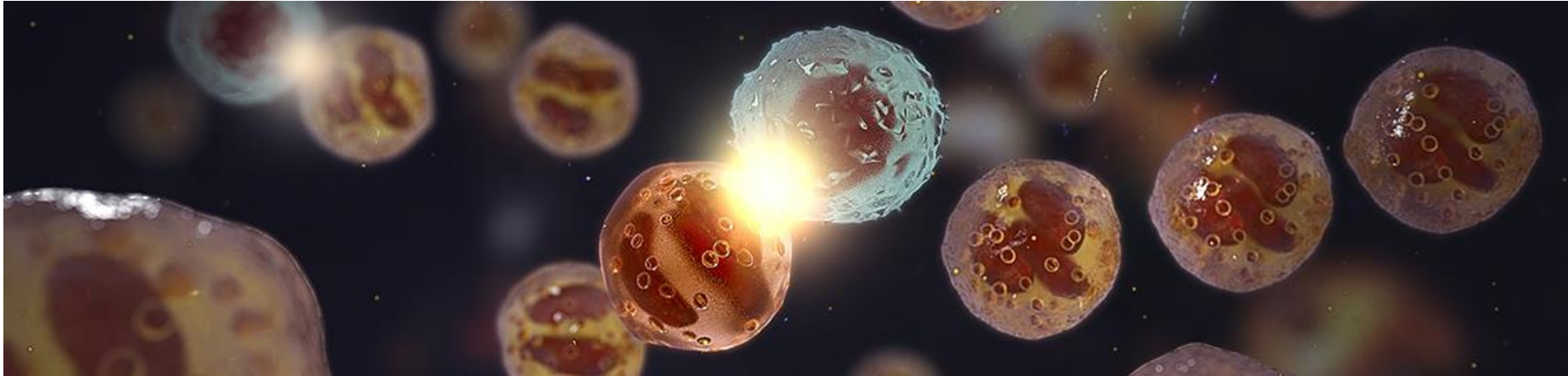


“The new normal for law firm partners. What do companies want from top-tier law firms and what work will be on offer in the future?”

**Adam McArthur, Assistant General Counsel, Corporate UK
AstraZeneca UK Limited**

6th March 2018



“People don’t know what they want until you show it to them.”

– Steve Jobs

What do companies think they'll need?

What are law firms offering us?

Changing the technology conversation

What work will be on offer in the future?

A lesson in complacency

Making this a win-win

Budget

Business
Case

Return on
Investment

Internal v
Third party

Internal
Governance

**Companies – “We don’t really know
what we want or how to get it”**

“The partnership still struggles with a conversation around technology“

- Anonymous magic circle partner


What are firms offering?

E-billing solutions

Contract management tools

Case management / e-discovery

Bespoke solutions

A round apple pie with a lattice crust, featuring a golden-brown crust and visible apple slices through the openings. The pie is centered in the frame against a white background.

**Have an open
conversation
around Technology**

Identify 'Opportunities' and 'Challenges'

Avoid tech jargon and acronyms

Avoid "legal speak"

Explain what lawyers do

Ask the stupid question



Identify quick wins

Changing the internal company conversation

Ask people what they want

Learn from other internal functions

External insights

Celebrate successes / fail fast

Changing the law firm conversation

‘Tech’ as a regular agenda item

Targeted conversations around solutions

Include in matter engagement letters

Questions for the firm and partnership

Know the firm tech capabilities

Understand what key clients need

Bring innovation and insight

Let's talk about costs.....

What do Companies want?

Contract management tools
Collaboration tools
E-billing
Dashboards
'Basic' contract automation
Deal flow tools, including due diligence solutions
Bespoke solutions for new legislation

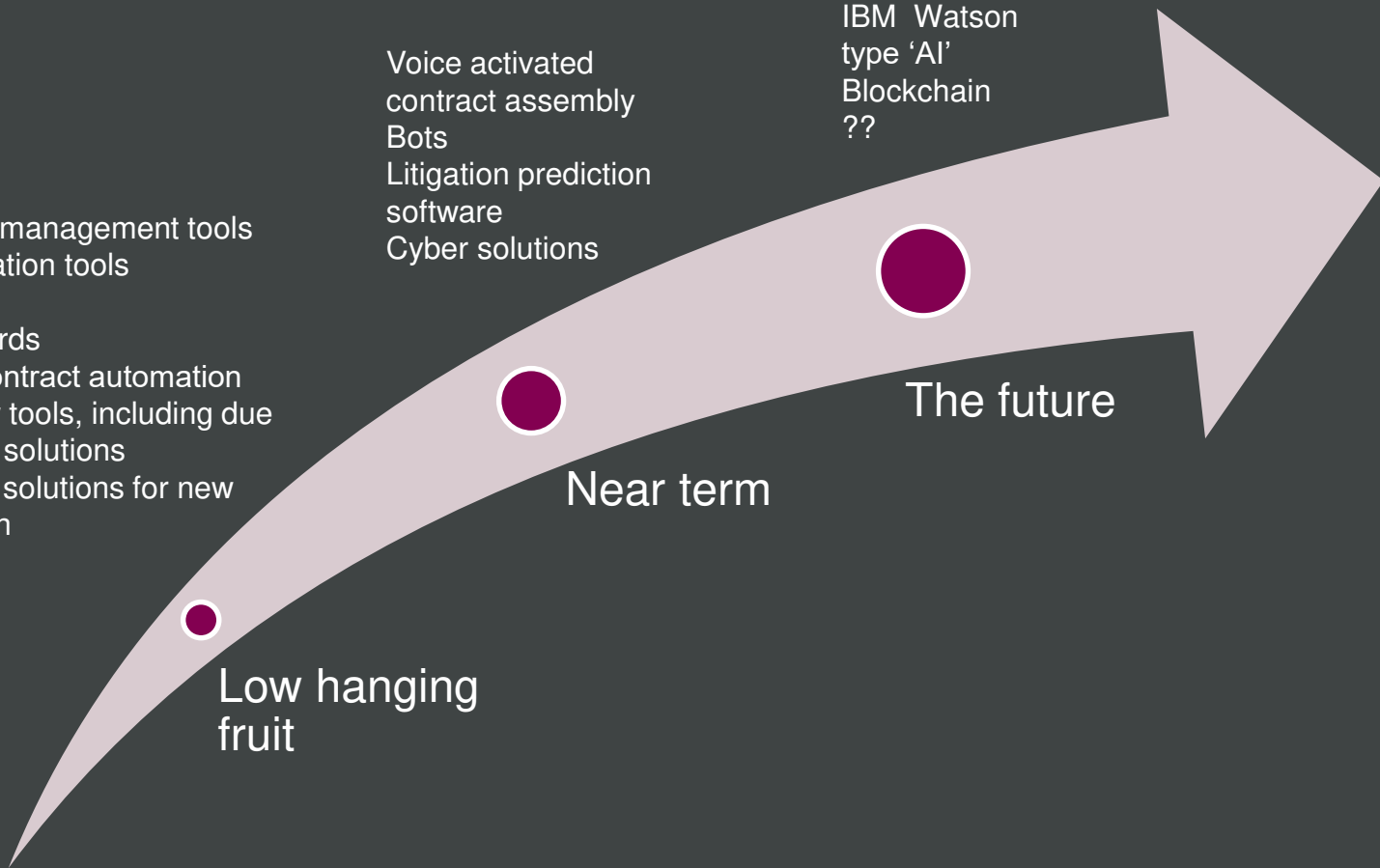
Low hanging fruit

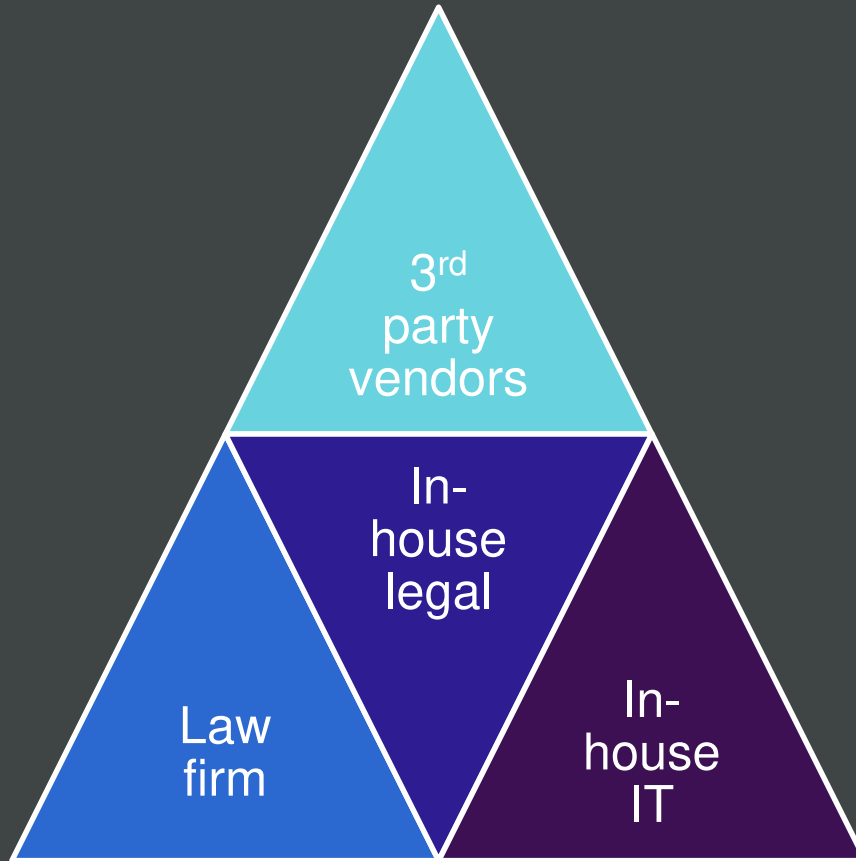
Voice activated contract assembly
Bots
Litigation prediction software
Cyber solutions

Near term

IBM Watson
type 'AI'
Blockchain
??

The future





Near term: Unbundling of legal projects into discrete tasks

The future: Advanced AI = more radical disruption

**90% of the world's data has been
created in the last 2 years**

How to avoid complacency

Hire the right people

Be clear on the core tech offering

Bring insight and innovation

Continuous improvement mindset

“Companies fail when they become complacent and imagine that they will always be successful. So we are always challenging ourselves. Even the most successful companies must constantly reinvent themselves.”

– Bill Gates

How to make this a win-win

Companies need to identify what they want

Law firms need to be clearer what they are offering and the associated cost

We need a more open conversation around technology

There is significant work on offer but more competition

The firms that are not complacent will succeed

Thank you