

Robotic Process Automation

Why is it important for Legal?

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INNERCIRCLE
for Microsoft Business Applications

**Microsoft
Partner**

2019 Partner of the Year Winner
Dynamics 365 for Sales Award
2019 Partner of the Year Finalist
Dynamics 365 for Talent Award
Media & Communications Award

Introduction

- Product Manager for Legal360 Optimize
- 7 years working for DWF LLP in Manchester leading the Finance Systems team
- 5 years working on Legal360 product development
- sa.global are a global ISV, developing on the Microsoft Dynamics 365 platform
- Microsoft Gold Partner
- Legal industry is a key strategic focus for sa.global

RPA – what is it

- RPA is the process of automating rule-based, repetitive business operations with the help of human-mimicking robots to reduce human intervention.
- Is an industry in its own right, with well known players leading the way.



RPA solution providers

Survey results

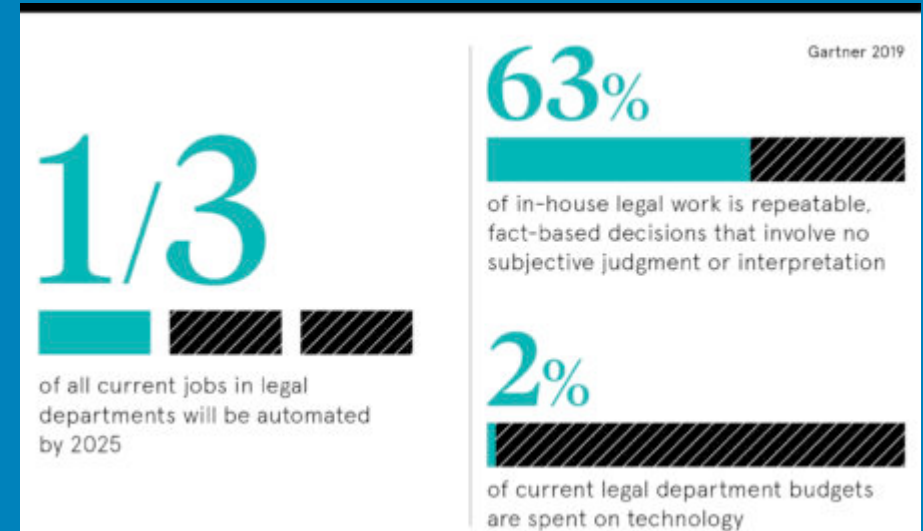
Where is RPA (robotic process automation) being applied to in your firm now, or will be applied within 18 months?



- The biggest barriers to increasing automation were apparently 'lawyer resistance', with 23% of people citing this reason, followed by it simply 'not being a priority', (21%) and then 'cost' (at 18%)

Why is it important for Legal?

- Research shows that humans are not good at boring, repetitive work*
- You are no longer only competing with your domestic peers.
- Our increasingly digitised and connected society is changing customer behaviours and expectations.



* Bruursema, Kessler, & Spector study in 2011 found boring work was associated with higher instances of (1) low effort and performance, (2) job dissatisfaction, (3) absentee-ism & (4) turnover intentions

Use cases for Legal

- Cleanse and migrate data
 - Robots can be used to migrate data, reading each customer record across one or more IT systems, applying validation to cleanse and rectify the data before loading it into the target system
- Client Matter Intake
 - During file opening, duplicate data is often entered into multiple systems, which is time consuming and allows risk of error. Robots are increasingly being used to streamline this process.
 - Costs were reduced by more than 60% and client matters could be started on the same day. (UiPath)
- Update Government Portals
 - Law firms often put in a significant effort into entering data onto portals such as MOJ and Land Registry. Robots can be used to transfer this data from case management systems, reducing effort enormously, as well as reducing the risk of errors.

How are MSFT addressing it

No code/low code platform



- "We are leading in two emerging categories, robotic process automation and mixed reality. Our Power Platform brings together robotic process automation with self-service, analytics and no-code, low-code app development. Recent updates enable citizen developers to build higher quality PowerApps faster and easier, and along with new capabilities in Power BI empower customers ... to create a more data-centric culture."*
Microsoft CEO Satya Nadella

Power Automate

- Robotic process automation (RPA) has been added to Microsoft Power Automate
- There are more than 275 prebuilt connectors for apps and services.
- Passively identify key opportunities for process automation
- Automatically map tasks into api-based integrations or screen level automation
- Create a flow through Power Automate with the click of a button

Thank
you



Q&A