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A track record of providing solutions to the legal profession

Legal Sector Breakfast Briefing

Carlisle

9 January 2019

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The Law Society

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Legal Sector Breakfast Briefing

Welcome

Simon Campbell, Relationship Manager
Clydesdale Bank

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Legal Sector Breakfast Briefing

Introduction

Andy Poole, Legal Sector Partner
Armstrong Watson

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Legal Sector Breakfast Briefing

- 8.00am - Arrival and breakfast
- 8.30am - Welcome
- 8.35am - Briefing
- 9.30am - Q & A
- 10.00am - Close

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Legal Sector Breakfast Briefing

ALEX HUTCHINSON - DIRECTOR

www.EfficientLawFirm.co.uk

Invite Letter

- Efficiency and Profitability of your Firm
- Increase productivity of your people
- Avoid common pitfalls – discuss and add
- Identify where efficiency improvements lie
- Navigate technology marketplace
- Increase engagement and adoption

- Background – AH & TBA Group
- Summary
- Questions

Background



Helping Law Firms improve the productivity of their people, streamline working processes, and increase long term profitability.

Independent Advisors to the Legal Sector, and experts in all areas of Documents, Workflow, Paper-Lite and Digital Transformation. All of which are key elements in becoming an EFFICIENT LAW FIRM.

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Background

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CORE PROJECT AREAS

+ DIGITAL WORKFLOW

+ DOCUMENT MANAGEMENT

+ PAPER-LITE / AGILE

+ DOCUMENT PRODUCTION

+ PRINT BEHAVIOUR

+ DOCUMENT SECURITY

+ SECRETARIAL / SUPPORT
REVIEW

+ PRINT / PAPER REDUCTION

+ HARDWARE / SOFTWARE
PROCUREMENT

STRATEGIC PROJECTS

+ BESPOKE CHANGE /
PROJECT MANAGEMENT

+ EFFICIENCY SURVEY /
AUDIT

+ DEPARTMENT / AREA OF
PRACTICE

+ SOFTWARE / SOLUTION
ANALYSIS

+ LEADERSHIP / EXEC TEAM

+ EXIT & SUCCESSION
PLANNING

Efficiency and Profitability



Profitability

- Growth
 - What does this mean to them?
 - Be careful what you wish for
 - Is it efficient
- Cost cutting only goes so far
- WHY - High Impact
- Efficiency is the key to optimise profitability
- Ratios and Headcount
- All driven from PRODUCTIVITY OF YOUR PEOPLE
- IN THE RIGHT ORDER (Strategic Plan)



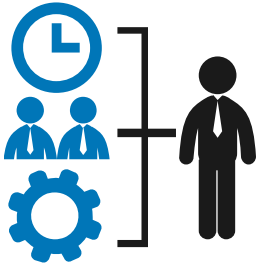
Avoid Common pitfalls



- Common Issues
 - Change Adoption
 - R.O.I
 - Supplier / Solution Navigation
 - Long Term Restrictions
 - Whack a mole
 - ADD



How to increase productivity of your people



- Understand first
 - How, why
 - What works well
 - What does not - issues, bottlenecks, frustrations
 - How would they LIKE it to work and WHY

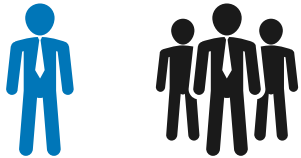


- What do they NEED to retain in any new solution
- Quantify – Business Case

Identify where Efficiency gains available



- Speak to your people
- Identify WHAT THEY DO NOW



- WHAT WORKS
- WHAT DOESN'T WORK
- HOW DO THEY WANT IT TO WORK



- Drive what you don't know from this angle (so relevant)

Navigate Technology marketplace



- Publications / Memberships / Paid Content / Editorial



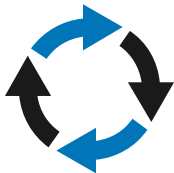
- Salespeople



- Issues with going out and bringing in first



- Confusion and control



- How to handle this

Engagement and adoption



- Reasons for issues historically
- Alienate them at your peril
- Mixture of people types



- 3rd Party (hearts and minds + free speech)
- Benefits of inclusion
- Set correct expectations (teething and 80 / 20 win – improvement)



Summary

	SUMMARY	
Start with YOUR PEOPLE	YOUR FIRM	UNDERSTAND FIRST
Don't worry about Solutions	Abundance of options	Know what you need FIRST
Do things in the right order to retain control, reduce stress and KEEP FOCUS	What works, what does not What is Inefficient now (quantify)	How do they want to work
Focus (project group) meetings	Don't do battle in same meeting – UNDERSTAND first	Revert back and focus on GOALS and BUSINESS CASE. Not bells / whistles
Involve mixture of people	3 rd Party / Project Lead	Hearts and Minds – show you care
Lead suppliers based on your requirements	Demonstration based on your requirements	Allow them to suggest innovation based on areas
Simple and Stable	Measure twice, cut once	Team Decision
	ANSWERS ARE INTERNAL	
Don't just cut costs – improve your efficiency	Enable your people to deliver MORE	CONTINUOUS IMPROVEMENT

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Questions and Conclusion

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