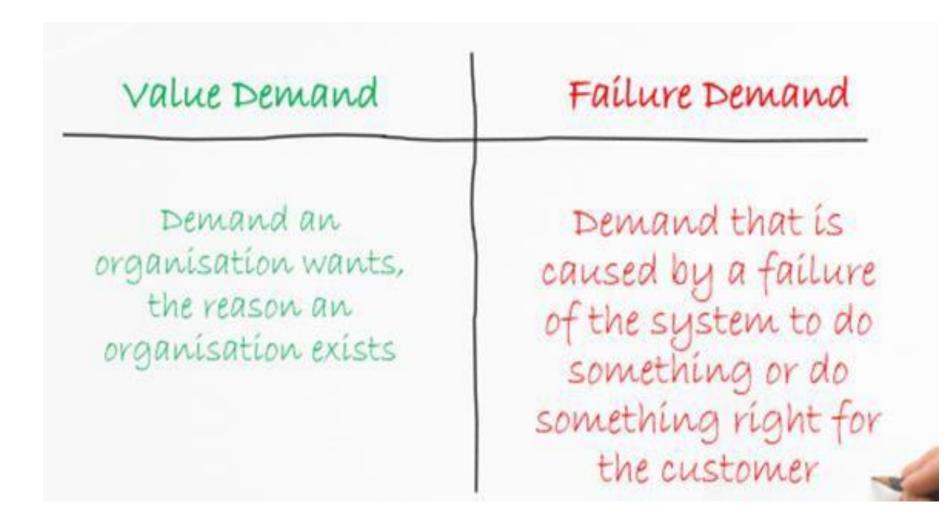
# **Common themes: What should we stop doing?**







# **Common themes: Avoid failure demand**





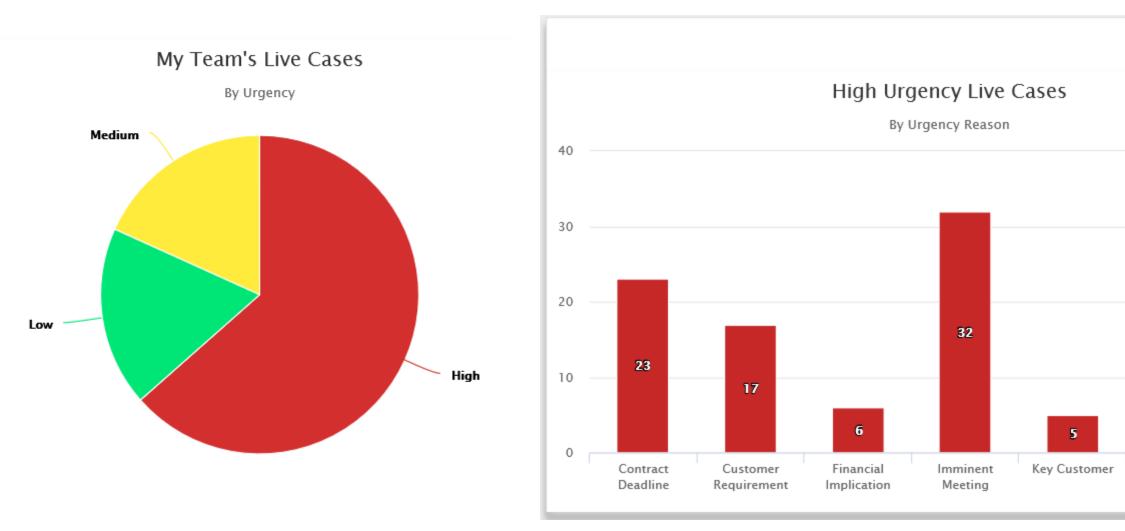
### **Common themes: All roads...**



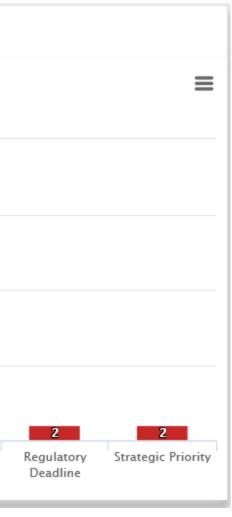
# kin.



# Common themes: All roads lead to the data



# **kin**.



#### powered by Kim



### **Five no regrets decisions**



#### Whatever your Target Operating Model!





### No regrets decisions

#### **1. One Front Door**



2. Self-Service





Actionable Data That Tells Stories



4. Build from the Foundations Up



5. Platform not Point Solutions



Twitter - @KarlChapman100

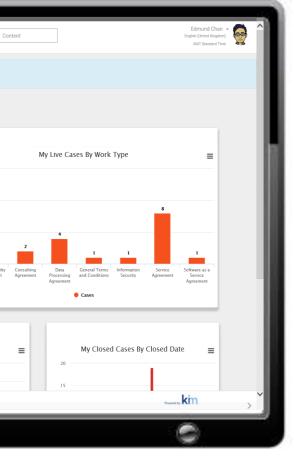
#### **3. Outside Counsel Management**



#### **Platforms**

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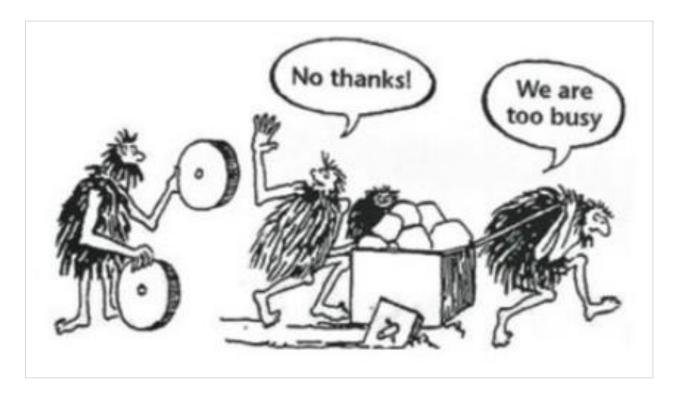
#### kin.





#### Be smart not busy, take those no regrets decisions









#### The direction of travel is clear ...

What if Legal is measured and valued on delivering 'outcomes' (reducing the time to contract) rather than 'inputs' (time) and 'outputs' (producing a document)?





#### The direction of travel is clear ...





#### Questions







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