

# Briefing Frontiers 2023: Coalescence

Tuesday 6 December 2022

White & Case, London



## Agenda

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**8:30-9:15am**

**Breakfast courtesy of our hosts, White & Case**

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**9:15-9:25am**

**Welcome to Briefing Frontiers 2023**

*Josh Adcock, editor, Briefing, and Simon Johns, director, technology service delivery, White & Case*

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**9:30-10:00am**

**Surface strategies – Business-wide insight needs a business-wide data strategy**

Leaders across law firms want multiple data sources feeding into insight dashboards and platforms to enable more agile, more informed decision-making. What could a business data strategy look like, why do you need one and how do you make a start towards creating it?

*Chris Pannell, head of data and workflow platform team, Allen & Overy*

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**10:00-10:15am**

**Early insights from the polling for Briefing's Frontiers 2023**

Get the lowdown on what firms like yours have said about their positions on issues such as whether they have data strategies, whether the demise of 'cheap money' will affect innovation, whether tech spend will go up or down in law firms in 2023, which business systems they're most dissatisfied with... and plenty more. All before the report arrives to read in February 2023.

*Richard Brent, editor-in-chief, Briefing*

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**10:20-10:50am**

**Mural Madness: What should firms' core technology do better?**

For the first time ever, in this year's **Briefing** Frontiers research we asked those working in law firms how satisfied they are with the technology in play in their firms. At Frontiers 23 you'll work in tables to propose improvements, enhancements and innovations to core law firm technology.

- Delegates will work in tables on a particular area of law firm tech (finance systems, marketing, knowledge etc) prioritising suggested improvements or innovations
  - Each table's facilitator will put ideas on the group Mural board that will be shared on the day on-screen and after the event by **Briefing**
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**10:55-11:10am**

**Time for tea/coffee – but not much!** Grab a cuppa, a cake, stretch your legs and return to tables

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11:15am-11:35pm

**Mural Madness - roundup**

Which team's proposals for enhancements, improvements or innovations in law firm tech will come out on top? Vote by table for the most desirable improvements/additions by technology type/area.

Led by *Josh Adcock*, editor, *Briefing*

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11:40pm-12:10pm

**Delivering a distinctive client experience**

Clients form impressions of you and your firm from their initial awareness of the firm and contact with you. Once they become clients, providing exceptional and consistent client service is critical to our success as a trusted legal provider. To develop and retain long-standing, loyal clients, firms need to deliver an exceptional client experience to differentiate and develop deeper loyalty and better revenue.

*Simon Johns*, director, technology service delivery, *White & Case*

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12:15pm

**Closedown... and a light lunch to reward your efforts!**

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