

# Legal Operations of the Future: How Corporate In-House Counsel Can Win Despite Uncertainty

How does the future of Legal Operations reckon with the effects of the pandemic? Whether it's the drastic increase of data volumes or the forced shakeup of workflows, today's COVID-influenced landscape can seem like a minefield. To mitigate these pain points, you should address inefficiencies early and efficiently.

By adjusting mindsets, analyzing processes, and implementing technologies, legal departments can succeed and thrive on the other side of the pandemic.

## Pain Points: The Impact of COVID-19

### Corporate Priorities Take a Hit

Budgets are tighter and legal teams are asked to do more with the same or even fewer resources. This causes a shift in prioritization and resource allocation.

### Litigation Skyrockets

COVID-related disputes are on the rise in almost every practice area and result in new matters in litigation, compliance, regulation, and investigations. 53% of teams in one report said they expect more work to move in house. This means more work all around.

### Onslaught of Unstructured Data

With an increase in litigation comes an increase in data volumes. With exploding data sizes for new data types, data is growing faster than it is being processed. As data volumes increase, sorting, processing, and reviewing becomes overwhelming. Time spent on data equates to less time spent on building cases and developing case strategy, which is essential to maintaining client relationships.

### Battle of In-House vs Outside Counsel

With limited budget and resources, there is a growing concern about outside spend. In a constantly changing environment, in-house legal departments are forced to rethink the way they work with outside counsel.

### Risk & the Ever-Changing Landscape

Mitigating risk with shifting priorities can be difficult. How does a legal team prepare to manage and mitigate future risks without being able to predict the unknown?

## Pain Relievers: The Successful Future of Legal

### Maintain a Business Mindset

69% of legal operations professionals see their department as integral to the organization's business strategy.\* For a business mindset and budget optimization, focus on improving internal processes, overall productivity, and cost efficiency through optimizing technology usage.

### Centralize & Consolidate Legal Technology

76% of lawyers in **one report** said the increasing importance of legal technology was likely to have the biggest impact on their organization. When legal departments, outside counsel, and outside service providers are handling many cases varying in priority, essential data needs to be readily available in a single place for everyone to access. Consolidating legal technology streamlines the process.

### Lean into Advanced Technology

It has become more and more obvious that in order to be a modern, successful legal department, businesses must utilize advanced legal technology. In-house counsel must take advantage of these technologies to optimize efficiency, predict and prevent exposures and risks, and streamline workflows. Analytics and automation help lawyers reallocate time and attention to the most important tasks at hand, such as case strategy.

### Control Outside Legal Spend

In order to optimize resources in an ever changing environment, in-house legal departments must restructure the way they work with outside counsel. Focus on consolidation and specialization, and partnering with ALSPs. Build relationships with outside counsel, service providers, and vendors to better support ever changing needs.

### Mitigate Risk by Optimizing Efficiency

One of the top goals for any in-house counsel is to boost the efficiency and agility of their department. This includes removing obsolete processes and driving innovation to optimize resources. Spend the time to analyze processes, identify inefficiencies, and enhance procedures. Implement technologies to supplement inefficient processes and to streamline workflows. Also utilize advanced technology to mitigate risk for internal investigations and compliance.



\* CLOC 2020 State of the Industry Survey