



Driving Digitization in Your Organization

Building A Digital Foundation

1 Enterprise & Data Architecture

Develop a technology strategy and roadmap that will support a digital transformation, e.g., mobile desktop, mobile-friendly core systems (document management system, intake system, contract and billing system) that can support your digital goals. Ensure your core ecosystem can be integrated to support your digital vision.

2 Consistent Data Management Standards

“Good data leads to action, poor data leads to confusion”. Create a data culture within the organization, treat the data as a key asset, and ensure departmental ownership of key data assets that will conform to a common data management framework, policy, and philosophy.

3 The Power of Data

Data is only powerful if the quality is high and it is accessible. Build an analytics capability that can mine your data. Ensure you can get access to – and analyze – all your data assets that help drive business decisions.

Building A Digital Culture

1 Know How Paper Is Used Today

Consult and capture data about how and why people are using paper today. Who is using it? How much are they using? What are they using it for? Understand what it is that people really need by engaging them in the process. Remember: users are more likely to buy into change when they have had a say in the process.

2 Communicate Your Value Proposition

Show people how going digital will improve their day-to-day lives, in addition to providing benefits to the organization. Being digital can mean better mobile working, better search capabilities, and better collaboration with colleagues. It can also mean saving costs.

3 Communicate Change Early and Often

Develop a communications plan that starts early and keeps users informed of what you are doing as an organization to go digital. What technology is coming down the pike? What are your expectations of users? What are the desired behaviours for them to adopt? Be transparent throughout the process.

4 Gain Buy-In at the Top

There must be a full understanding of the initiative as well as support (resources, communication, etc.) from leadership. If digitization aligns with the broader goals of the organization, this will help drive the shift.

5 Provide Clear & Relevant Training

Make training on technology that replaces paper as easy as possible for users to learn. The best training will answer the question – what's in it for me? – and will be as innovative as the technology being taught. For example, use on-demand bite-sized e-learning modules in addition to traditional methods.

6 Leverage Early Adopters as Champions

Nothing is as effective in driving user adoption of technology as seeing colleagues do tasks more efficiently with it. Leverage early adopters to sing the praises of the technology. Provide them with talking points and key messages to facilitate these discussions with colleagues.

7 Follow Up and Celebrate Success

See how things are working and revise the process as needed. Provide continuous training opportunities and information. Provide users with the support they need to avoid reverting to old habits. In addition, share success stories internally, starting early with quick wins and recognizing your early adopters of digital ways of working.

The Art of the Possible

With good data and a digital culture comes a whole new art of the possible:

1 Legal Tech Transformation

You will be well positioned to turn your attention to legal tech and the power of AI and automation within your legal operations and practice.

2 Business to Business Transparency

Data can easily be shared from business to business, ensuring transparency and tighter integration between your organization and that of your business partners.

3 Ecosystems

Think about what's next and beyond the boundaries of your own organization. With data transparency comes the ability to co-create solutions that bring the business and practice of law to a new level of excellence and innovation.

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