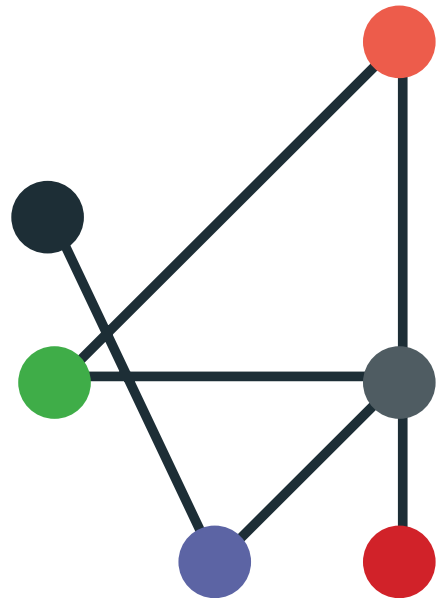


# Briefing strategic leaders

2019

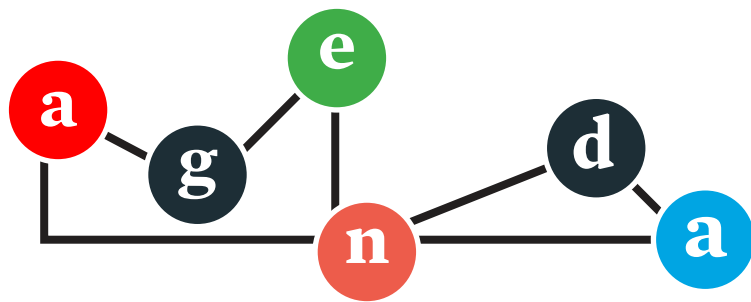


## BUILD YOUR LEGAL BUSINESS BLUEPRINT

5 March 2019

One America Square  
17 Crosswall, London, EC3N 2LB





**08.00**

BREAKFAST AND REGISTRATION

**08.30-09.00**

CHAIR'S OPENING REMARKS AND  
ICEBREAKER

The most vital part of the day, led by our chair, James Wilson, ex-international managing partner at Ince & Co. Meet fellow delegates and prepare yourself for a day of peer-led learning.

**James Wilson, founder, Tyler Wilson**

**09.00-09.45**

THE FUTURE OF OWNERSHIP?

As more top-tier UK law firms list, this is your chance to hear the nitty-gritty behind perhaps the most significant change taking place in legal.

**Jonathan Cheney, partner, professional practices, Addleshaw Goddard**

**David Foreman, director, corporate finance, Cantor Fitzgerald**

**09.45-10.30**

TOMORROW'S CLIENT

Do you still know who your client is? Are the key decision-makers still in-house legal teams? Grill your clients on who else holds the purse strings and what will motivate their decisions in the future.

- What is the role of legal operational functions at in-house legal teams?
- What kind of pressures are in-house legal teams under to work more efficiently?
- The rising power of procurement managers and why clients will be working with them more intimately than ever before
- How can law firms create new best practice rules to adapt to changes within client teams?

**Moderator: James Wilson, founder, Tyler Wilson**

**Claire Chapman, chief general counsel, Capita**

**Chris Grant, director – head of relationship management (legal), Barclays**

**Maria Passemard, partner and head of legal operations, John Lewis Partnership**

**Liz Walker, general counsel, BT Global Services**

**10.30-11.00**

NETWORKING COFFEE BREAK

**11.05-11.25**

BATTLE BRIEFS

Hear industry peers share their war stories, with down-to-earth presentations that will give the honest, warts-and-all, accounts behind some of the biggest changes in law firms. **Delegates to choose between two streams.**

**Battle brief one**

IRONING OUT THE KINKS: LESSONS  
LEARNED FROM THE OUTSOURCING OF  
BUSINESS SUPPORT SERVICES

- Why some firms are bringing outsourced functions back in-house
- Are your outsourced centres delivering on quality as well as cost?
- What can happen when it goes wrong, and how to avoid that
- What's the true value of outsourced support services?
- What new technologies are emerging and how do they facilitate the outsourced business support model?

**Natasha Benbow, head of facilities services, Hogan Lovells**

**Pat Fox, operations director, business services, Mitie**

**Battle brief two**

MERGERS AND THE AFTERMATH

- Why our new business is better than the sum of its parts
- How we used the merger as an opportunity to enhance our business model
- Combining cultures, and how this will prove to be the key to success

**David Keers, COO, litigation and corporate risk, Bryan Cave Leighton Paisner**

**11.30-11.50**

INTRODUCING YOUR NEW COLLEAGUE –  
THE DIGITAL WORKER

It's all about clients – showcasing how your digital workforce can drive real-time business transformation by letting you focus on the key differentiator.

**Morris Symington, continuous improvement and operational excellence, Zurich Insurance**

**Peter Walker, VP consulting, EMEA, Blue Prism**

**11.50-12.25**

STRATEGY: THINKING OUTSIDE THE BOX –  
LIGHTNING TALKS

Speakers get five minutes to deliver an off-script, impassioned speech about where they think firms can focus their efforts to create brighter futures.

**Lightning talk one**

USE YOUR IN-HOUSE PROCUREMENT TEAM  
AS A STRATEGIC ADVANTAGE

**David Ford, global head of procurement, Freshfields Bruckhaus Deringer**

**Lightning talk two**

MAKE DATA A DIFFERENTIATOR IN THE EYES  
OF YOUR CLIENTS

**Justin Ergler, director, alternative fee intelligence and analytics, GSK Legal**

**Lightning talk three**

WHY WE ARE USING 3% MORE PAPER THAN  
WE WERE THREE YEARS AGO, AND WHAT  
TO DO ABOUT IT

**James Gilding, MD, business services, Mitie**

**12.25-13.25**

NETWORKING LUNCH

**13.25-13.45**

MAKING INTELLIGENT INVESTMENTS

Will the UK become the global hub for legal innovation, and how can UK-based firms capitalise on their investments in tech startups?

**Karen Kerrigan, chief operating officer, Seedrs**

**13.50-14.15**

STREAM SESSIONS

**Delegates will choose between the two streams.**

**Stream one**

MONEY AND FINANCE

Fiduciary fun: Understanding the key aspects of core financial data in law firms.

- How have the data requirements evolved over the past few decades?
- Why methods for collating data in firms will have to improve to really understand a firm's profitability

**Laurence Milsted, chief financial officer EMEA+, Baker McKenzie**

**Steve Rowan, chief financial officer, RPC**

**Stream two**

OPTIMISING PERFORMANCE THROUGH  
TECHNOLOGY

Discuss the changes that are happening in the legal sector and why these changes are driving a need to update the way law firms think about information and technology and how it can drive performance.

**Tom Lavin, senior manager – marketing operations, White & Case**

**Michael Warren, director, CRM practice, Wilson Legal**

**14.15-15.00**

BRIEFING LEARNING: SOLUTION ROOMS

A series of rooms headed up by industry experts where delegates can discuss the following issues and challenges in a closed-session format.

ROOM ONE – HOW WE CARRIED OUT REAL  
CHANGE AT OUR FIRM

**Becca Johansson, head of operations, real estate, DLA Piper**

**Jana Blount, change maker, DLA Piper**

**Nicoline Evers, head of operations – international employment group, DLA Piper**

ROOM TWO – HOW FIRMS ARE  
COLLABORATING TO ENABLE CAREER  
BREAK LAWYERS TO REIGNITE THEIR  
CITY CAREERS

**Lisa Unwin, co-founder, Reignite Academy, and co-author, She's Back: Your guide to returning to work**

ROOM THREE – REGULATIONS: CAN  
YOU PUT IN A ONE-SIZE-FITS-ALL SET OF  
SAFEGUARDS?

**Iain Miller, partner, Kingsley Napley**

ROOM FOUR – USING THIRD PARTY  
PROVIDERS TO HELP DRIVE CHANGE AND  
HOW TO GET THE MOST FROM THEM

**Alison Bilgin, chief operating officer, Wiggan Andrew Edginton, chief operating officer, Gowling WLG**

**Melvin Pedro, partner, corporate department, Penningtons Manches**

**Sam Nicholls, head of business development, Intelligent Office**

**15.05-16.00**

THE KEYNOTE – EY LAW: APPLYING  
AUTOMATION AND TECHNOLOGY FOR  
PROCESS-LED BUSINESS

- Offering the client a more holistic consultative solution to their legal work
- Future legal business: which part of the pie will belong to alternative legal suppliers and big accountancy firms?
- Identifying where lawyers will become redundant in legal service delivery

**Dr Cornelius Grossman, global law leader, EY Law**

**16.00**

NETWORKING DRINKS AND CLOSE

