

Consilio Workload Assessments



Gain actionable insights

- ▶ When focusing on driving strategic efficiencies and improving the effectiveness of the Legal team many clients begin with a Consilio legal department-wide workload assessment.
- ▶ Our qualitative and quantitative assessments conducted through face to face interviews, system reviews and online surveys drive actionable insights and allow future transformational initiatives to be baselined to the current state.
- ▶ Results can be used for benchmarking against the ACC [Legal Operations Maturity Model](#).
- ▶ Commonly our findings cover areas such as:
 - ▶ centralisation of legal activities and operations,
 - ▶ identification of areas benefiting from workflow and self-service approaches,
 - ▶ using analytics to continue evaluating internal resource and external law firm performance,
 - ▶ resource allocation alignment, i.e. getting the right work to the right person.
- ▶ Contact us for more details:

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LAW DEPARTMENT SURVEY

26. Please provide an estimate of how you allocated your CORPORATE GOVERNANCE & DISCLOSURES time across the following matter sub-types of work over the last 12 months. Percent of time must sum to 100%.

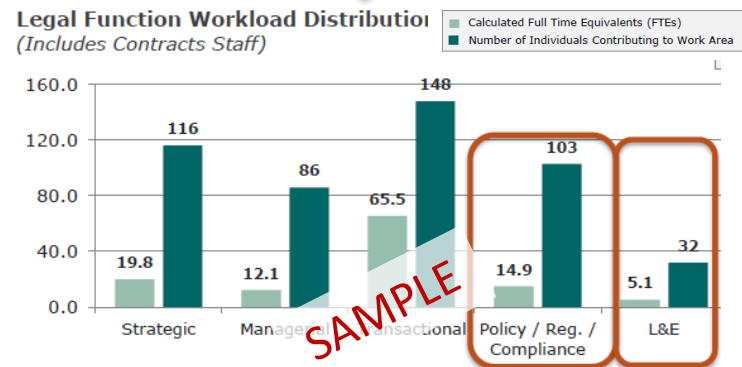
CORPORATE GOVERNANCE & DISCLOSURES	Percent of Time
Board Members	
Government Affairs	
Proxy Statements	
SEC Filings	

27. Please provide an estimate of how you allocated your EMPLOYMENT & LABOR time across the following matter sub-types of work over the last 12 months. Percent of time must sum to 100%.

EMPLOYMENT & LABOR EMPLOYMENT	Percent of Time
Benefits and Compensation (Employee)	
Benefits and Compensation (Executive/Director)	
EEOC/Discrimination	
ERISA	
Immigration	
Labor Arbitration	
Non-Competes	
OSHA	
Workers Comp	



Legal Function Workload Distribution
(Includes Contracts Staff)



Value of Contracting Effort: According to self-reported allocations of time *notable effort was spent on routine and low value contracts* suggesting an opportunity to identify areas to increased client self-service or to establish thresholds for the involvement of legal.

Sample KPI's



Baselining and benchmarking your legal department is key to strategic decision making and tracking improvement initiatives. The below highlights some common metrics and Key Performance Indicators (KPIs) we use.

Legal Function Performance

- ✦ Spend as a % of revenue
- ✦ External spend as a % of revenue
- ✦ Internal spend as a % of revenue
- ✦ Internal v. external ratio
- ✦ Headcount per billion in revenue
- ✦ Outside counsel spend as % of external spend v. LPO

Firm Level

- ✦ Average Blended Rate
- ✦ Average Partner Rate
- ✦ Average Associate Rate
- ✦ Average Matter Cost
- ✦ Average Matter Duration
- ✦ Timekeepers per Matter
- ✦ Number of Open Matters
- ✦ Staffing by Timekeeper Class

Attorney Level

- ✦ Years of Experience
- ✦ Average Hourly Rate
- ✦ Extended Hours Billed
- ✦ Number of Matters

Matter Level

- ✦ Matter Duration
- ✦ Total Billed
- ✦ Total Fees
- ✦ Total Expenses
- ✦ Timekeeper Density
- ✦ Staffing by Task
- ✦ Budget v. Actual Spend

Overall

- ✦ Top 10 Firms, Attorneys, Matters
- ✦ Average Cost per Closed Matter
- ✦ Average Blended Rate
- ✦ Spend by Practice Area
- ✦ Fees by Task
- ✦ Expenses by Category

Law Department Management

Optimising law department operations

- ▶ 360-degree approach to identifying and implementing significant and impactful ways to help our clients reduce their legal spend
- ▶ Customise processes and solutions that overcome our clients' unique challenges
- ▶ Trusted advisor to hundreds of general counsel across companies of all sizes and industries



Law department leaders face a daunting challenge: mitigate the organisation's risk, contain costs and create value. Consilio understands this challenge and how the implications of enterprise decisions are increasingly brought to bear on the law department.

Our team takes a 360-degree approach to identifying and implementing significant and impactful ways to leverage people, processes and technology, helping our clients reduce their legal spend by 10-15% on average. We design our solutions to deliver tangible results that maximize cost efficiencies, streamline operations and enhance the positioning of the law department as a strategic business partner that adds value to the organisation.

A Comprehensive Approach

Consilio has worked with hundreds of law departments in the U.S. and EMEA, and we leverage our best practices, benchmarking data and department assessments to customise processes and solutions that overcome our clients' unique challenges. Our core offerings include:

- **Organisational strategy, structure and design:** optimise the department with insights driven by an internal workload assessment and tailored to your specific needs.
- **Legal service delivery and business-client engagement assessments:** better align the department with internal customer needs.
- **Spend management through Sky Analytics:** leverage our Sky Analytics platform to understand external counsel spend, assist with panel reviews and identify tangible opportunities to take control.
- **Technology planning, selection and implementation:** optimise investment and exceed organisational expectations for:
 - Matter management / eBilling
 - Workflow
 - Contract lifecycle management
 - Document management
 - IP management
 - Records management
 - Document assembly
 - eSignatures

We have certified experts and deep partnerships with the industry-leading providers of these technologies.

“This initiative was a true partnership...[the team's] expertise and experience were invaluable. At the same time, they fostered a collaborative working relationship that allowed us to own the engagement and the results. We made significant gains, and I'm confident we will maintain them.”

- General Counsel,
Large Pharmaceutical



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“The work with the Consilio team was a major undertaking that required skilled project management and coordination. Their team kept us focused on the tasks at hand, while ensuring consistent delivery and communications across the various workstreams. The quality of their work was very high, but as important, they were a pleasure to work with.”

- Senior Director,
Legal Administration

By the Numbers

In just the last 5 years, Consilio has completed over 500 engagements for corporate legal departments, including over:

155

Matter Management, eBilling System, and IP Management Implementations

100

Law Department Operations Reviews

40

Legal Hold System Implementations

25

Contract Management Process Reviews

30

Information Governance Process Reviews

75

Discovery Process Reviews

- **Training, communication and change management:** grow the department's industry knowledge and enable change advocacy and acceptance.
- **Performance metrics and benchmarking:** provide peer- and data-driven insights into the spend, staffing, operations, technology and compensation of corporate law departments.
- **Managed Services and Staffing:** rely on our expertise to design an alternative staffing model that aligns with your objectives or bring in members of our team to your team.

Unmatched Experience

Serving as a trusted advisor to hundreds of general counsel across companies of all sizes and industries, our team of JDs, MBAs, project managers, former legal operations professionals, business process experts and technologists help our clients accelerate the operational performance of their law departments.

CLIENT SUCCESS

Office of the General Counsel

Following the merger of two large law departments two years prior, the general counsel of a large pharmaceutical partnered with the Consilio team to build a common legal department approach and culture while improving service quality, lowering outside counsel costs and increasing the team's engagement.

Our team conducted a holistic analysis of internal operations and costs, identifying people, process and technology related improvement opportunities and over \$50M in external cost savings. We worked with the leadership team to implement the recommendations, ultimately aligning the law department across levels, locations and practice areas, improving performance and containing costs.

Ready to Learn More?

Visit uk.consilio.com or email info@consilio.com