

# ACC LEGAL OPERATIONS EMEA

## Top 10 Takeaways from the Virtual Roundtable

### *Outside Counsel Performance Management through Structured Data and Dialogue*

1. Surveys (such as *The End of the Duopoly 2018 LDO Survey* from Blickstein Group and Consilio) show that allocating **TIME FOR DIALOGUE** with firms (e.g. quarterly business reviews) helps in the successful management of matters and creates better relationships.

 *Unless You Ask: A Guide for Law Departments to Get More from External Relationships*


2. There is a correlation between “value” and “return on investment” and strategically **INVESTING IN IN-HOUSE LEGAL SERVICES DELIVERS RETURNS**. Organisations that invest in their legal team create more value and can reduce legal risk, even prevent losses.

 *Illustration of the TGO Value Matrix*

3. **DATA ANALYTICS SUPPORTS SCOPING AND PRICING MATTERS MORE EFFECTIVELY** and enables companies to benchmark how much time and effort will be required to resolve matters. eBilling and legal spend analytics systems provide data to enable informed pricing dialogue.

 *Sky Analytics – Legal Spend Management*

4. Legal teams and procurement professionals often look for the lowest cost, but the **LOWEST PRICE IS NOT ALWAYS THE BEST VALUE** and fails to recognise efficiency and customer service.

 *Working Effectively with Outside Counsel Checklist*

5. In-house legal teams are becoming more interested in the diversity of professionals working on their matters, and are committed to the belief that **DIVERSITY BRINGS VALUE TO THE LEGAL SERVICES DELIVERY MODEL**.

 *Law Firms In Transition Book Review*

6. There are many ways to create more value with the outside counsel relationship. Quality leads to good results. **CONSIDER AT THE OUTSET WHAT VALUE MEANS TO YOU AND YOUR COMPANY**.

 *The ACC Guide to Managing Outside Counsel*


7. Having created an initial strategic relationship with firms, it is easy to underestimate how important it is to **CONTINUE THE DIALOGUE**. This is crucial, yet often not done - there frequently remains an assumption that each side knows what the other wants.

 *ACC Guide to Value-Based Fees*

8. **ESTABLISHING KEY PERFORMANCE INDICATORS (KPIs)** will enable you to drive toward strategic goals and ensure that outside counsel achieve the results you are seeking (e.g. time to resolution, outcomes, predictability).

 *Delivering Value by Managing Performance*

9. **MEASURING JUST “TIME” WILL GIVE YOU A WRONG IMPRESSION** – the total cost of a matter is a function of effort and outcome and firms should be evaluated by both measures.

 *Working Effectively with Outside Counsel Checklist*

10. **IMPROVE YOUR DIALOGUE** with your law firms by implementing some of the initiatives outlined in the External Resources Management section of the ACC Legal Operations Maturity Model

 *ACC Legal Operations Maturity Model*