



Agenda

From client matter inception to chatbots: The future of automation in legal business

29 November 2017
Hogan Lovells, London

8.30 – 09.00am

Breakfast and networking

9.00 – 9.30am

The automation landscape today, tomorrow, and its impact on talent, firm structures and strategy

- To what extent will firms need to develop a clear strategy to manage changing client expectations and innovation to remain competitive?
- How are law firms currently leveraging the value of automation and what more should they be doing to take advantage of existing technologies?
- What factors make developments in automation challenging in a legal business
- The impact of automation on roles and the structure of law firms

Peter Saunders, partner, Deloitte

9.30 – 10.00am

Case study: Document automation at BLP

- Benefits achieved and challenges faced
- Resourcing – the key to success?
- Engaging with clients for a collaborative approach

Rob Lankester, document automation manager, BLP

10.00 – 10.30am

How to get the best out of your LPO

- Planning for engaging a legal process outsourcer in an in-house environment
- How to make the most of 'playbooks'
- Using an automated 'front door'
- Lessons learned

Richard Keenan, general counsel, UK commercial transactions, BT

This event is supported by:



Luminance

10.30 – 11.00am

Coffee break

11.00 – 11.30pm

AI for M&A due diligence: From conception to deployment and delivery

- Decision-making around the deployment of artificial intelligence
- Practical experience of using AI technology
- What benefits can be gained from AI

Michiel Stoop, legal project management adviser, Houthoff
Martin Blackburn, sales director, Luminance

11.30 – 12.00pm

Interactive discussion

- Creating consistency of product across practice areas and work types
- Better financial hygiene, WIP management and cashflow through finance automation
- Moving staff away from grunt work to more valuable work
- Reducing cost of service delivery to increase profitability
- Better risk management by removing manual process from work
- Cheaper engagement with clients through things like web interaction with docs and using chatbots for simple advice
- Moving lawyers towards programming legal work as flows
- Improving project management behaviours in legal service delivery

Sarah Houghton, document automation specialist, Hogan Lovells
Catherine Bamford, CEO and founder, BamLegal

12.15pm

After-event tea, coffee and chat