

HELPING YOU SUCCEED

Contract management support exceeds quality and turnaround metrics

We provided a managed service to a global investment bank to support their legal team with the end-to-end review and negotiation of commercial contracts. This included responsibility for negotiating primarily with the bank's suppliers, but also their commercial clients, dedicated non-profits, and other relevant stakeholders with quality scores consistently above 90%.

Our team of qualified lawyers, based in our in Cape Town delivery centre, worked as a seamless extension of the bank's legal team, operating directly out of the bank's IT systems via a VDI link. Most recently, we reviewed, negotiated and finalised their in scope outsourcing agreements against the new Banking Authority Guidelines well before the deadline.

Let's talk

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AI tech and legal collaboration cuts contract review time to 7 minutes

We partner with iManage tailoring the implementation of AI models for their customers. Most recently, together with iManage we implemented Contract Intelligence for a leading professional services firm, which resulted in tangible benefits, including the reduction of their document review time from 45 minutes to an average of 7 minutes.

We continue to collaborate with iManage to train and validate the out-of-the-box AI models for their Contract Intelligence solution, Extract. They value the legal knowledge, contract management expertise and AI technology experience that we bring to the development and implementation of solutions for their customers. This includes the review, scoping and validation of new legal use cases, drafting playbooks for new models, calibrating data extraction output and training the model for maximum efficiency.



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LEGAL DEPARTMENT MATURITY ASSESSMENT

Increasingly GCs are evaluating legal operations and its role in delivering efficient services that are valued by stakeholders. Whether you're setting up a new legal operations function or transforming an existing one, senior legal leaders seek our insight from working closely with in-house teams to deliver sustainable value.

How do we do this? By working closely with you to develop more commercial and responsive operating models. We start by understanding your legal department's vision and your organisation's goals.

We use practical tools which outline each step of the process, from considering the myriad of options in the market to implementing your agreed roadmap. You can use our maturity assessment at any point of your legal operations journey to quickly identify your current position and set a realistic target (or reassess it).

This assessment has a proven five-point scale which starts with a score of 1 for a low level of effectiveness on a particular attribute and ends with a maximum score of 5 for a very effective and business-aligned approach.

Before calculating your score, we'd recommend that you check if each element of the checklist is important for your department's strategic priorities – any that aren't important should be marked as not applicable. Then you can review each of the remaining elements and rate your current effectiveness.

If some elements are at different levels, that's not unusual. Aspects of your operating model and legal department transformation are likely to be at different stages of development. The purpose of this tool is to prioritise the areas for improvement. Following this, we can help identify next steps with a diagnostic workshop tailored for you.



LEGAL DEPARTMENT MATURITY ASSESSMENT

Effectiveness scoring scale: 1-5 with 1 being low and 5 being high

Purpose		Talent		Ecosystem		Technology and Insight	
Current state	Score	Current state	Score	Current state	Score	Current state	Score
We understand our purpose within the context of the business, the broader sector and the community. We are seen as leaders in the business that goes beyond our legal technical expertise.		We do a competency mapping of the entire legal team and keep it updated.		We have disaggregated legal work and have determined what is non-core, core and highly technical and have processes in place to support this.		We have a technology strategy & roadmap that is aligned with and supported by the IT Function.	
We have a defined and broadly communicated, understood and accepted legal department vision, mission and values.		We have defined career paths which are well understood by the legal team.		We have policies, standards, procedures, playbooks, managed templates and have mapped our key legal processes which are the foundation of how we work.		Our legal team mostly knows how to efficiently use applications like MS Word and Powerpoint and can create features like pivot tables in Excel.	
We have a legal department strategy that is broadly communicated and understood by the legal team and the business, including its impact on the business.		We actively manage careers and have a formal, managed training and development program in place for the legal team.		We have fully integrated our processes with other key business end-to-end processes such as Opportunity-to-Cash and Source-to-Pay.		We have legal systems and tools (e.g. CLM, ELM,) that are configured for our needs and have >80% adoption and are part of our way of working.	
We are proactive, identify legal risks early and work to prevent legal issues.		Besides legal technical skills, our team has a wide range of well developed commercial and EQ/people skills.		We use law firms and alternative legal service providers / law companies aligned with our mapping of what is core, non-core and highly technical.		We support innovation and actively work to identify self-service and workflow automation opportunities to improve our way of working.	
We have a customer focus, keep a close eye on the business and proactively identify opportunities for adding value.		Our legal team comprises people who are not lawyers but have different skillsets which we leverage for the benefit of the business.		We know how much each team member is spending with different legal service providers and for what type of matters.		We have a legal data strategy which underpins the management information and business intelligence provided by the legal team to the business.	
We collaborate effectively with other business functions to manage risks and solve problems.		The team has KPIs and metrics that are aligned with the business KPIs and performance measures. Outcomes are measured against business objectives.		We have billing rules in place and know our legal spend per activity code / service provider - Legal spend is proactively managed.		We have dashboards that are used for internal department management as well as dedicated business facing dashboards that are actively used for strategic decision making.	
We communicate legal issues in an easy understandable manner so that the business impact can be easily understood.		Legal team performance is actively managed and aligned with the business's performance management system.		We regularly review our processes with a view to optimising them and reducing waste using methodologies like Lean Six Sigma.		Our systems and tools are integrated with core business systems and tools, underpinning our data strategy.	
We are considered business partners by the business and are fully integrated into management teams at all levels.		We have a well developed and managed Knowledge Management (KM) process and KM is part of the teams' job descriptions.		We control and manage our own budget.		Our internal and external collaboration is supported by tools like Slack, Yammer, Teams, etc.	
The Chief Legal Officer / General Counsel reports to the CEO		Legal work has been disaggregated into non-core, core and highly technical and the 'right person for the right task', identified.		We proactively collaborate internally and externally to the function and share objectives with other functions in the business and we are an enterprise capacity builder.		We have an annual budget for technology.	
Our team gets out of their offices and regularly seeks feedback from all parts of the business and responds to it as part of our commitment to continuous improvement.		We can track our headcount efficiently and know the structured costs of that HC plus average seat cost per FTE per job group.		We actively engage with all stakeholders in environmental, social and governance matters and understand our obligations in terms of outcomes, reporting and process.		We have a Legal Technology Manager that reports into both Legal and IT.	
TOTAL		TOTAL		TOTAL		TOTAL	