

# LOD Peer Chat Summary

## Managing workflows

How successful GCs make sure their systems and processes for workflow are enabling, not hindering, their teams.

### The challenges

#### Clunky work intake mechanisms

For example intake via an inbox or a rudimentary ticket system which makes for time-consuming management and no overview of the overall spread of work across the team.

#### Rapidly growing teams or new teams

Smooth triage becomes more important as you scale up and need to spread work around a larger team. Additionally onboarding new team members is made harder if they have to get used to unintuitive processes.

#### Complex Matter Management Systems

Outdated systems that are either isolated from other processes or have been implemented without sufficient consultation or training so there is no team buy-in.

#### Lack of data

Collecting data is becoming a necessity. But without a clear process or system to systematically gather it GCs are left relying on anecdotal information.

#### Lack of budget

It's difficult to get budget in the best of times, and especially in 2020! GCs don't want to use the goodwill they have to get expensive software if they are not 100% sure it will achieve ROI.

### The solutions



#### Understand the problem you are trying to solve

There is nothing to be gained from jumping straight to a technology solution, if you don't have a clear view of what you are trying to achieve with it. Take the time to understand the root cause of the problem and only then look at the tech market to see if there is a solution.



#### Copying is OK

Before you look externally, look to other teams in your organisation for inspiration. IT and HR often work with ticket-based systems that can be customised for the legal team.



#### Templates

You might not even need technology. Innovation in template design has helped many of our clients make tangible improvements to their time to contract. A focussed project to redraft in plain English and amend contentious clauses can have real impact.



#### Different resourcing models

Paralegals are a cost-effective solution that allow work to be disaggregated. You could also consider outsourcing complex work. This gives you the immediate benefit of getting work off your team's desks, but in the longer term will provide you data points that you may be lacking.



#### Clearly segregate strategic work from BAU

Even if managed manually, tagging matters according to strategic importance can help focus the team's effort and add a level of organisation and visibility to the work that your team are spending their time on.



#### LOD TOP TIP

Put in the necessary time and effort to solve these challenges now because they will only grow over time. We work with many of our clients to solve similar problems and we are ready to support you.