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LEGAL TECH

Lessons from Setbacks:
Practical Tools &
Strategies for Lean Legal
Teams

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INSTRUCTIONS

Go to
www.menti.com
& Enter the code
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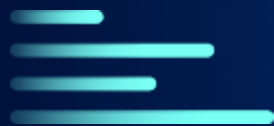
or use the QR Code

PERSONAL SETBACKS

- Lack of proper breach management
- Lack of adequate and updated data knowledge base
- Lack of adequate contractual management tools

YOUR TURN:

share your Personal Setbacks on
Mentimeter



1 Mistaking Tech Tools for Strategy





NOT A STRATEGY,
BUT AN ENABLER

YOUR TOOLS



PROBLEM FRAMING – LEGAL TEAM

WHAT'S BROKEN?

WHO FEELS THE PAIN?

WHAT WOULD SUCCESS
LOOK LIKE?

WHAT CONSTRAINTS EXIST?

WHAT CAN WE REALTISTICALLY MAINTAIN?



YOUR TOOLS



EXPERIENCE CANVAS TEMPLATE

HYPOTHESIS

PROBLEM

VALUE

TARGET USERS

SOLUTION/
IDEAS

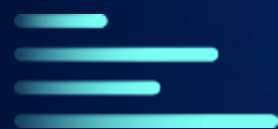
MINIMUM VIABLE
PRODUCTS

SUCCESS
METRICS

END TO END
JOURNEY

TEAMS

STAKEHOLDERS



YOUR TOOLS



SURVEYS – TOP TIPS



YOUR TOOLS



BONUS TIPS

Surveys are not just for
data....

01

Signals that your Legal team is open
to feedback

02

Step toward co-design and user-
centred service

03

Way to build buy-in before you launch
any initiatives

2

**“Legal is the Blocker” but
no one knows why**





YOU CANNOT
FIX WHAT YOU
CANNOT SEE





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YOU CAN'T FIX WHAT YOU CAN'T SEE



Lack of communication

Poor alignment between legal and project teams causes delays and misunderstandings

Lack of relevant expertise

Legal teams lacking domain-specific knowledge in the required legal field, slowing progress and creating blind spots

Outdated Laws

Without tools to monitor regulatory shifts and laws, organisations are left in the dark; unable to adapt or scale safely

Human error

Manual processes and over-reliance on individuals increase the risk of missed deadlines, gaps, or flawed contracts.

YOUR TURN:

Rank these issues in terms of how relevant they are, on Mentimeter



PROCESS MAPPING

WHAT CAN WE MAP?

CONTRACTING PROCESS

- Contract intake
- Contract drafting
- Review & negotiation
- Approvals & execution
- Contract storage & retrieval
- Contract lifecycle management

LEGAL INTAKE

- Legal request intake
- Triage, prioritisation and assignment

GOVERNANCE

- Policy Management
- Conflict of interest declarations
- Incident or breach reporting

OTHER AREAS

- Product launch/marketing review
- Litigation process
- Dispute handling

START WITH PROCESSES

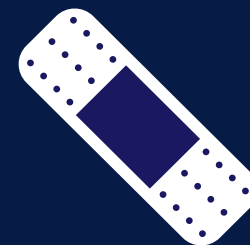
THAT ARE....



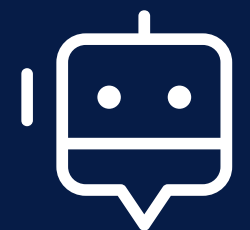
High Volume



High Visibility



Causing Pain

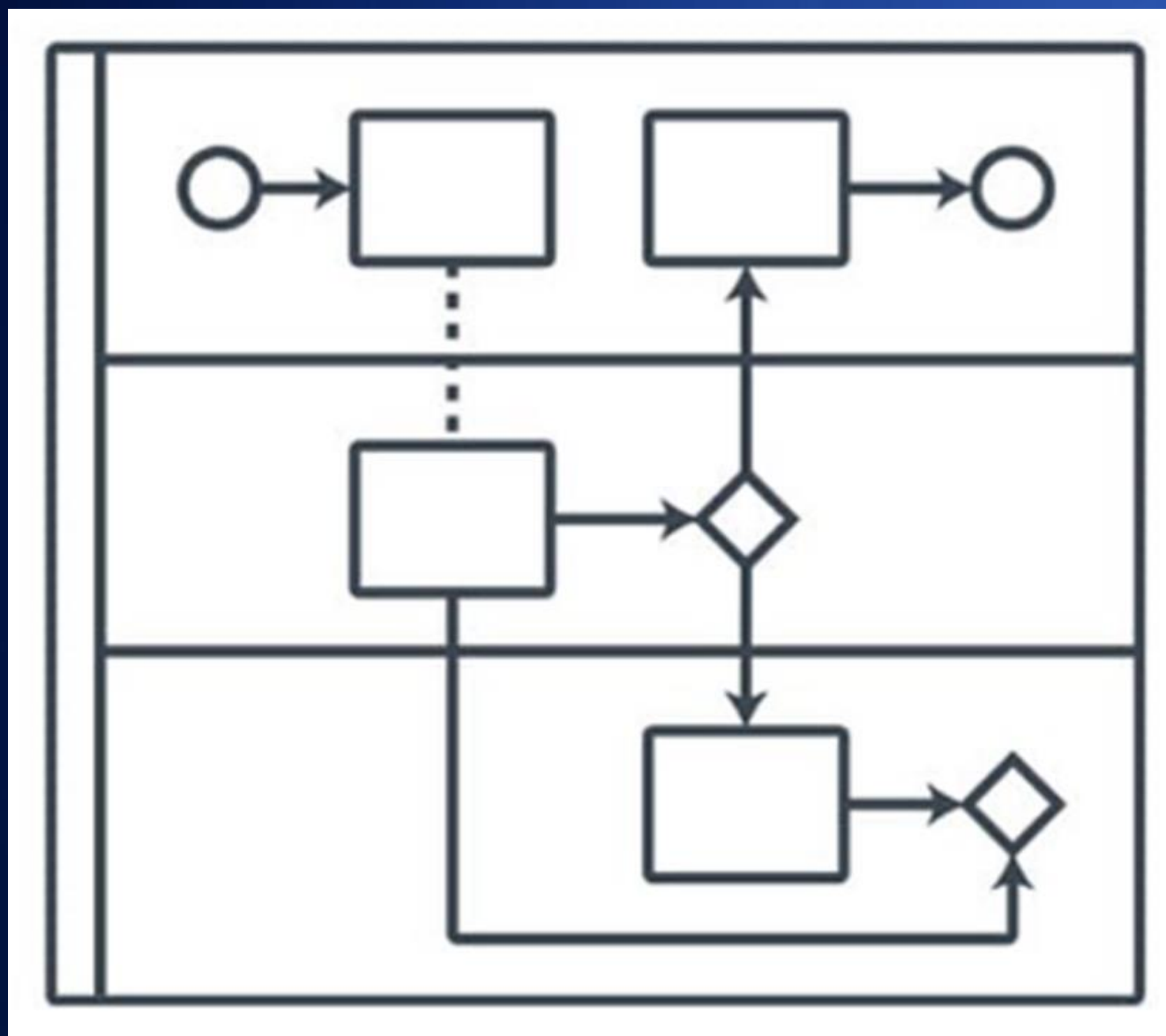


Candidate for Automation

YOUR TOOLS



SWIMLANE DIAGRAM



- Show who does what and when (Sales, Finance, Legal, etc)
- Add estimated time per step
- Reframe the narrative: from “Legal is low” to “Here’s where the process breaks down”

Outcome:

- ✓ Shift from blame to improvement
- ✓ Identify what Legal actually controls and what Legal doesn't

3

The Need for New Tech

**“What AI Tool
Should We Get?”**



A VERY COMMON MISTAKE...

| not understanding existing tech
stack



ASK THE RIGHT QUESTIONS..

What tools do we already have access to?

what are other teams using for similar problems?

Are there any integration requirements we need to consider?

Can we pilot a use case within existing enterprise platforms?

CHOOSE TOOLS THAT FIT WITH YOUR TEAM'S..

☒ **Maturity**

☒ **Capability**

☒ **Bandwith**

☒ **Usage**

YOUR TURN:

Describe your team in one word on Mentimeter



4

Not Measuring Success



CURRENT LAW FIRMS



Adoption & Usage Metrics

- % of active users vs. licenses purchased
- Frequency of use per user/team
- # of documents/contracts/cases processed through the system
- User satisfaction score (via internal survey or feedback)

Tells you whether the tool is actually being used and embedded into daily work



Efficiency Gains & Time Savings

- Average time to complete a contract/matter (pre- vs. post-implementation)
- Reduction in time spent on routine tasks (e.g., NDAs, approvals, redlining)
- Turnaround time for legal requests (internal SLAs)

Demonstrates ROI in terms of speed and productivity

CURRENT LAW FIRMS



Cost Savings

- Reduction in external legal spend
- Time saved = cost saved (FTE conversion)
- Decrease in administrative or manual work hours

Helps justify investment in automation or analytics tools.



Risk Mitigation

- # of contracts with missing/expired terms reduced
- # of legal issues flagged early due to alerts/reminders/workflows
- Compliance tracking rate (e.g., % of contracts with proper clauses, signed NDAs on file)

Shows how the tool protects the business legally and reputationally.

CURRENT LAW FIRMS



Process Standardization

- % of contracts using standardized templates
- % of matters properly tagged/classified in system
- Consistency in clause usage across business units

Ensures better governance and easier audits.



Collaboration & Transparency

- # of cross-functional users (e.g., procurement, sales, compliance)
- Avg. # of comments/revisions per document
- Internal visibility to legal pipeline / contracts / matters

Shows how well legal tech integrates with business stakeholders.

CURRENT LAW FIRMS



AUDIT & REPORTING CAPABILITIES

- Ease of generating reports on legal activity
- Frequency and accuracy of compliance reporting
- # of audit or due diligence requests fulfilled via platform

Supports audit-readiness, ESG reporting, and regulatory compliance.



5 Solving Everything at Once?



YOUR TOOLS:

The Impact vs Effort Matrix



YOUR TOOLS:

User Personas



YOUR TOOLS:

Pilot and iterate





CASE STUDY 1

IMDA's new AI model for legal case summarisation & efficient legal research: GPT legal

In Singapore, 75% of legal practitioners often rely on Lawnet, the leading legal research platform for local cases. Lawnet provides access to court judgements, legal reports and other critical documents. However, the process of navigating and summarizing these complex documents is often time-consuming and inefficient, taking up to 5-10 hours to research and look through cases.

IMDA and SAL recognised a need for an AI solution to summarize these complex cases and hence, used Amazon Web Services (AWS) to develop GPT-legal. Launched in September 2024, the AI tool now delivers catchwords, facts and holdings for unreported judgements at a glance. This greatly enhanced the efficiency of legal research for much of SG's legal community, as they can better identify relevant cases and get to the crux of the necessary information faster.





CASE STUDY 2

Westpac: Australian Banking Corporation's use of generative AI to draft and review contracts

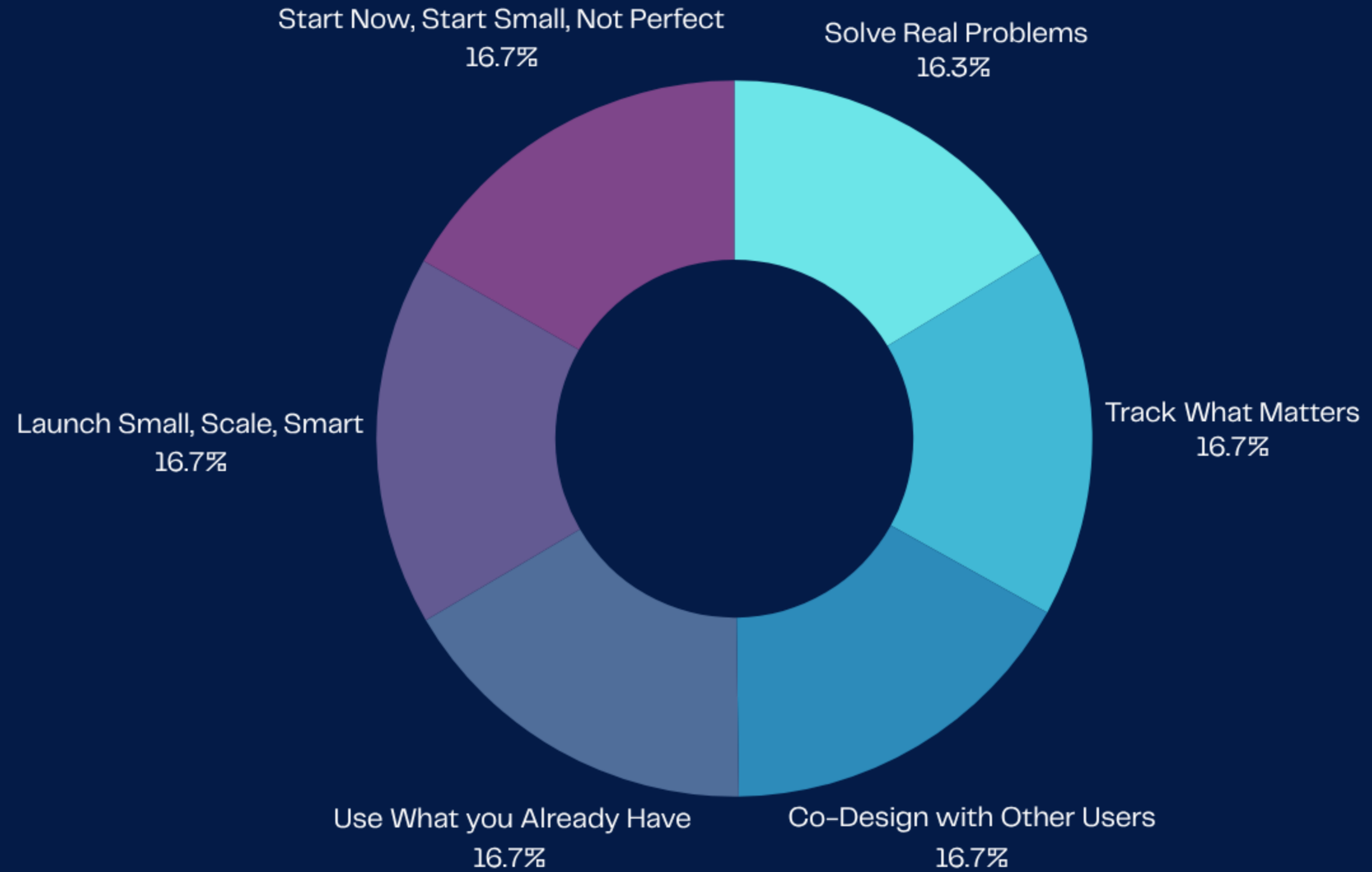
The bank's legal operations team were faced with inefficient and slow contract drafting and review processes. Westpac then employed generative Ai for drafting and reviewing contracts, as well as create a guide as to Westpac's preferred position on various contractual and regulatory matters, such as payment terms and cyber security. Since then, Westpac has seen an increase in contractual reviews by 15% than if the lawyers completed the review themselves.

The bank is also piloting the use of generative AI to create videos, based on short scripts by Westpac lawyers that explain legal processes to colleagues in other parts in the business.



KEY

TAKEAWAYS



“

ONE
COMMITMENT



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LET US KNOW HOW YOU GO



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Clinigen

Australia



THANK YOU

