

Panoram and Lex360 combine to shape Kantar Group Legal's technology transformation

"They were able to very quickly understand our needs, develop a future technology roadmap and start implementing operational effectiveness initiatives within the 12 week period".

Nilema Bhakta-Jones

Newly appointed Kantar Group General Counsel, Nilema Bhakta-Jones envisioned a radical transformation of the day-to-day working practices of the global legal team & their value contribution to the business. To achieve this would require the introduction of new enterprise technology platforms to enable the changes in service experience.

Challenge

Digital technology specialists Panoram Digital were appointed to work alongside Legal Operations Consultancy Lex360, to identify and recommend a future enterprise technology blueprint accompanied by a prioritised roadmap for implementation.

Key to success was understanding the specific needs of the legal teams and their business partners, identifying the right solutions for those needs and designing an achievable step by step rollout plan that delivered early, measurable value alongside long-term foundations. It was important that this plan was embraced by stakeholders within and outside the legal team.

Kantar were looking wherever possible, to use the enterprise technologies they already licenced such as Microsoft 365 and ServiceNow and to base the prioritisation of future technology initiatives against clear key performance indicators. To help them achieve this, Kantar were looking for partners who brought deep understanding of legal processes and technologies and a proven record in digital transformation delivery.

Solution

Through a 12 week Discovery Project, Panoram and Lex360 worked closely with stakeholders from the international teams to perform a detailed audit of Kantar's legal organisation, processes, data and technologies, including identification of strengths, opportunities and challenges with the current ways of working. Focus then turned to defining a future vision for legal underpinned by a robust technology solution selection methodology, incorporating both long-term value and 'quick win' opportunities. Finally, the future technology solution selection was developed alongside a business case for investment, identifying change impacts and prioritise transformation roadmap initiatives.

About Panoram

Panoram is a digital solutions company for legal and compliance. We aim to help legal teams deliver enterprise value through enterprise technology. With our team of highly experienced digital strategy consultants, we're the ideal partner to assist you in the discovery phase of a digital workspace transformation programme.



About LEX360

LEx360 is a boutique legal operations consultancy that delivers added value through in-depth sector experience, optimised processes and leveraging on the power technology.

Clients can count on LEX360 to be the reliable constant in their legal transformation, from helping them understand the problem and coaching their team to delivering sustainable solutions.



Results

Kantar Legal now has a blueprint for introducing new enterprise technologies to the global legal function. These technologies will support greater process standardisation, collaboration, risk controls, responsiveness and improved user experience whilst enabling a longer-term reduction in total legal costs across the Group. Ultimately, the new technologies will enable Kantar Legal to achieve on Nilema's vision for Kantar Legal to

- ✓ Be more agile – enabling greater efficiency in day-to-day working
- ✓ Add more value – empowering legal to deliver on their mission of commercial development of the business
- ✓ Mitigate risk – provide a framework for legal risk management

"We have seen enormous benefits already in colleagues engagement, productivity and client satisfaction"

Nilema Bhakta-Jones

KANTAR