Legal Sector Breakfast Briefing

23 June 2021
Leeds

Legal Sector Breakfast Briefing

Welcome & Introduction

Tom Blandford, Legal Sector Partner
Armstrong Watson

ArmstrongWatson®
Accountants, Business & Financial Advisers

Legal Sector Breakfast Briefing

10:00	-	Welcome
10:05	-	Briefing
11:00	-	Q & A
11:30	-	Close

Planning for the Future

How to make better technology decisions that move your firm forward

My Background

'Helen has over 10 years experience advising professionals on resources, processes and technology.'

- Law graduate from the University of Sydney

- Trained with EY in Corporate Tax Advisory

- Resourced senior leadership roles in Tax and Finance

- Worked with some of the world's leading technology providers

- Now advises professional services firms on IT strategy and how to deliver value from technology.

Helen Daly
Senior Associate

Today

☑ **Planning post-pandemic**

☑ **Why have a plan?**

☑ **How to build your IT roadmap**

☑ **How to successfully execute your plan**

☑ **How to move forward**

JH
Jeremy Hyman Associates

slido

What has been the effect of COVID on your firm's IT Operations?

ⓘ Start presenting to display the poll results on this slide.

slido

What areas of IT/technology is your firm focusing on now?

Planning post-pandemic

Why have a plan?

Direction and Progress

Transparency and Visibility

Confidence and Trust in Leadership

Consider Compatibility

Budget appropriately

Measure Achievement

What is an IT Roadmap?

- ✓ A plan for <u>what</u> we are doing and <u>when</u> we are doing it

- ✓ Must be aligned with commercial strategy/business objectives

- ✓ Timing of projects according to priority, budget, and resource availability

- ✓ Includes budget and resource requirements

- ✓ Approved and endorsed by the business

- ✓ Communicated to the firm in terms that they understand

- ✓ Incorporate project and change management.

Building the plan

1. **Start with the business objectives**

2. **Understand the business problem you are looking to solve**

3. **Be rigorous and stay focused**

4. **Have a consistent framework for project selection and initiation**

5. **Establish the outcomes you want**

6. **Specify the deliverables and success criteria**

7. **Allocate priority, timeframe and resource**

Qualifying IT projects

Can't do everything

Necessity

Clients

People

Time

Quality

Necessity

Why is this important?

- Something that just has to be done

- Forced change due to COVID-19

- Change in law or regulation

- Product going end of life

- Diminishing expertise.

What is important:

- Compliance

- Agility

- Foundational changes

- Awareness and planning.

Clients

Why is this important?

- Clients are essential to a firm: If you don't have clients you don't have a business!

- Clients have increased choice in the market

- Hard to attract and retain

- Clients vote with their feet.

Projects might relate to:

- Client experience

- Responsiveness and proactivity

- Perceived value for money

- Frictionless interaction

- Communication

- Leadership.

JH
Jeremy Hyman Associates

People

Why is this important?

- Staff are expensive to recruit and hard to retain

- Impact of COVID.

Projects might relate to:

- User experience of tech

- Mobility

- Flexibility

- Training

- Performance & Rewards.

Time

Why is this important?

- Time is finite. Once it's gone you can't get it back!

Projects might relate to:

- Efficiency

- Productivity

- Automation

- Headcount reduction

- Workload management

- Prioritisation of work

Quality

Why is this important?

- **Quality is what differentiates your firm from others**

- **Perception of value.**

Projects might relate to:

- **Presentation that is clear and comprehendible**

- **Easy and assisted access to knowledge resources**

- **Leveraging high quality data to drive activity**

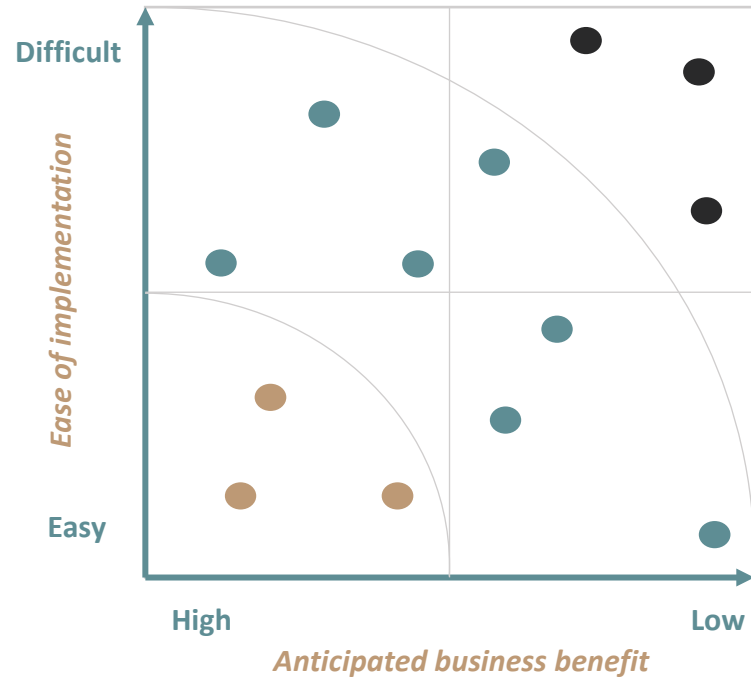- **Using tools appropriately.**
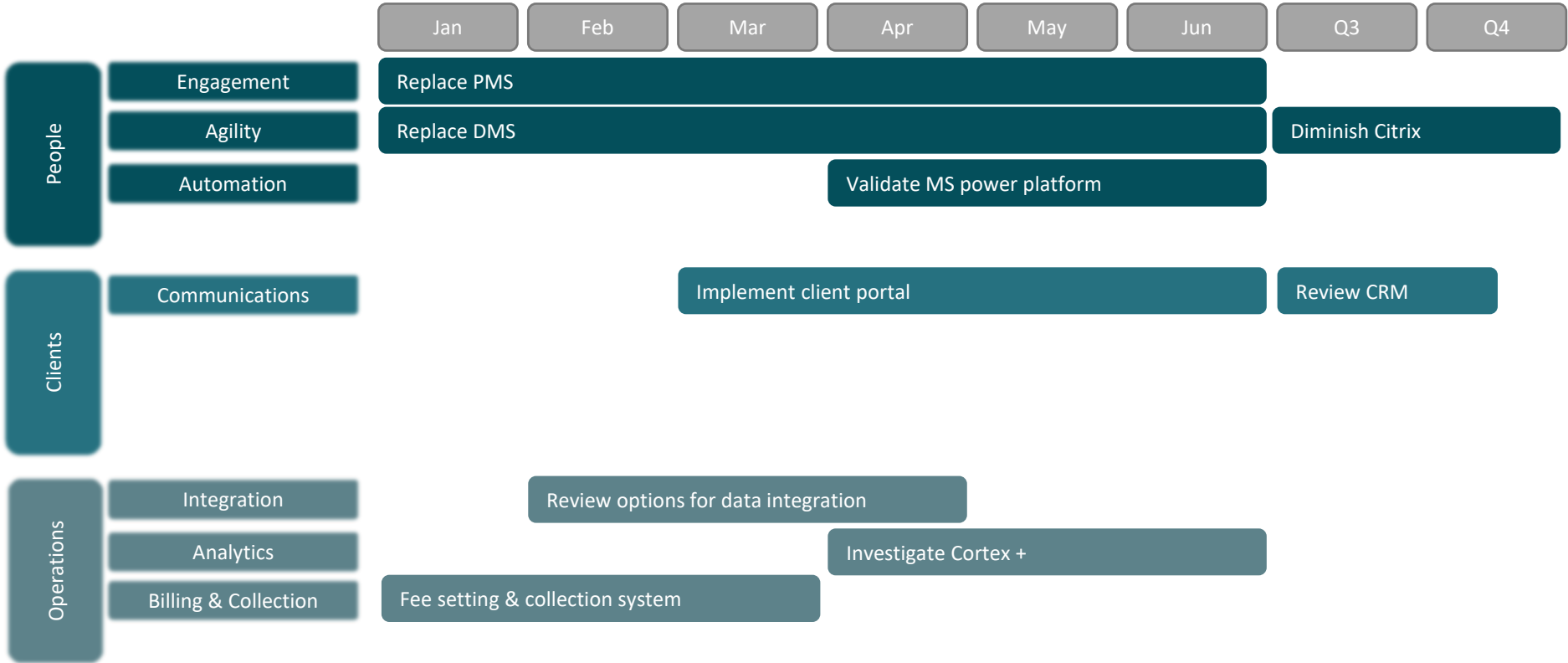
Review current projects

Prioritising projects

Consider:

- **Expected timeframe**
- **Resource requirement**
- **Deadline for delivery**

Score:

Necessity	0/5
Clients	2/5
People	4/5
Time	3/5
Quality	1/5
Total Score	10/25

Resourcing projects

☑ **Project Management**

☑ **Change Management**

☑ **Business Analysis**

- These are skillsets that are essential for effective project delivery

- Recruit, upskill existing staff, or buy in external expertise?

- Need someone who bridges the gap between operational needs and the technology available.

Engagement and Adoption

Change Management

Engagement

Start Small

Communications

Honesty

Transparency

Show Real Proof

Training

Leadership
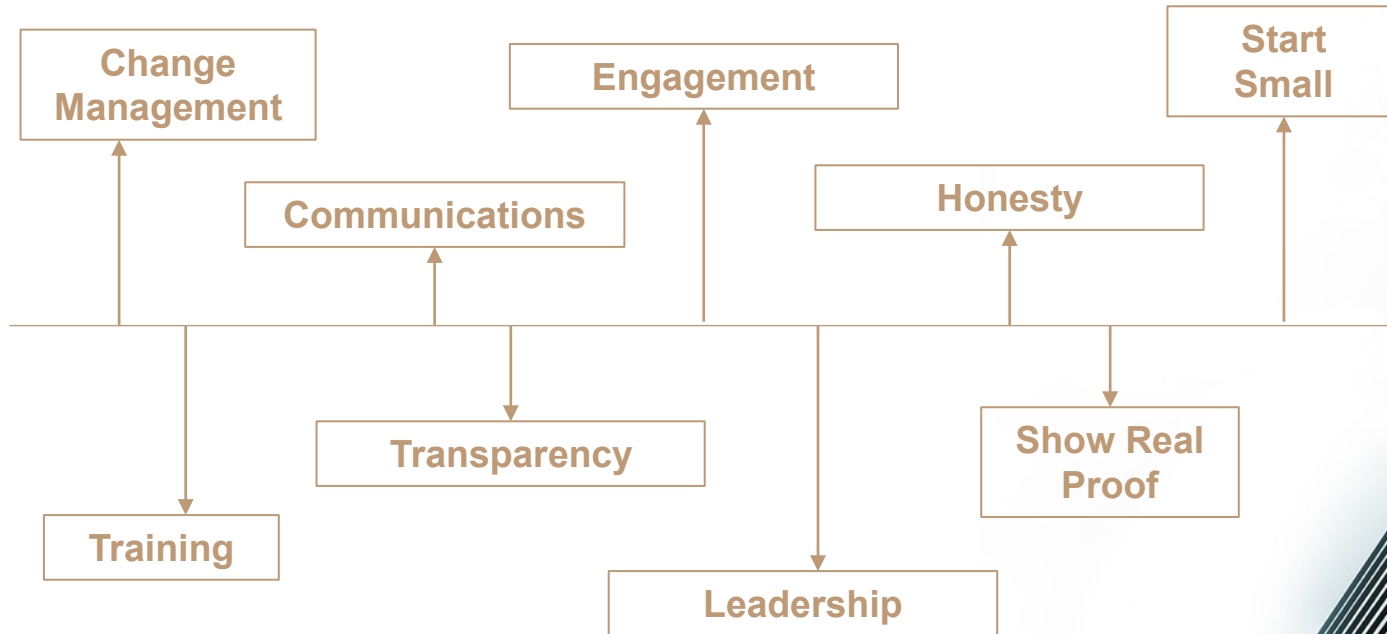
How to move forward

"That's all really easy, I already knew all that."

"We think we know what we are doing but we would appreciate some external validation of our plans."

"We aspire to do all this but its all too hard and we don't have time."

Talk to us.

JH

Jeremy Hyman Associates

www.jeremyhyman.co.uk

Legal Sector Breakfast Briefing

Questions & Conclusion

Tom Blandford, Legal Sector Partner

Armstrong Watson

Tom Blandford
Legal Sector Partner, Armstrong Watson

Third Floor, 10 South Parade, Leeds, LS1 5QS

T: 0113 2211 300
F: 0113 2211 301
M: 07793 621951

E: tom.blandford@armstrongwatson.co.uk

www.armstrongwatson.co.uk/legalsector

Working with

The Law Society

ArmstrongWatson®
Accountants, Business & Financial Advisers

Disclaimer

This presentation and supporting documentation has been prepared in general terms and therefore cannot be relied upon to cover specific situations; application of the principles set out will depend upon the particular circumstances involved and we recommend that you obtain professional advice before acting or refraining from acting on any of the contents of this presentation and/or supporting documentation. Armstrong Watson would be pleased to advise on how to apply the principles set out here to your specific circumstances. Neither Armstrong Watson nor the presenters accept a duty of care or liability for any loss occasioned to any person acting or refraining from acting as a result of this presentation and supporting documentation.

ArmstrongWatson®

Accountants, Business & Financial Advisers

0808 144 5575

www.armstrongwatson.co.uk