



# FORGE A LEGAL OPERATIONS DEPARTMENT

THAT'S FIT FOR THE FUTURE

A GUIDE FOR CORPORATE LEGAL DEPARTMENTS

Transform & Thrive

●■ DISCO



CORPORATE LEGAL DEPARTMENTS MUST PEEL OFF THEIR TRADITIONAL “COST CENTRE” LABELS AND CHAMPION THEIR POTENTIAL



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# A FOCUS ON LEGAL OPERATIONS

Legal operations departments can help deliver company-wide transformation through the management of tech-focused initiatives including implementing modern, cloud-and AI-based legal technology.

By working to transform key processes such as edisclosure, the legal operations function can ensure the legal department is able to thrive, not only in budgetary terms, but operationally, strategically, and professionally — improving everything from workflows to job satisfaction.

# MAKING IT HAPPEN

Looking to implement new technology or optimise your current state? Use our checklist to help drive success.

## **MEET AND EXCEED THE STRATEGIC AND OPERATIONAL OBJECTIVES OF YOUR ORGANISATION**

If one corporate objective is to cut the cost of central business services such as legal, ask how legal ops can contribute to cost-saving initiatives. Consider how to balance bringing more work in-house while continuing to deliver strategic support to the business. Identify ways to automate manual tasks or replace time-consuming processes and inefficient workflows with automated tech.



## IDENTIFY THE SKILLS THAT WILL HELP YOUR DEPARTMENT CREATE MORE VALUE

The Corporate Legal Operations Consortium (CLOC) has defined 12 competencies that “...represent areas of focus that every legal department must manage to have a disciplined, efficient, and effective legal function.” These competencies, divided into business maturity levels, should be used by the legal operations department to improve and promote systemic growth. They should also serve as a useful tool to educate legal departments on the priority focus for operational excellence.

### HOW DISCO HELPS:

Spend less time managing data and more time finding evidence within it. DISCO gives you an easy-to-use, cloud-based platform for ediscovery and a means to rapidly and cost-effectively upload data.



## WORK WITH THE WHOLE LEGAL TEAM TO UNDERSTAND HOW TO IMPROVE EFFECTIVENESS AND EFFICIENCY

Survey the department to understand how they work best and which technology and systems can be optimised, streamlined, or made more cost-effective. If, for instance, the department plans to undertake additional legal activities in-house that were previously given to outside counsel, are there opportunities for technology to make that work less burdensome or repetitive?

### HOW DISCO HELPS:

Combining DISCO Ediscovery with DISCO Review as part of your litigation management has saved clients upwards of 600% in review costs for every \$1 spent on DISCO’s technology.



## AUTOMATE TIME-CONSUMING, MANUAL PROCESSES

Rote processes with high volumes of data processing and limited need for human intervention make great use cases for AI-based automation. This isn’t so much about replacing human intellect, but rather enhancing it with models that predict judgement calls and decision-making. Consider the following contrast between the results of the 2021 and 2018 Blickstein Group Annual Law Department Operations Surveys:

- **20.4%** of Corporate Legal Departments now use AI to optimise billing and spend management, compared to 15.2% in 2018.
- **16.1%** use AI to make predictions about legal work, up from 8.1% in 2018.
- **33.4%** use AI for ediscovery, compared to 20.8% in 2018.



## DISCOVER WHICH PROCESSES COULD BENEFIT FROM FURTHER INVESTMENT

When it comes to maximising existing processes and systems, it’s possible to transform them with technology to create even greater efficiencies. To start, look at administrative tasks and notoriously time-consuming activities such as document review. Prospect the market for trusted and tested alternatives and evaluate how ultimately the savings in time and efficiency may outweigh the cost of a new solution.

### HOW DISCO HELPS:

Deliver managed reviews that are 60% faster than the industry average, with improved accuracy.

### HOW DISCO HELPS:

DISCO’s cross-matter AI takes the learnings from your previous matters and applies them to new ones from the start, driving faster review and higher accuracy.



## GAIN CONTROL OVER CORE PROCESSES

As workloads and responsibilities expand, evaluate the systems and checks in place to ensure you have visibility into key processes, their costs and associated requirements such as data governance. Evaluate how your workflows impact productivity – are they as efficient as they could be?

### HOW DISCO HELPS:

DISCO's Edisclosure workflow capability enables teams to manage even the largest and most complex reviews without impacting ease-of-use or performance.



## PROACTIVELY CONSIDER HOW YOUR ATTORNEYS ADOPT NEW TECHNOLOGY

Not all your users are tech-savvy, or react to change willingly. Weigh the pros and cons of a solution based not only on the features and functionality it offers, but also on how easy it is to learn and use. Look for vendors who offer user support, training, and services. Actively seek out partners who will back your adoption plan and offer a fast, responsive team when issues arise.

### HOW DISCO HELPS:

DISCO's intuitive, easy-to-use platform gets users up and running in minutes not days, and requires fewer human resources to manage it. Our teams of legal technologists are ready on demand to offer deep expertise and support when needed to assist your legal teams. Training, DISCO University, and DISCO Desk in-app support are included.



## CONTINUALLY MEASURE PERFORMANCE, MAKE IMPROVEMENTS, AND COMMUNICATE THEM

Make sure the tech solutions you implement give you the ability to find and use the data you need to measure progress against targets. Consider tracking things like: response time, time and expense spent on legal tasks versus administrative tasks, total cost of services, percentage of expenses handled within budget, outside expenses versus in-house, and in-house lawyers versus revenue.

### HOW DISCO HELPS:

DISCO's advanced, enterprise-level reporting and integrated dashboards provide better insights into your people, process, and data. Our real-time reporting from collection through production in a single interface gives you a holistic understanding of your costs, team productivity, and overall efficiency making it easy to benchmark your success.



## UNDERSTAND YOUR INVOICE AND BUDGET

Not all legal technologies operate on the same licensing and usage models. It's important to carefully examine proposals to understand ongoing costs and ensure each expense is transparent upfront.

If your provider charges based on expanded data as opposed to compressed data, your data volume and storage costs can be nearly double the project estimate.

### HOW DISCO HELPS:

DISCO helps you create more accurate budgets with costs that are easier to predict and justify using DISCO Ediscovery's simple per-gigabyte billing model, a clear menu of billable services, and no additional per-user charges.

# WHAT NEXT?

Discover how to cut costs without costing your team.

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