



# Legal Operations Services

OGC is a law firm dedicated to providing a business-first approach to lawyering.

This means understanding our clients' industries and strategic objectives. It also means delivering the best possible service as efficiently as possible. OGC Legal Operations Services is an extension of this overall mission.



Our Legal Operations services are offered as a value-add to our large enterprise clients and led by an executive with decades of experience managing Legal Ops for major law firms and corporate legal departments. This offering is designed to help general counsel assess, create and optimize their own Legal Operations function.

*Legal Operations is not a monolith.*

It is a continuum comprised of distinct phases - consideration, building & continuous improvement. Leveraging a nuanced understanding of Legal Operations maturity, we address all three phases by performing assessments and making recommendations.

## Legal Operations Phases:

As general counsel increasingly turn to Legal Operations to help run their legal departments more efficiently, they'll need to become familiar with and work through its three distinct phases.



### *Consideration*

As the Legal Ops profession has grown in size and influence, many GCs wonder if this function can address organizational demands for increased efficiency.

What is unique about the Legal Operations function is the fact that these phases are often not linear and depend on current priorities.



### *Building*

Once it is clear that Legal Ops can drive sought-after efficiencies, GCs must design this function properly, including adopting the right technology strategy.

A legal department may find itself in one phase for a certain Legal Ops initiative, but in a different phase for others.



### *Continuous Improvement*

An existing Legal Ops function has stalled in making progress toward strategic goals, requiring GCs to address roadblocks.

## OGC Legal Operations Services:

Our Legal Operations service begins with an assessment, which is available to enterprise clients once every two years and covers all the elements described below.



### Consideration

#### Legal Spend Analysis

The need to understand and control costs is often where a Legal Ops initiative begins. We assist with identifying opportunities for cost savings, often through more programmatic outside counsel spend, and putting tools and KPIs in place to take advantage of them.

#### Technology Assessment

Another common driver of Legal Operations initiatives is the need to adopt new technology. We evaluate how well your current tech stack is working and develop a tech roadmap in support of the strategy for a new Legal Ops function. If specific tech expertise is needed, this step can help inform the hiring of the a Legal Ops leader from the start.

#### Staffing & Training Review

Legal Ops requires a broad set of skills. We advise on which skills will be most critical to your strategy and provide the training to upskill your existing team when hiring isn't an option. We can also work with you to determine how to staff matters, internally and externally.

Depending upon our findings and your specific needs, additional services can be provided.



### Building

#### Metrics & KPI Definition

Measuring progress to goals is vital to the success of a Legal Ops function. We help identify your most important strategic goals and create related KPIs. We also help you determine how to capture data and build the appropriate reports to take full advantage of it.

#### Selection & Procurement

Choosing the right tools and partners is another key to success. We help you identify the right tools and assist in their procurement. Similarly, we can help you identify the right outside counsel and ALSP partners and assist you in building programs to work with them.

#### Adoption & Rollout

Creating a plan and selecting the right tools and partners is not always enough. We assist with consensus building and driving the adoption of your new Legal Ops programs throughout your legal department in order to improve the odds of success.

Depending upon your phase in the Legal Operations journey or your specific needs, some services may be more relevant than others.



### Continuous Improvement

#### Metrics & KPI Benchmarking

Setting KPIs is half the battle; in order to continuously improve, it is critical to benchmark against them on a consistent basis. We work with you to analyze your success against your KPIs in order to ensure you achieve your objectives.

#### Maturity Analysis

For a Legal Ops function that has been up and running for some time, benchmarks to assess maturity are vital. We review your operations to assess maturity in 14 core Legal Ops concentrations.

#### Progress Recommendations

Understanding how Legal Ops can change or expand focus in order to provide maximum value is important to continuous improvement. We will look at your operations holistically, compare them to benchmarks and evaluate them against our own experience. Then, we will offer a roadmap for tackling new challenges or optimizing how you're managing existing ones.

## About Christopher Sweet



**Chris is the Director of Client & Attorney Success at Outside GC**

He holds a J.D. and Masters in Information Systems and is also Lean Six Sigma certified.

Chris has led Legal Operations at major corporations and large law firms, including JPMorgan Chase, Reed Smith LLP and GlaxoSmithKline. Previously, he served in the U.S. Army and Pennsylvania Army National Guard.

He is dedicated to supporting the firm's mission of being 'easy to do business with' by helping our

*lawyers & clients work smarter.*



**Learn more:**

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