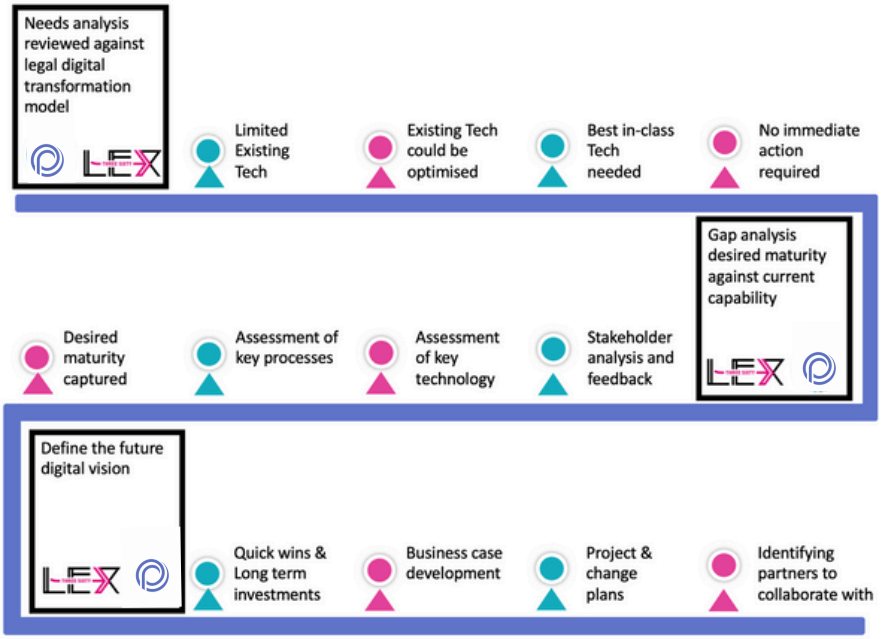
Legal operational excellence meets legal tech expertise

Panoram and LEx360 partnering to accelerate legal digital transformation

Legal Operations specialist LEx360 and Digital Transformation experts Panoram, work together with in-house legal departments to identify and recommend a future enterprise technology blueprint alongside a prioritised roadmap for implementation to ensure a successful digital transformation.



If you're embarking on a digital transformation of your legal department partner with us for the best combination of advice and expertise. We aim to make this complex landscape simple and effective.

Contact:

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The Process

1. Needs Analysis - identify where you are in your digital journey

Firstly, we perform a detailed audit of your legal organisation, processes, data and technologies, identifying strengths, opportunities and challenges with the current ways of working. The output at this stage is to provide you with a thorough understanding of your existing technologies and processes.

2. Desired Maturity - map out your desired digital maturity using our proven model

We then work closely with key stakeholders to identify your desired maturity in key capability areas such as workflow automation, matter management and contract handling. The output at this stage is a gap analysis between your desired maturity and your current state covering technology, process and ways of working.

3. Future Vision - define your future digital vision

We then define a future digital vision for legal underpinned by a robust technology solution selection methodology. This future vision will advise on how you make use of your current technologies or adopt new technologies. This process may incorporate both long-term investments and 'quick win' opportunities.

When required, this is developed alongside a business case for investment, identifying change impacts and prioritising transformation roadmap initiatives.

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Case Study: Shaping Kantar Group's Legal Technology Transformation

KANTAR

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 valuable contribution to the business. To achieve this, it would require the introduction of new enterprise technology platforms to enable the changes in service experience.

Kantar was 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 was looking for partners who brought a deep understanding of legal processes and technologies and a proven record in digital transformation delivery.

Panoram and Legal Operations Consultancy LEx360 were the ideal partners to successfully deliver these initiatives using their established methodology overleaf.

Following this process, 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

> "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. WE HAVE SEEN ENORMOUS BENEFITS ALREADY IN COLLEAGUE ENGAGEMENT, PRODUCTIVITY AND CLIENT SATISFACTION"
>
> KANTAR GROUP
>
> Nilema Bhakta-Jones

"Feedback and engagement from the business has been great. Having a combination of lean, process and tested methods enabled Kantar to deliver a sustainable digital transformation delivering some award wining solutions".
Mo Zain Ajaz, LEx360

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