LEGAL OPERATIONS PROFESSIONALS MAKE A DIFFERENCE
Departments that employ at least one legal ops professional are more advanced across all 15 functional areas compared to those with no dedicated legal ops professional.

NOT ALL FUNCTIONS ARE EQUAL
There is significant variation in maturity levels across functions. Compliance and Financial Management are most advanced on average, while eDiscovery & Litigation Management and Innovation Management are least advanced.

COMPANY SIZE MATTERS
Legal departments in large organizations report higher maturity levels on average. This is consistent when examining company revenue, number of staff, and legal spend.

DEPARTMENTS FACE DIVERSE CHALLENGES IN THEIR MATURATION PROCESS
Budget limitations, leadership skepticism on the added value provided by legal operations, and general resistance to change hinder the efforts of legal operations professionals to advance maturity.

BEST IN CLASS ARE IN AN ADVANCED STAGE, BUT THEY STILL HAVE ROOM TO GROW
The top 10 percent departments showcase an advanced stage of legal operations maturity, but none recorded being advanced across all 15 core functions.

KEY FINDINGS

ACC, in partnership with Wolters Kluwer Legal & Regulatory, surveyed legal departments on their level of maturity across 15 legal operations functions and 92 related subfunctions. We present the key findings and data highlights here.

FOR MORE INFORMATION: research@acc.com
VIEW THE FULL REPORT: acc.com/maturity-benchmarking2020
ACC LEGAL OPERATIONS
OVERALL MATURITY SCORE

A combined score of 15 legal operations functions that ranks legal departments’ maturity from 0 to 100

Overall scores vary considerably. Most departments score up to 50 points, while only a minority score above 80. The mean is 34.2, which places the average department at an intermediate stage of maturity.

The “Best in Class” are the top 10 percent legal departments sorted by maturity score. This statistical summary shows key metrics for these industry leaders.

**Average score by industry and company revenue.**

Larger companies score higher in legal operations maturity across industries.

**Note:** Median values reported.