

LAW



SQUARED

Digital + Innovation

A future-fit legal function



A MESSAGE FROM OUR FOUNDER

Faced by unprecedented volatility and ambiguity, the C-level's expectations of in-house legal teams have changed.

High performing businesses expect legal to identify and manage emerging risks, guide fact-based executive decision making and enable compliant, customer centric operations.

Optimising legal operations and technology is a game changer for in-house legal teams under pressure, freeing up lawyers and delivering data to support higher value legal insights. But few legal teams have the bandwidth – or technical expertise – to shift from tactical to strategic.

At Law Squared, we are continuously pushing to deliver a more positive, human centred experience for our lawyers and clients. Our focus on digital maturity has been key to our success.

Through our Digital + Innovation team, our clients can leverage this first-hand experience designing, selecting and implementing leading edge processes, tools and technologies suited to the unique in-house legal environment.

We are excited to share our knowledge and learnings to prepare and propel the legal profession towards a step change in purpose and value.

Demetrio Zema
Founder & Director

We know you can run, let us help you fly.

Accelerate your transformation and create advantage for your business by leveraging our first-hand experience selecting technologies, operationalising and embedding change.

From strategy to implementation, our Digital + Innovation team help you build digital maturity required to make the shift from 'compliance centre' to 'strategic partner'.

We work with you to:

- Design and implement a future-fit legal operations and technology Strategy + Roadmap
- Invest in and implement legal technology for scale and efficiency
- Enhance digital and operational maturity of the legal function
- Streamline and automate high-volume, transactional work
- Achieve cost efficiencies with external legal spend
- Elevate legal's influence and impact on business strategy
- Improve legal service delivery to stakeholders.



Our difference

Combining deep technical knowledge with direct legal operating experience, our Digital + Innovation team bring a globally unique set of competencies to your digital transformation.

Free from the constraints of timesheets and billable hours, we draw on specialists across Technology, Operations, Legal, and Change and Communications, to deliver a future-fit legal tech stack and operating model.

Technology

We are certified and experienced:

- Salesforce Certified Administrator
- Salesforce Certified Platform Developer
- Salesforce Certified Platform App Builder
- Agile Certified
- Enterprise technology solutions implementation and configuration
- Enterprise product management
- Business administration and process automation
- Data analysis
- Legal tech sourcing, evaluation and negotiation

Operations

We are globally recognised:

- Legal operations specialists:
 - Finalist in 2022 Legal Operations Professional of the Year
 - Speaker at CLOC – the world's largest Legal Operations Conference
- Project management experts within both enterprise and legal environments

Executive & Legal Insight

We draw on:

- First-hand experience evaluating, configuring and consuming legal technology
- Executive insight from our Advisory Board and Lead Team
- User feedback and expert legal knowledge from Law Squared practice groups

Change & Communications

We prioritise empathy + outcomes to:

- Bring a human centred, UX perspective to tech selection and configuration
- Leverage existing technologies, where suitable, to minimise change fatigue and optimise efficiency
- Embed real behavioural change with lawyers and legal stakeholders
- Deliver jargon-free, pragmatic communications assets to support your transformation

Our services

Equipped with a unique blend of technical nous, legal operations expertise and human centred approach to design and change management, we support your legal team across three key service areas:



Strategy + Roadmap

A future-fit legal operations and technology roadmap is the first step towards transformation, but the legal tech marketplace can be overwhelming. Few GCs have the time or experience to know where to start, let alone manage the day-to-day journey.

Our team start with a current state assessment, analyse alignment between your operating model, existing technologies and the organisation's goals, to deliver a tailored legal operations and technology Strategy + Roadmap.



Solution Design

Leverage our first-hand experience testing, selecting and optimising legal operations and technology within our own Firm. Our team will analyse a specific business challenge, test alternate solutions and sourcing models, and help you build the business case for investment.

We are tech agnostic to give you confidence to invest in legal operations processes, tools and technologies that deliver a fit-for-purpose solution, rather than an off-the shelf solutions that require extensive, costly configuration.



Implementation Support

Lifting digital maturity is critical to support higher value legal work, but embedding new processes and technologies requires a deep understanding of the legal service delivery life cycle, experience managing tech vendors and a human centred approach to change.

Leverage our teams' first-hand experience designing, preparing for and managing change in a legal environment.

Strategy + roadmap



A clear, purposeful, and data-backed Legal Operations and Technology strategy is the first step towards increasing the efficiency and impact of in-house legal.

Our team challenge you to think about your current operating state, where you believe you need to be in the future, and the gap between the two.

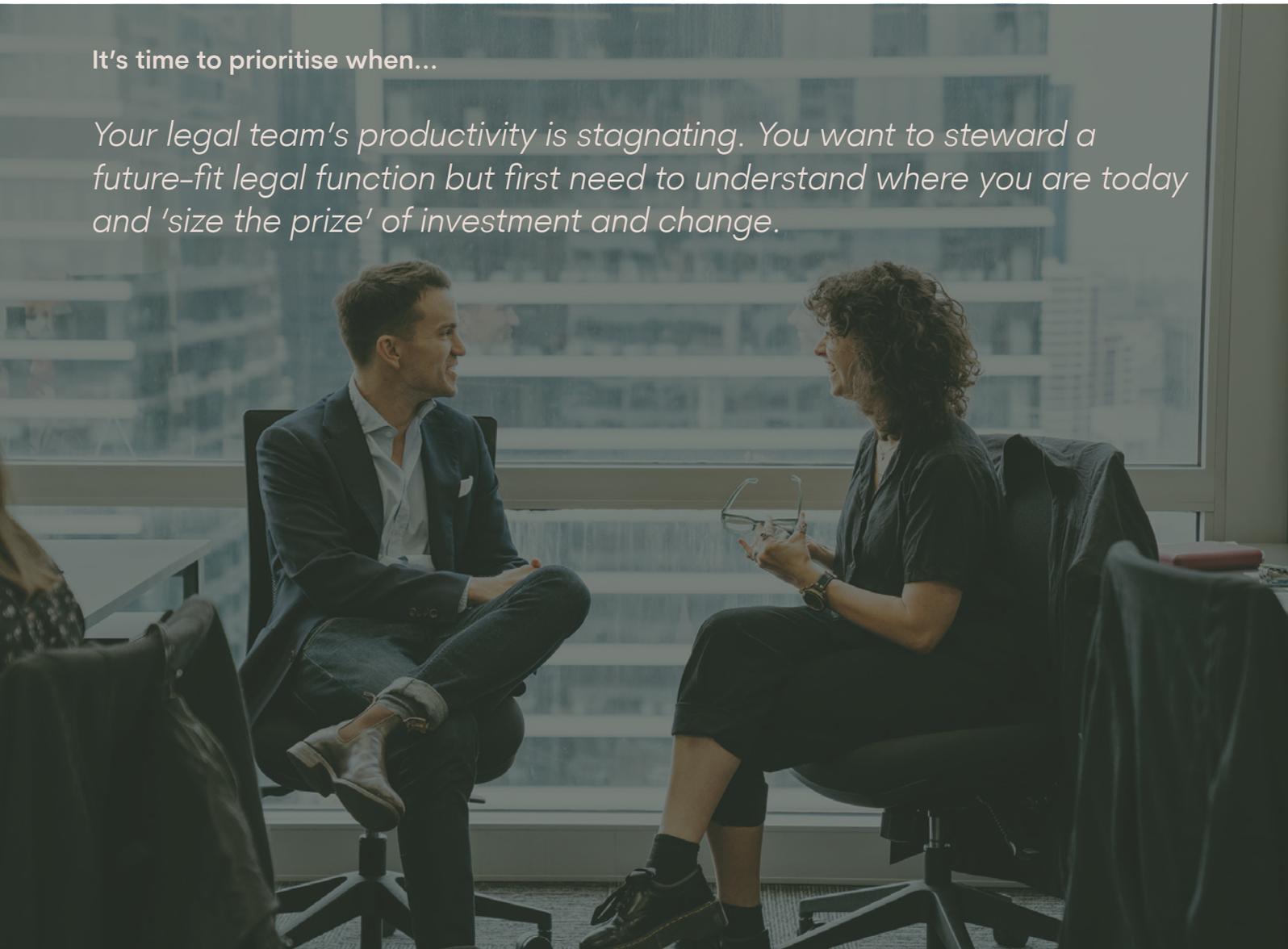
Based on this Health Check analysis, we design a tailored Legal Operations and Technology Strategy - and the action-oriented roadmap to get there.

Outcomes

- Current state operations Health Check
- Business process maps
- Stakeholder maps
- Risk register and bottleneck analysis
- Strategy brief
- Key initiatives and priority roadmap.

It's time to prioritise when...

Your legal team's productivity is stagnating. You want to steward a future-fit legal function but first need to understand where you are today and 'size the prize' of investment and change.



Solution design



Leveraging our team's product and sourcing knowledge and deep understanding of the legal delivery lifecycle, we focus on a specific challenge nominated by your team.

Together, we help you reimagine a more effective, autonomous legal workflow and navigate the noisy, complex tech marketplace to ensure you arrive at a fit-for-purpose solution, rather than focusing exclusively on legal technology offerings.

Outcomes

- Analyse, explore and refine business problem
- Solution research and legal operations and/or technology recommendations
- Initiative planning and project delivery roadmap.

Common in-house legal challenges

"Our intake process is manual and tracked through an Excel spreadsheet. I don't have much visibility on what my team are working on and their capacity for more workload."

"External legal spend is a mess. I have no idea what our spend was last year briefing out external legal, nor do I know which firms we are briefing for what type of work."

"I need to analyse, categorise, and scrape a specific clause from over 10,000 contracts."

"Our sales team use Salesforce and we want to integrate with their workflow to incorporate mandatory legal review for all new contracts."

It's time to prioritise when...

You are under pressure to demonstrate value, increase your executive influence or are rethink how you manage legal.

You suspect operations and technology is the answer, but do not have the time or technical expertise to sort through a noisy legal tech marketplace and build a data-based business case.

Implementation support



The extent of behavioural change required to embed lasting digital transformation is often overlooked in the rush to move onto the next priority or attend to BAU.

A successful technology implementation demands a human centred approach to understand the impact of the change on your team and your stakeholders.

Our Digital + Innovation team are experienced at managing tech vendors and rolling out legal operations and technologies within a law firm environment – our own.

With our support, you'll save countless hours in project meetings and ensure a frictionless implementation experience.

Outcomes

- Understand and communicate your requirements to the vendor to ensure a fit-for-purpose outcome
- Develop and project manage configuration and delivery of the tech solution
- Develop a change management plan and draft communications materials
- QA review of the vendor and solution before go-live.

"The number one reason technology projects stall is the mistaken belief that the journey ends when the purchase agreement is signed."

– Nam Truong, Digital + Innovation

It's time to prioritise when...

You need to ensure your technology investment delivers value, but don't have the capacity or expertise to manage a complex roll-out or extensive customisation of an off-the-shelf product.

Our Digital + Innovation Team



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Nam has been responsible for setting and implementing Law Squared's own legal operations and technology roadmap and heads up the Digital + Innovation practice. A former ANZ Enterprise Product Manager, human centred design expert and legal operations specialist, Nam has unrivalled legal tech product and vendor knowledge.



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As the Founder & Director of Law Squared, Demetrio has been both an evaluator and consumer of Legal Tech solutions. Leveraging this first-hand experience and intimate understanding of the C-level, Demetrio provides invaluable insights to help clients select fit-for-purpose solutions that drive commercial advantage.





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