

# Beyond legal tech the next disruption in legal operations



The next five years will see transformation of legal operations into larger areas of the legal function as more and more legal tasks get automated and productized.

Legal departments will be an ecosystem of not just lawyers, but technologists, business analysts, operations experts, process engineers.

Large parts of legal functions will be performed by the legal operations team as they move from supporting legal departments to servicing the business.

In addition to the skills upgrade, we will focus on how legal teams will use data to make business decisions and drive value for the organization.

## Organization Strategy (Illustrative)



Financial fitness and double digit growth



Explore and drive opportunities of sustainable value



Developing a culture of customer first

## How can Legal Ops develop strategy for the Legal Team

- Develop key themes for the legal team based on Organization Strategy
- Write a brief strategy paper
- Create short term and long term initiatives based on the key themes – do not focus on more than 6-8 key initiatives
- Identify project owners, cross functional teams and create key programmes (for instance, use of AI and Automation for sustainable value growth)
- Continuously monitor progress with a balance score card approach and develop a governance program

## Showcasing Value of the Legal Department



### Financial Measures

- Total Legal Spend
- Savings in FY
- Robust compliance management program ensuring compliance reporting across organization reducing the risks of financial penalties
- Value of risks mitigated



### Value Measures

- Value of M&A Deals
- Value of Contracts negotiated and executed
- Third Party Due Diligence/Sanctions Screening conducted
- Regulatory reports filed and changes implemented
- Value of litigations settled
- Contractual compliances ensured and reported



### Talent Measures

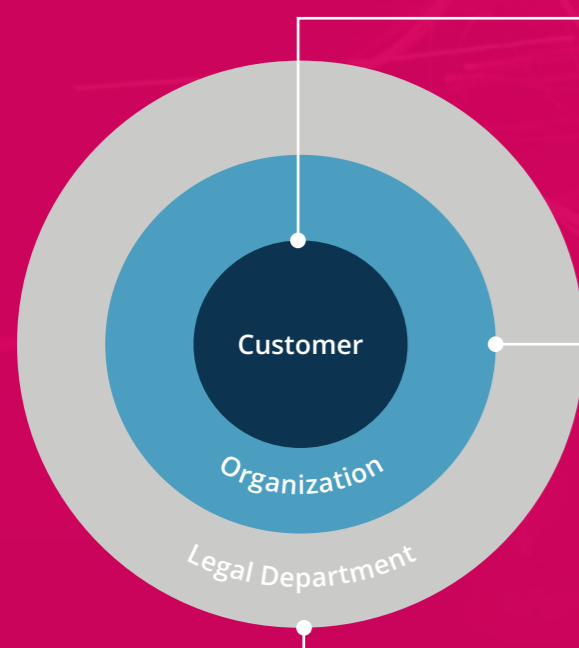
- Number of Headcount YoY representation
- Number of compliance and ethics training conducted
- Number of learning hours
- Attrition Reduction ensuring retained knowledge



### Sustainability Measures

- Climate Measures
- Inclusivity Index
- Regulatory Frameworks implemented and adhered
- ESG action included in client and vendor contracts
- ESG risk mitigations concluded

## Illustrative Legal Department Strategy



### Contracting Reimagined

- Increase speed of contracting and reduce manpower cost
- Empowerment to business/contract simplification
- Back to back contracts - SCM/Sales

### Automation and AI

- Regulatory Automation
- Billing
- Regulatory Reporting
- Process Documentation

### Skills Development

- Agile and Project Management Training
- Self select training programs

## About DWF

With a global team and access to specialist operational, technology and consulting expertise, DWF's Legal Operations Team design and deliver smart, innovative and integrated solutions. Ranked as a leading provider of alternative legal services, we take pride in bringing innovation to the industry and how we have redefined and transformed the industry with an alternative delivery method to become the leading partner for your business. DWF Group is a plc listed professional services company delivering integrated legal and business services.



### Rachita Maker

Global Head of Legal Operations, Technology and Consulting  
E. rachita.maker@dwf.law

© DWF 2023, all rights reserved. DWF is a collective trading name for the international legal practice and multi-disciplinary commercial business comprising DWF Group plc and all of its subsidiaries and subsidiary undertakings of which, the entities that practice law are separate and distinct law firms. Please refer to the Legal Notices page on our website located at dwfgroup.com for further details. DWF's lawyers are subject to regulation by the relevant regulatory body in the jurisdiction in which they are qualified and/or in which they practise.

