



epiq agility

ACC Ontario Presentation
The Rise of Legal Ops
April 24, 2019

People. Partnership. Performance.

Welcome and Introductions

1. Agenda for the program
2. Who we are and how we landed where we are



Epiq: rising to challenges with best-in-class solutions

class action and mass tort solutions	eDiscovery solutions	regulatory and compliance solutions
court reporting solutions	business process solutions	restructuring and bankruptcy solutions

1. What does “Legal Ops” mean to you?
2. Where do you feel you provide the most value within your organization?
3. Which of the legal operations competencies are most critical in your view?

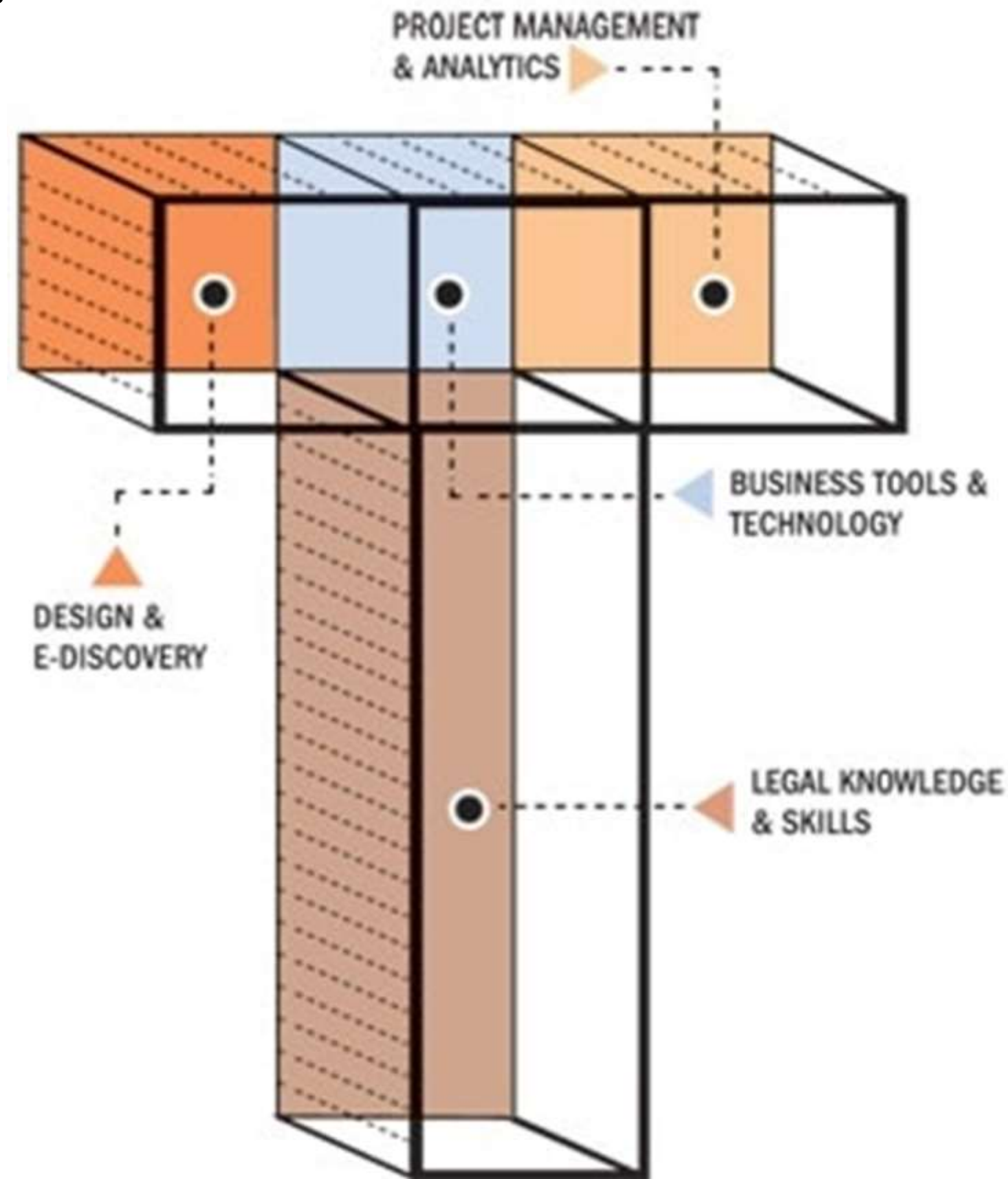


**Three key levers
(+culture) to drive
efficient, effective
legal services.**

***How do we leverage
each of these?***



People.



Do you need be a t-shaped professional to manage legal ops?

What skills are most critical for your role?

The Lawyer Personality

Highly skeptical (90th %)

Sense of urgency (+20%)

Low sociability (50%)

Low resilience & ego strength

High need for autonomy

Process: How do you make the right changes? How do you leverage process?

In **69%** of law firms, partners resist **almost all** change efforts.

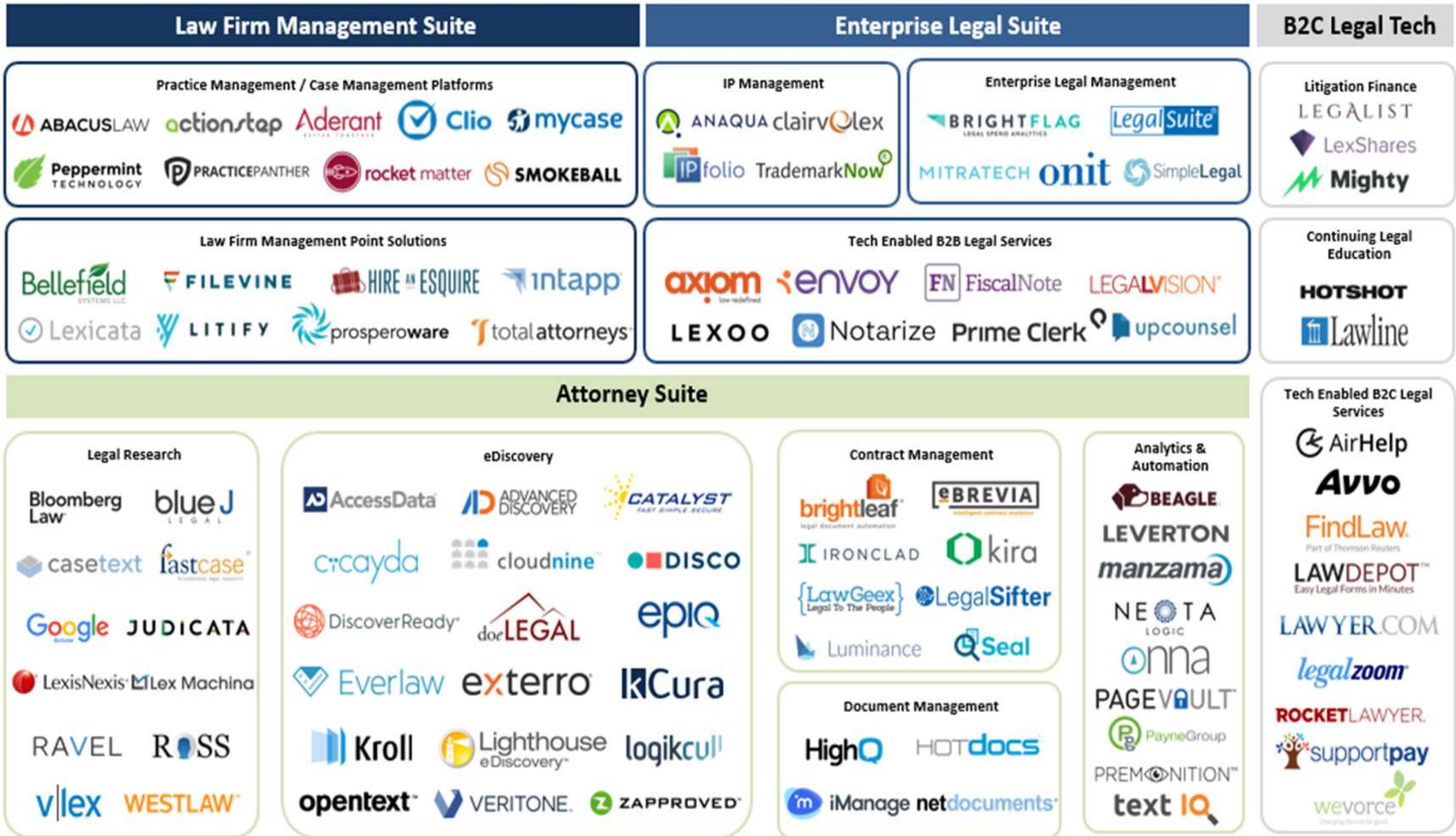
Altman Weil Law Firms in Transition survey, 2018.



Technology.

Does tech matter for legal ops? How do you identify, acquire and implement appropriate technologies? How do you make a business case for investing in technology?

Legal Tech Market Map



1 Note: this landscape is intended to be a representative sampling and is not an exhaustive list. Please direct inquiries to kirk@catalyst.com.

Stories from the Front Lines

1. Share a mistake you would like the group to learn from.
2. Share a story of how you tackled an operational problem and resolved it.

Imagine this scenario:

- You are an in-house lawyer with a small team.
- You are given a larger portfolio of work (e.g. vendor contract review, new matter intake system, new budgeting tool).
- You are asked to demonstrate efficiency and innovation.
- You have no material budget for things like technology.

What is your advice?


**The most
dangerous phrase
in the language is
'We've always done
it this way.'**

– Grace Hopper



How do you stay informed?

- The End of Lawyers?, The Future of the Professions, and Tomorrow's Lawyers by R. Susskind
- Law is a Buyer's Market by Jordan Furlong
- Robots in Law by Joanna Goodman
- Altman Weil Annual Survey of Law Firms in Transition
- Remaking Law Firms by George Beaton
- ACC Maturity Model for Legal Ops
- <https://cloc.org/>
- 3 Geeks and a Law Blog
- Artificial Lawyer
- Law21 Blog - Jordan Furlong



Q & A

Business Process Solutions
Class Action & Mass Tort
Court Reporting
eDiscovery
Regulatory & Compliance
Restructuring & Bankruptcy

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THANK YOU!

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