

ACC Alberta ~ Calgary
January 14, 2020

Demonstrating your Value through Legal Operations

Panelists:

Martine Boucher, *Simplex Legal*

Stephen Cooper, *Alberta Central*

Julie Fisk, *Enbridge*

Moderator:

Carla Swansburg, *Epiq*

People. Partnership. Performance.

Welcome and Introductions

1. Introduction to our Panel
2. Agenda for the program



Calgary, AB Weather

Updated on Tue., Jan. 14, 10:55 a.m.

-30°C
FEELS LIKE -39



Ice crystals

[+ ADD TO MY LOCATIONS](#)

TOP STORY

Alberta capital could be among the COLDEST PLACES ON EARTH Tuesday. Stay safe! Here's what you need to know

Wind
9^N
km/h

Humidity
68%

Visibility
6 km

Sunrise
8:34^{AM}

Air Quality **4** **Moderate Risk**

UV **1** **Low**

Wind gust
14^{km/h}

Pressure
↓102.7 kPa

Ceiling
500^m

Sunset
4:57^{PM}

SHORT TERM FORECAST

Meet Our Panelists

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Agenda for the Program

1. What is Legal Ops and why does it matter?
2. Prioritizing high value work
3. Demonstrating your value to the C-Suite
4. Streamlining outside legal spend
5. Lessons learned from failure
6. Q&A

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

eDiscovery
solutions: full
EDRM suite
of solutions

data breach
support and
class action
administration

regulatory
and
compliance
solutions

AI and
machine
learning based
contract
reviews

business
process
solutions

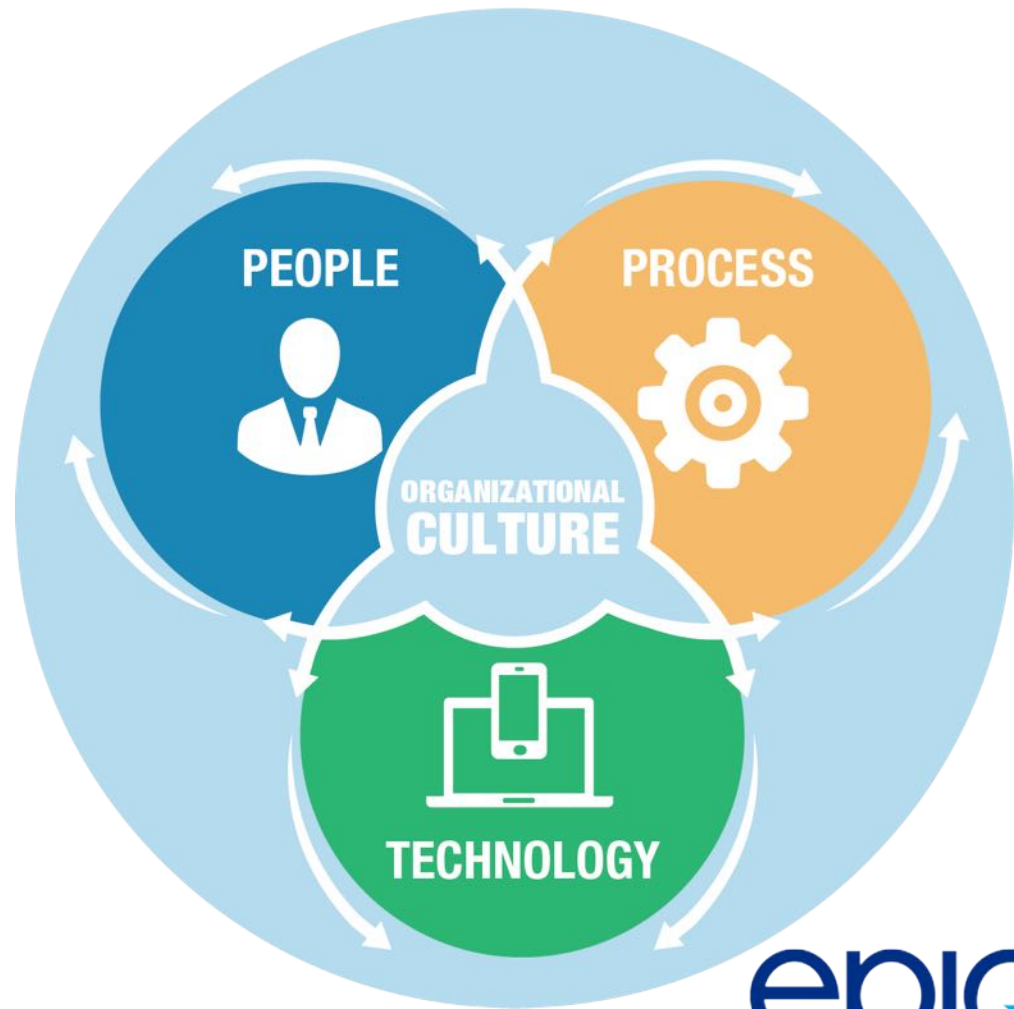
restructuring
and
bankruptcy
solutions

What does “Legal Operations” mean?

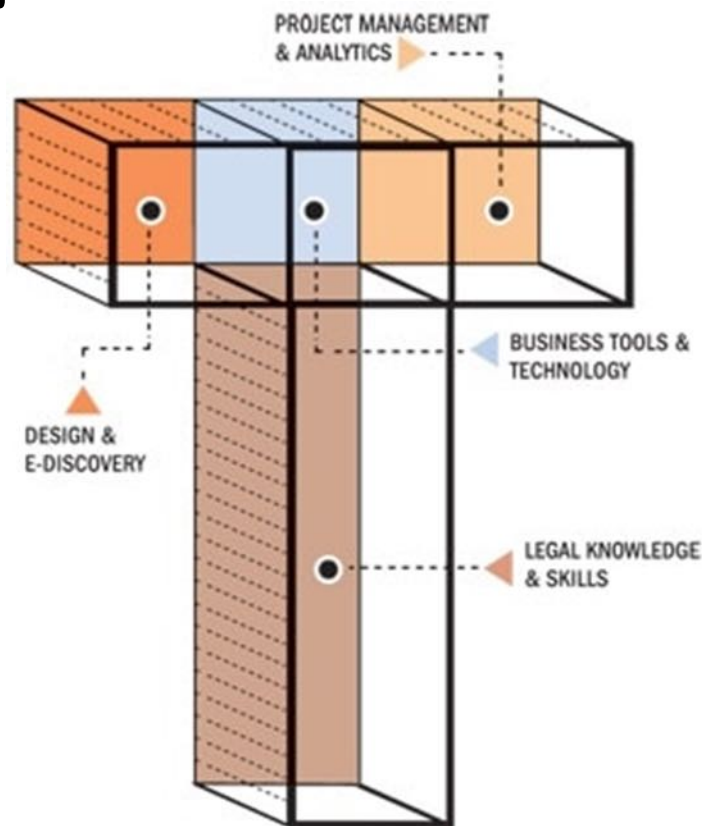


**Three key levers
(+culture) to drive
efficient, effective
legal services.**

***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?

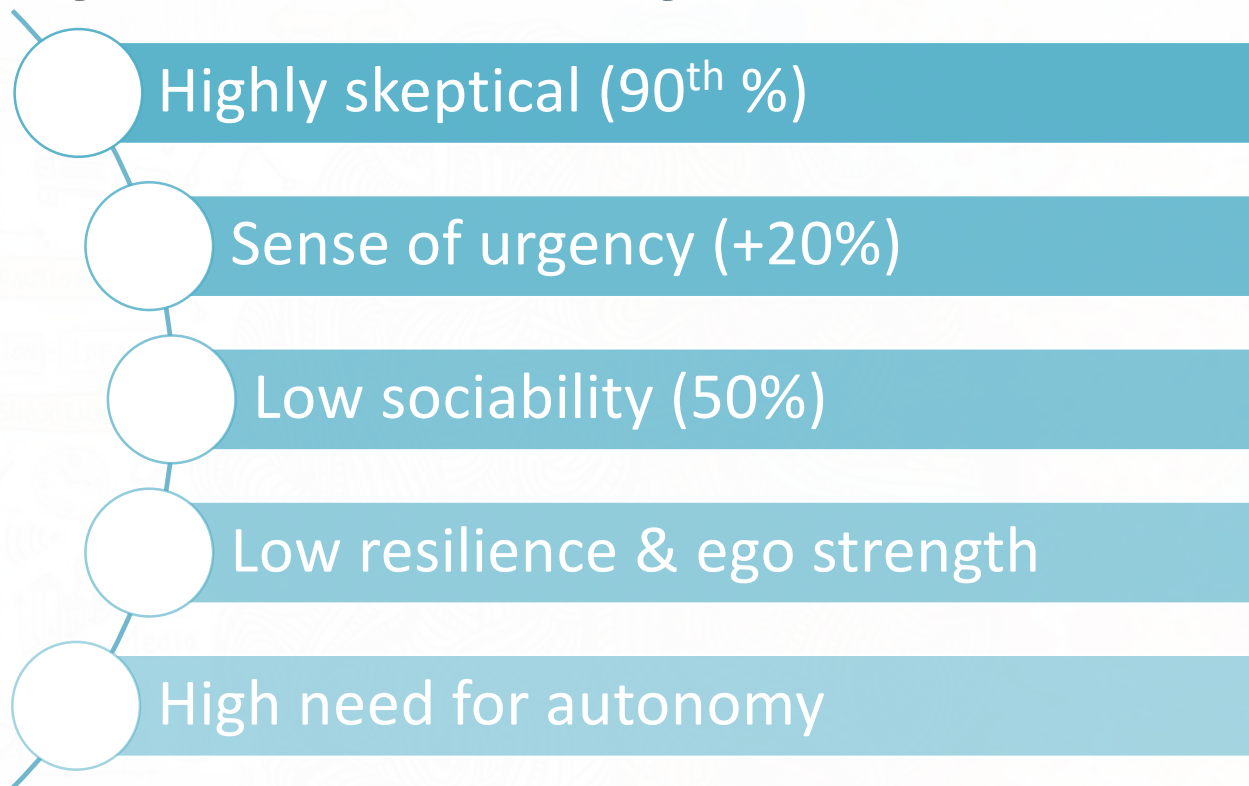
Process: How do you make the right changes? How do you leverage process?

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

Altman Weil Law Firms in Transition survey, 2018.



The Lawyer Personality



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?



Prioritizing high-value legal work

1. How do you focus on what matters?
2. The power of process + agile: finding new ways to work

Demonstrating your business value

1. How do you show the C-Suite your business value?
2. How do you measure the value of your legal work?

We spend HOW MUCH on legal counsel?

1. Streamlining outside legal spend
2. Enhancing the value of outside counsel:
leveraging their scale, technology,
resources etc.

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.

Final Thoughts



Additional Reading

- 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
- ACC Maturity Model for Legal Ops
- <https://cloc.org/>
- <http://aboveandbeyondkm.com/about>
- 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
epiqglobal.com

THANK YOU!

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