



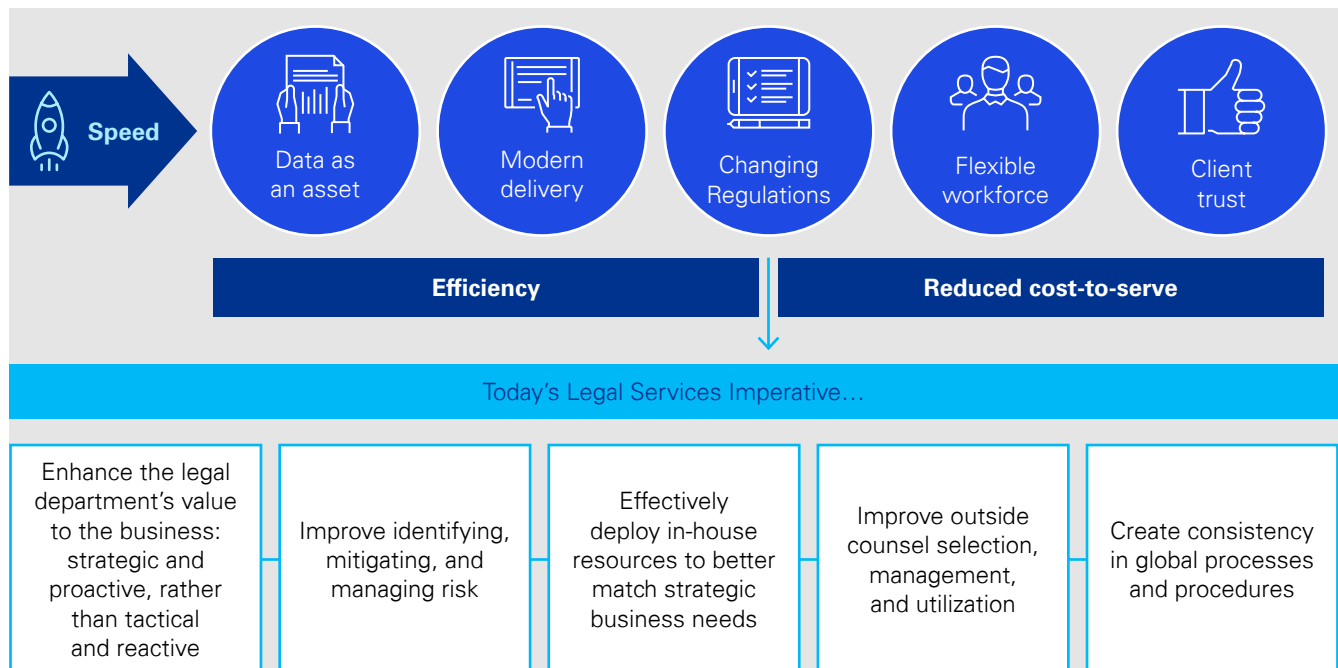
Transforming legal service delivery

Overcoming legal department challenges to deliver high-speed, agile services with modern technology solutions

The legal department faces critical challenges of legacy technologies, expanding global regulations, and demands for a flexible legal workforce. Navigating these challenges requires focus on becoming more agile and responsive to the business. Modernizing the legal technology platform is an imperative.

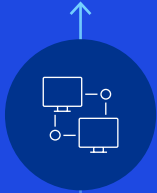
Legal departments are operating in an environment with increased regulation, scrutiny, and pressures on costs, yet must maintain a clear focus on providing value and a more efficient approach to legal service delivery. In today's environment, with the added impacts of working from home, the pressure to reimagine the legal operating model has become even more acute. Organizations are looking to their legal leaders to reduce costs, increase visibility and predictive capabilities, enhance risk and governance processes, and make data-driven decisions.

KPMG leverages the ServiceNow Legal Services Delivery platform to help you build a legal operating model that matches the needs of the business and aligns with your organization's strategic objectives. We understand that legal technologies can be complex and difficult to integrate, and without actionable data and integrated processes, it can be challenging to achieve operational efficiencies. That's why our global team uses well-established methodologies designed specifically for the legal function. Together, we drive positive change, delivering both tactical quick wins and strategic transformation.



What you can expect from the KPMG legal transformation model

Experience a transition to clarity around legal service quality by streamlining multiple tools, fragmented processes, and data



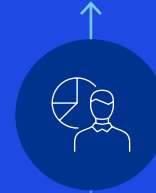
Enable upgrades of your legal technologies and maintain information security compliance

Eliminate unwieldy and costly processes that make change difficult and create inefficiencies in legal work



Gain confidence with the right legal work being assigned to the right legal staff for better outcomes

Modernize your internal knowledge system, enhancing search capabilities, simplifying maintenance, and driving effective utilization



Innovative Solutions for Legal Services Delivery

Building on our global alliance with ServiceNow, KPMG brings together a focus on business outcomes with a proven operating model built on a solid platform. Together we will jump start to digital transformation using leading practices and processes to reduce your implementation risk.

Consider these use cases:



Client trust

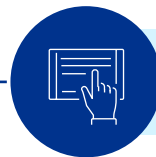
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Challenge:

Clients describe their experience of working with the legal department as difficult, opaque, or inefficient.

Start Here:

A legal front door with relevant self-help options and a full-featured legal services catalog of requests that ask the right questions and gather the right information, eliminating complex email threads.



Modern delivery

02

Challenge:

Attorneys and other legal staff rely on email and spreadsheets to manage their workflow and find it difficult to collaborate.

Start Here:

The Legal Counsel Center is both an individualized dashboard of workload and priorities as well as a collaborative space for legal matter management.



Flexible workforce

03

Challenge:

The General Counsel and Legal Operations team cannot easily visualize or assign work based on capability and availability. Remote work preferences and the need for external counsel create additional complexities.

Start Here:

Real-time dashboards that include data on trends over time can focus attention on patterns of business activity, gaps in self-service options, and support decisions to retain—and then manage—external counsel.

The KPMG approach

Our approach is simple: modernize, simplify, and digitize. KPMG can help transform your in-house legal team to focus on the highest-value matters, breaking through the clutter of multiple or aging support technologies to enhance collaboration with strategic colleagues. Our methodology reinforces your legal team's position as an integral adviser to your organization, reducing risk, improving the internal client experience, and driving economic outcomes for the business.

How KPMG can help

Our legal and technology specialists work alongside our clients to develop a digital-smart strategy—one that positions them to be agile, relevant, and resilient and deliver the overall experience your employees and leaders are demanding.

- Digital legal strategy and roadmap
- Legal Operations rapid assessment and insights
- ServiceNow Legal service experience framework and design



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