

In-House Legal Matter Workflow

Continuous Improvement through Legal Data Analytics



I HAVE A LEGAL QUESTION

Business stakeholder needs legal advice or legal action.

INTAKE



VISIT INTRANET

Internal portal housing common questions, processes or contact details. Maybe an intake form(s).



AUTOMATED INTAKE

Business stakeholder accesses an automated tool which determines how the question should be dealt with based on input parameters.



ASK LEGAL

Call, email or submit request to internal legal team.

RESOURCING



ACCESS SELF-SERVICE MATERIALS

FAQs, playbooks, training materials.



AUTOMATION

Automation tool undertakes the legal task or process (e.g. document generation, document execution, standard advice, etc).



LEGAL TEAM

Legal work reviewed by internal legal team.

NOT RESOLVED
Requires Legal Team input.

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Requires Legal Team input.

EXTERNAL RESOURCES
Internal Legal Team requires the assistance or resourcing offered by law firms, ALSPs, other legal resources.

RESOLVED

RESOLVED

RESOLVED

RESOLVED

DATA CONSOLIDATION

DATA COLLECTED

Intake

- Resources needed
- Demand by business unit
- Seasonality / Cyclicity

Resourcing

- Resources utilized
- Was legal input required? (type, volume, point in process)

Resolution

- Speed / turnaround
- Outcomes

DATA COLLECTED

Intake

- Questions > answers
- Documents generated
- Demand by business unit
- Seasonality / Cyclicity

Resourcing

- Automation tools utilized (by volume)
- Was legal input required? (type, volume, point in process)

Resolution

- Outcomes

DATA COLLECTED

Intake

- Requests - type
- Requests - content
- Requests - from whom
- Seasonality / Cyclicity

Resourcing

- Who did the work
- Skills required

Resolution

- Speed / Turnaround
- Outcomes

DATA COLLECTED

Intake

- Requests - type
- Requests - content
- Requests - from whom
- Seasonality / Cyclicity

Resourcing

- Which firm did the work
- Skills required

Resolution

- Speed / Turnaround
- Performance / quality
- Diversity
- \$\$ metrics
- Outcomes

DATA CONSOLIDATION

Data collected throughout all intake, resourcing and completion consolidated to present a single view of all legal demand within the organization.

REPORTING & INSIGHTS



INSIGHTS

Use consolidated data to drive continuous improvement at the intake and resourcing stage, building increased capability for efficient risk management and legal resolution.



REPORTING

Use data and insights to communicate legal team resource utilization, identify red flags, demonstrate value and opportunities for improved processes.



LEGAL TEAM



LEGAL LEADERSHIP



BUSINESS STAKEHOLDERS



BOARD/ EXECUTIVE