



Corporate Law   
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# Technology in the Legal Department

Presented by  
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**OM03**

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**3:15 PM- 4:30 PM**

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# Taking Control: Technology In The Legal Department

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# RBC At A Glance

## Company Overview

- 78,000 employees
- Operating in 41 countries
- 16 million clients worldwide
- Canada's largest bank by market cap

## Legal and IT

### Technology and Operations:

- 11,000 IT professionals
- Operating globally

### General Counsel Group:

- 330 legal professionals
- Operating in 11 countries

# Taking Control



# Complexity is your enemy.

Any fool can make something complicated.

It is hard to make something simple.

- Richard Branson



## Agenda:

The Business Of Running Legal

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Technology As Part Of The Solution

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Security

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Conclusions

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Trivia Challenge

# The Business Of Running Legal





# How do we reshape legal departments to be more like businesses?

## Current State

- Work demands increasing
- Accountability increasing
- Costs under pressure

## Future State

- ✓ Professional legal operations units
- ✓ Centers of excellence
- ✓ Technology



# How do we provide exemplary support to legal professionals?

## Current State

- Work demands increasing
- Broad range of expectations & priorities
- Feels like firefighting & crisis management

## Future State

- ✓ Integration & collaboration with enterprise
- ✓ Centers of excellence
- ✓ Technology

# Technology As Part Of The Solution





# Can legal survive in a global economy without technology?

## Current State

- Global organizations
- Relatively inefficiency use of technology
- Patchwork and low integration

## Future State

- ✓ Understand key industry trends and how they impact the way you do business
- ✓ Incorporate preferred methods of communication with your stakeholders
- ✓ Integrate technologies that make sense



# What are table-stakes for Technology?

## Current State

- Legacy or enterprise systems
- Demands for more and better technologies
- Plethora of vendors and solutions

## Future State

- ✓ In-house technology versus vendor services
- ✓ Technology best practices
- ✓ Matter management / document management / billing / practice area specialties / discovery



## How do I work with my technology department?

### Current State

- Getting face time is tough
- Familiarity with legal technology is low
- Nervous relationship

### Future State

- ✓ Relationships matter
- ✓ Governance structures
- ✓ Champions
- ✓ Realities of environment
- ✓ Partnership and communication
- ✓ Collaboration and trust



# How do I avoid overspending?

## Current State

- Budgetary constraints
- Competing priorities
- Range of vendors and solutions

## Future State

- ✓ Strategy: vendor services (core vs. non-core)
- ✓ Leverage enterprise relationships
- ✓ Measure the value proposition



# How do we ensure our legal teams adopt new technology?

## Current State

- Time pressures
- Nervousness or resistance
- Training challenges
- Ongoing support challenges

## Future State

- ✓ Paper vs. digital
- ✓ Ease of communication
- ✓ Meaningful data
- ✓ Change management
- ✓ Focus on buy-in and user experience

# Security





## Are we secure?

### Current State

- Changing environments
- High profile
- Cyber security threats
- Uncertainty and risk

### Future State

- ✓ Non-negotiable and built at onset
- ✓ In-house and trusted external partners
- ✓ On-premise cloud (hybrid)
- ✓ Proactive prevention and detection tools



## Conclusions:

- Technology is table stakes: invest in it
- IT departments: your new best friends
- Keep it simple: get good at it
- Security non-negotiable: built in at the outset
- Measure your investment: what gets measured gets managed
- The future is now

# Trivia Challenge



**Thank you**