

# Taking those no-regrets decisions!



**Law 2.0 VQ**  
**October 2019**

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# Change is hard

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# No single model, no magic wand

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# Common themes

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# Common themes

*Exponential rise in demand for both legal & regulatory support plus business data*



*Pressure to reduce costs*



*Recruiting, retaining the right talent*

# Common themes – however big your function

*Exponential rise in demand for both legal & regulatory support plus business data*



*Pressure to reduce costs*



*Recruiting, retaining the right talent*



*Status Quo untenable*



*Need to evolve operating model*

# Common themes

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the right work



right people



right place



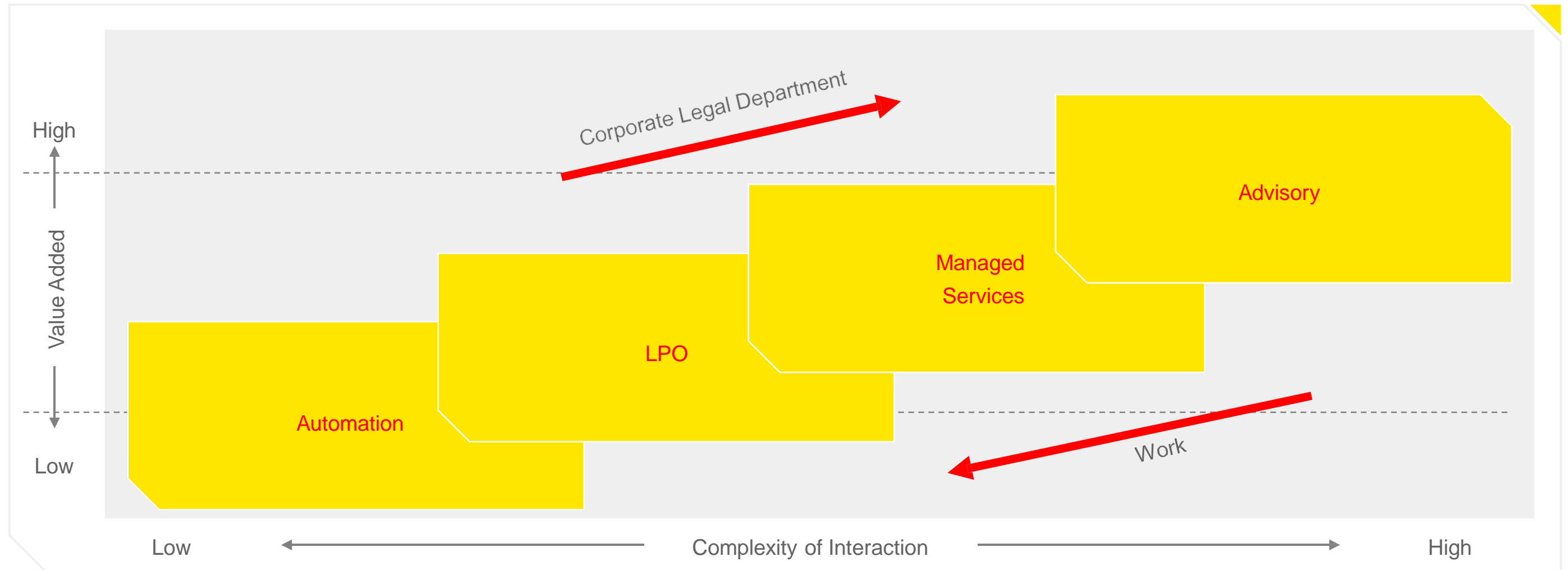
right price



underpinned by

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

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





# Common themes: What should we stop doing?

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# Common themes: Avoid failure demand

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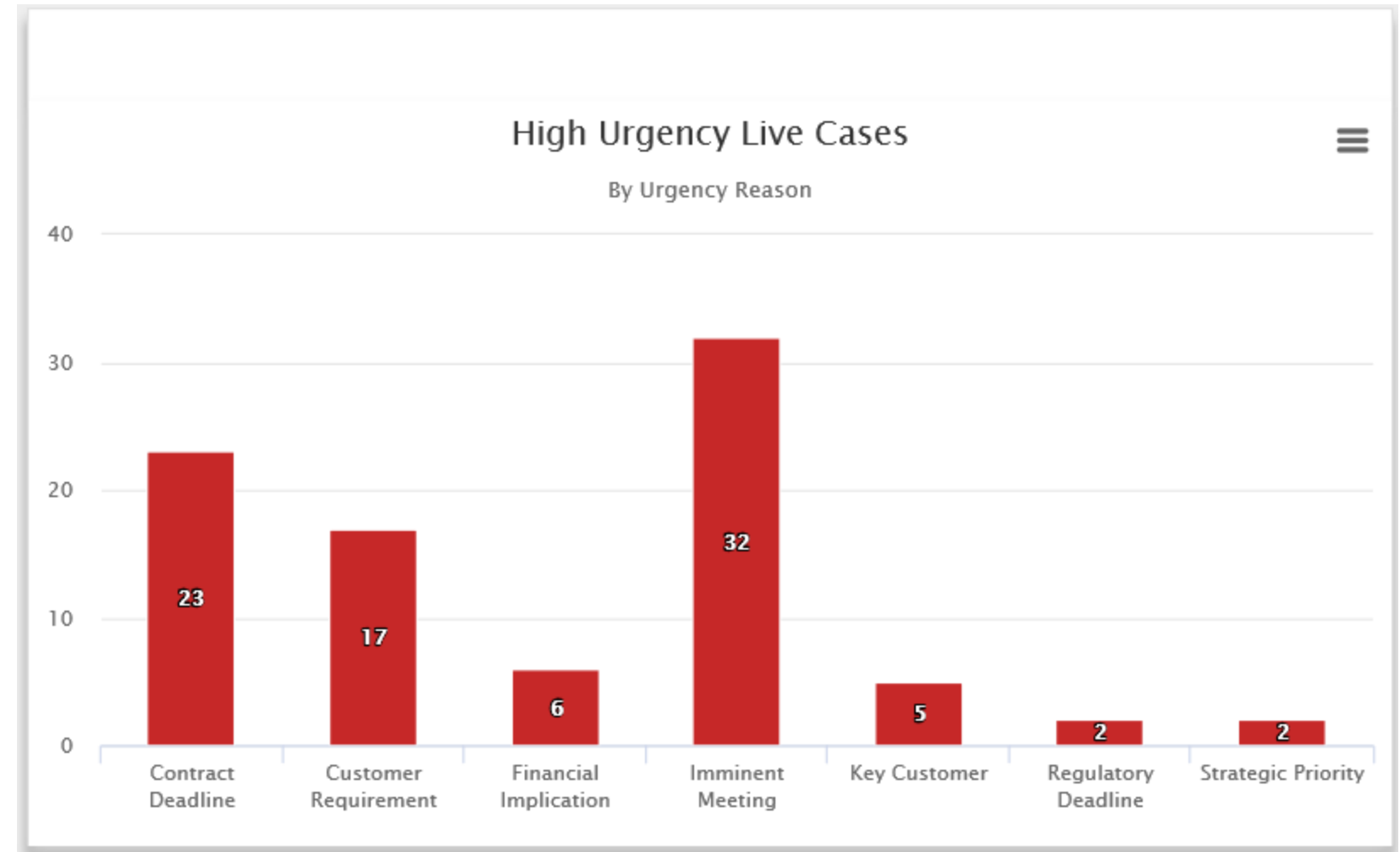
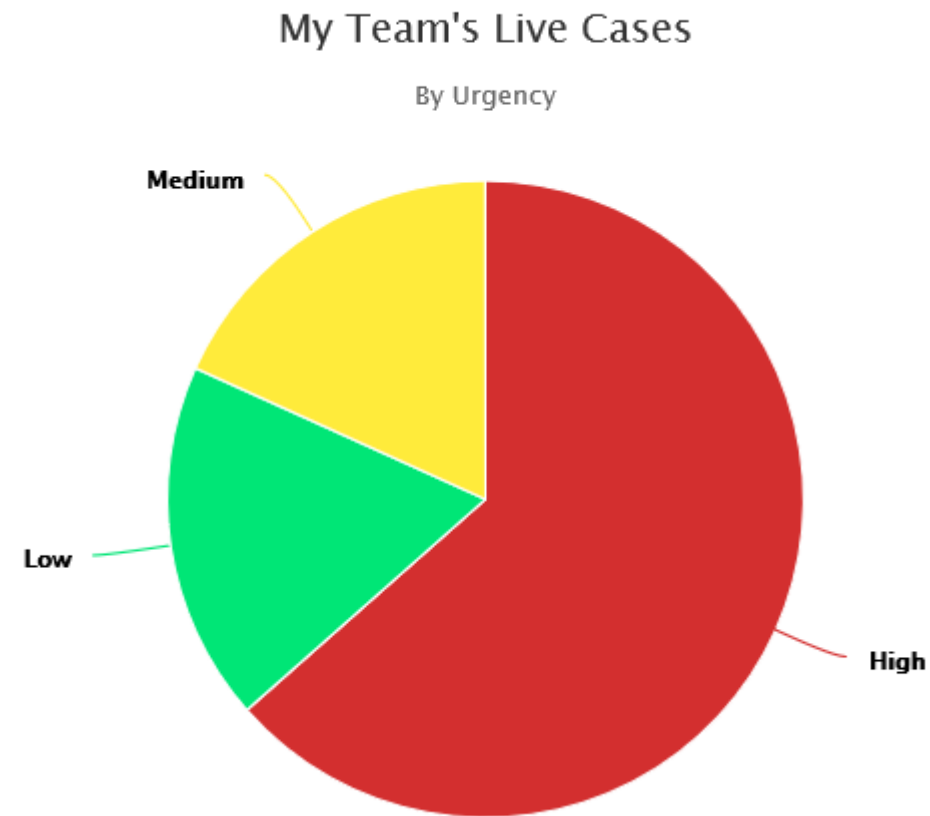
Value Demand	Failure Demand
Demand an organisation wants, the reason an organisation exists	Demand that is caused by a failure of the system to do something or do something right for the customer

# Common themes: All roads...

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# Common themes: All roads lead to the data



powered by Kim

# Five no regrets decisions

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Whatever your Target Operating Model!

# No regrets decisions

**1. One Front Door**



**2. Self-Service**



**3. Outside Counsel Management**



**Actionable Data That Tells Stories**

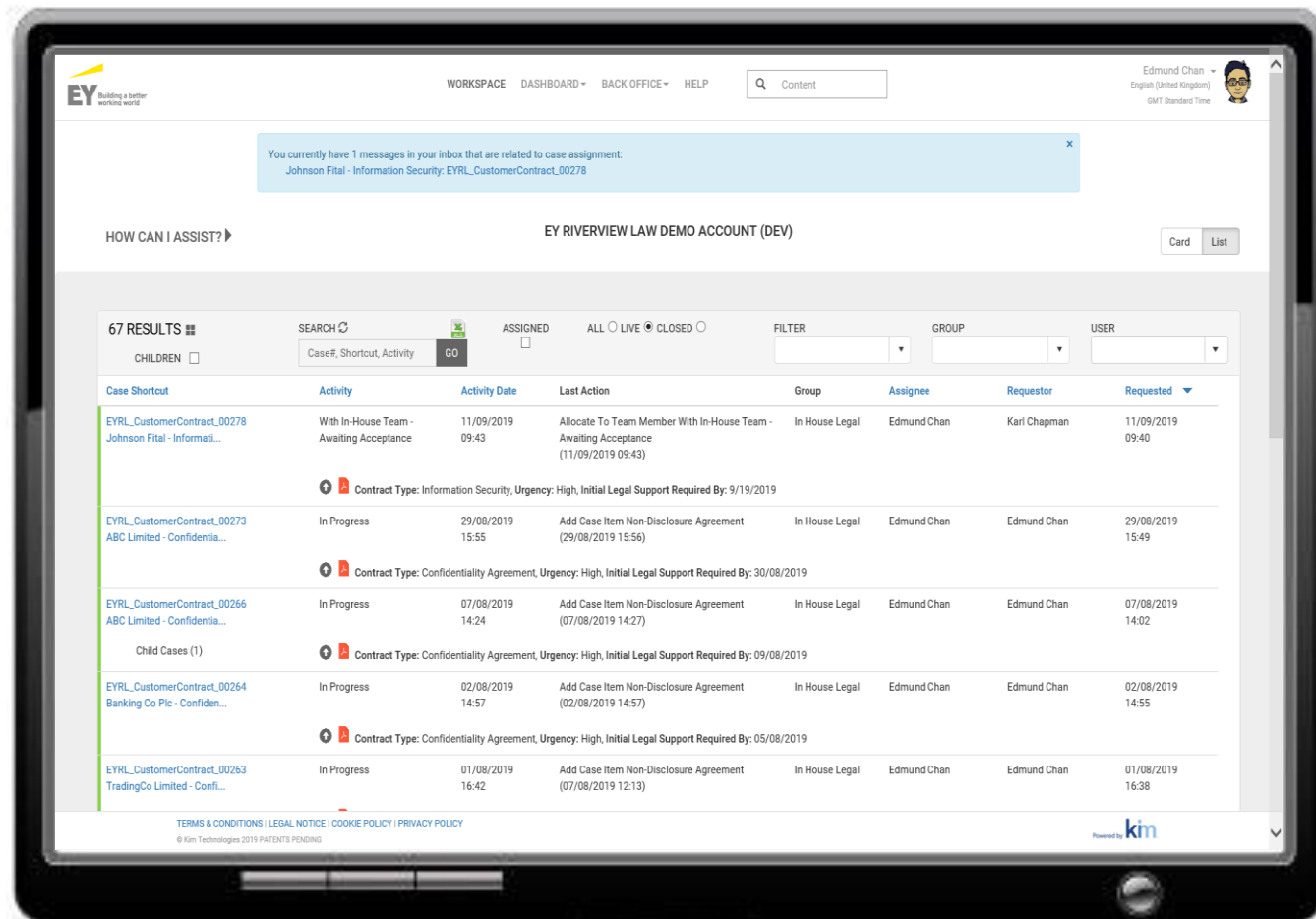


**4. Build from the Foundations Up**

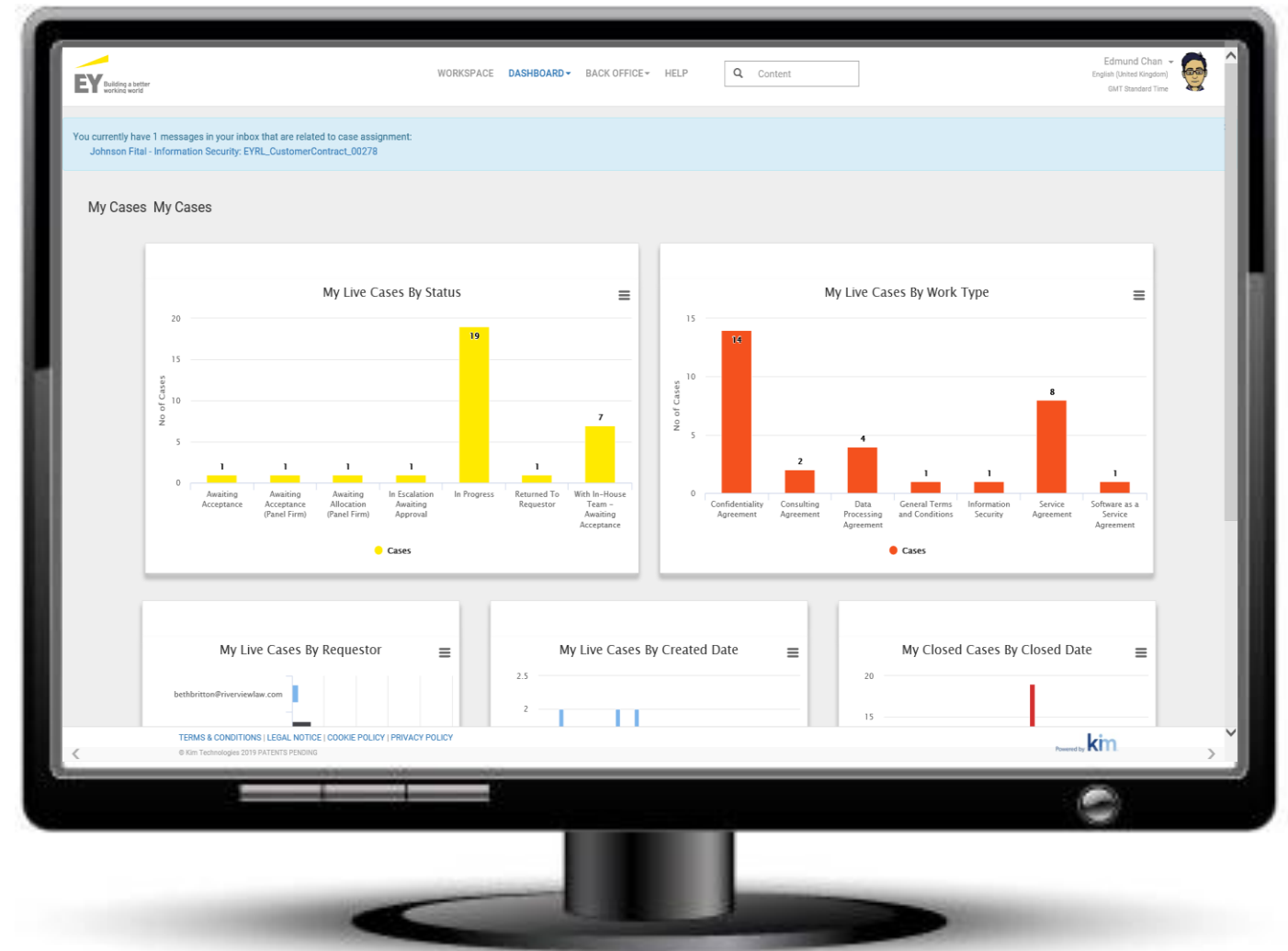


**5. Platform not Point Solutions**

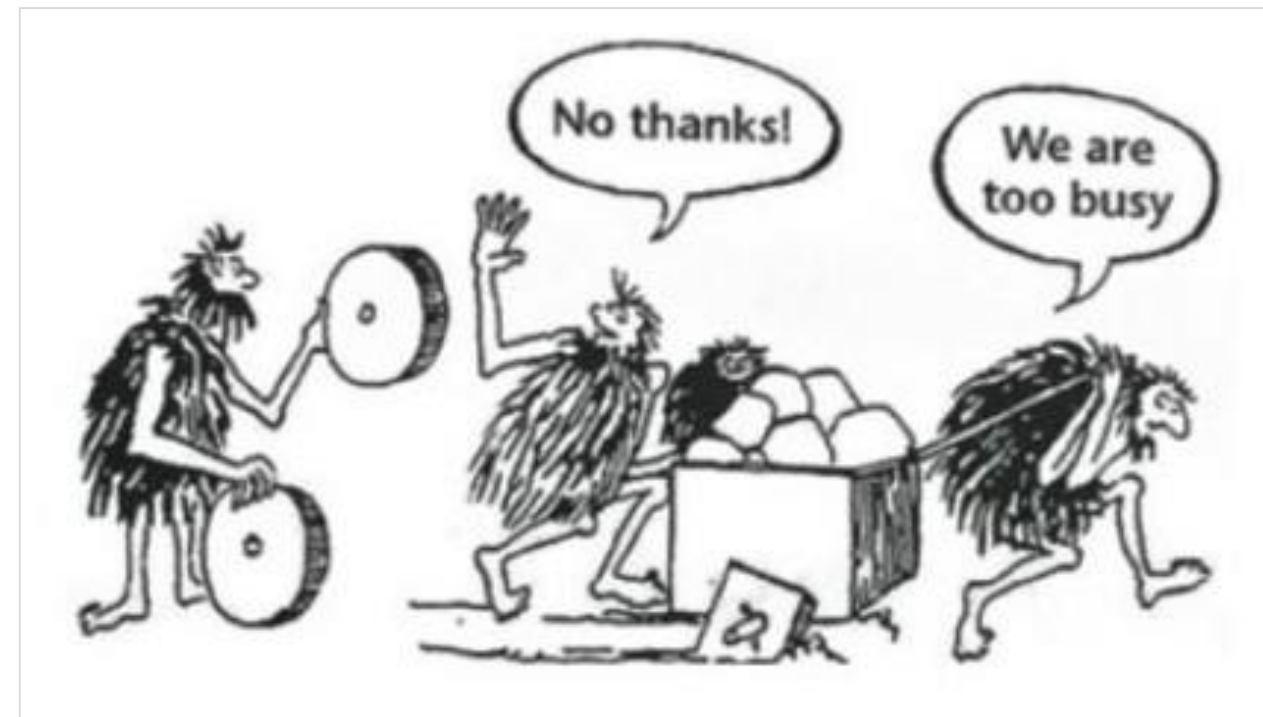
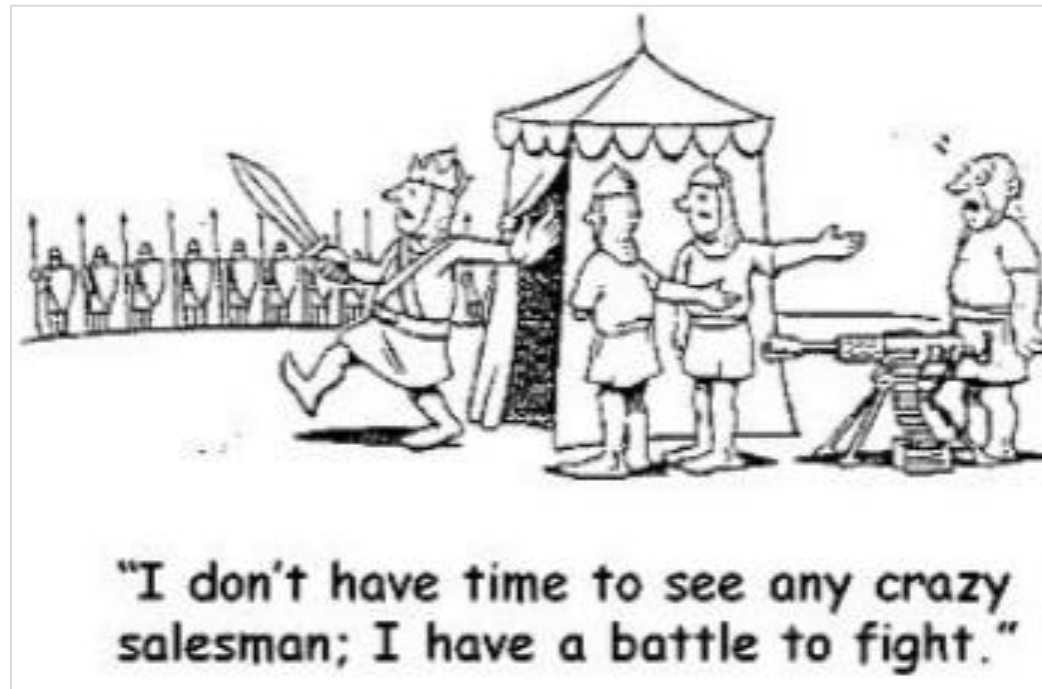
# Platforms



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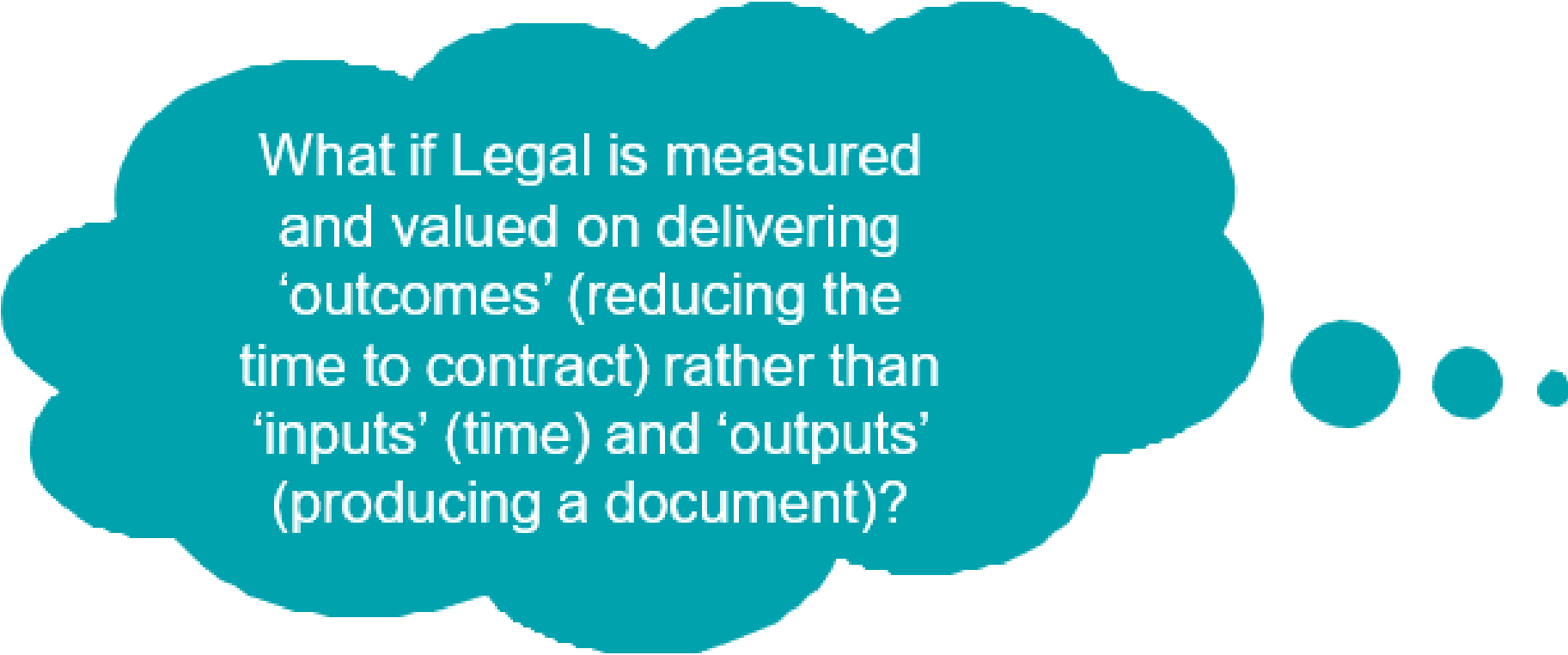
# Be smart not busy, take those no regrets decisions





# The direction of travel is clear ...

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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 ...

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# Questions

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