

# Deliver legal services at the speed of business

## Unstructured processes drain productivity and waste valuable time

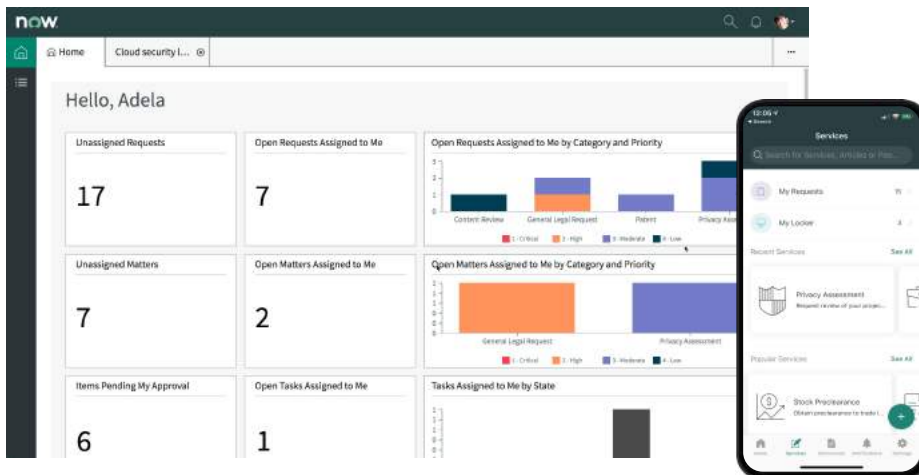
Legal Operations teams tasked with streamlining the delivery of legal services recognize that ad-hoc, unstructured interactions between employees and the legal department are slowing things down. Instead of an organized process, teams are dealing with email, phone calls and spreadsheets to do their job. Instead of employees being able to self-serve and find answers to basic questions, legal teams are forced to spend time responding to basic requests that ultimately reduce their time spent on more complex matters.

Businesses however are moving faster than ever before – whether due to their digital transformation evolution or in response to macro-economic trends and crises. They want to shorten sales cycles, bring new products to market faster, hire talent faster, create new channels and partnerships, and much more – all of which requires legal service. Legal operations is feeling that pressure to deliver services faster and reduce risk while not being seen as a bottleneck to the business.

## Legal velocity helps drive business transformation

Achieving legal velocity starts by providing an omnichannel self-service experience for employees to get answers for simple questions, while guiding them to practice area intake forms that require legal expertise. Back-end complexity is replaced with Now Platform digital workflows that ensure proper routing and prioritization to the legal practice experts, further increasing team efficiency and speed, while most importantly reducing legal risk.

ServiceNow Legal Service Delivery replaces the manual email and spreadsheet processes of yesterday, with a high-velocity digital experience. And because other departments such as IT, Workplace Services, Finance and HR are also powering their work on the Now Platform, legal can easily collaborate with them for those matters requiring their attention. Legal operations leaders also benefit from transparency and insights into the service demands and trends, allowing them to tailor and improve their legal transformation journey.



Now Mobile streamlines the request process from anywhere. Legal Counsel Center increases legal operations productivity with a prioritized view of requests and matters.

## Key Benefits

- Gain the full value of the ServiceNow® platform with a fully integrated Legal Service Delivery Solution
- Track all legal requests with self-service experiences
- Increase practitioner productivity from a single legal counsel center
- Easily configure matter templates to match your most common legal procedures and policies
- Automate responses for common legal requests with virtual agents
- Gain insight into ongoing demand and trends with real-time reporting
- Deliver faster time to value with Industry best practice workflows



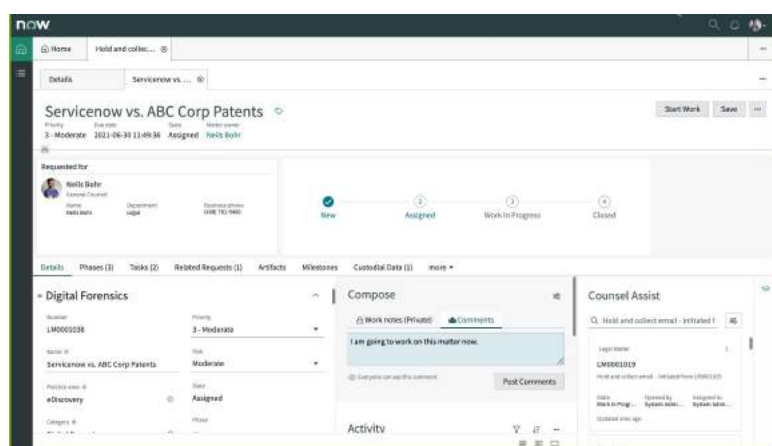
**Employee Workflows**

### Elevate employee experience with 24x7 legal service help

Legal self-service modernizes the manual request process into a simple 24x7 omnichannel experience. Automate responses for common legal questions with virtual agents and knowledge base articles. Configure and deploy out-of-the-box practice area workflows for any legal scenario, and remove legal process bottlenecks impeding departmental efficiency.

### Increase practice area productivity

Legal Counsel Center and Legal Matter Management deliver a unified view of all assigned and open legal requests across the business - maximizing legal team productivity without the wasted time spent in email and spreadsheets. Use pre-defined and configurable matter templates to help streamline the creation process with defined phase, tasks and milestones. Distribute tasks to employees on a limited access basis for legal discovery and artifact gathering, ensuring privacy and security is maintained throughout.



*Leverage Legal Matter templates to accurately track, prioritize and fulfill ongoing legal affairs*

### Make better decisions and spot service trends in real-time

Legal Reporting and Dashboards provides legal operations a real-time view of the service demand, performance and trends to help drive further service improvements. Out-of-the-box dashboards and metrics deliver immediate insight across all practice areas on day one. Schedule legal reports to automatically run over different intervals and distribute to key stakeholders. Legal teams can track legal service delivery performance goals against business objectives to drive enterprise-wide productivity.

### Leverage industry expertise to configure and deploy fast

Legal Practice apps help jumpstart the deployment of Legal Service Delivery for your customers with a packaged set of out-of-the-box legal workflows for some of the most common legal requests and matters. With predefined self-service request intake forms, routing assignments and matter templates, legal operations can quickly transform manual process nightmares into a digital workflow reality.

**servicenow**

## Legal Service Delivery Suite

Provide a set of applications to deliver digital experiences for legal operations to improve service velocity and reduce risk

- **Legal Request**, remove manual email processes with an engaging self-service portal
- **Legal Counsel Center**, automatically categorize and assign legal requests for rapid team response
- **Legal Matter Management**, escalate and track ongoing legal matters without spreadsheets
- **Legal Practice Apps**, deliver faster time to value with industry best practice workflows
- **Virtual Agent**, automate responses for common legal requests with virtual agents
- **Now Mobile**, Legal Self-service with a click or a swipe
- **Legal Reporting Dashboards**, Anticipate legal service demand and drive continual improvement