Technology in the Legal Department
Presented by
David T. Aylward & Greg Lee

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3:15 PM- 4:30 PM
Taking Control:
Technology In The Legal Department

David Aylward | Senior Business Manager, General Counsel Group
Greg Lee | Director, Enterprise Content Management Centre of Excellence

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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
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

Technology As Part Of The Solution

Security

Conclusions

Trivia Challenge
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 inefficient 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
Future State

In-house technology versus vendor services

Technology best practices

Matter management / document management / billing / practice area specialties / discovery

Current State

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

What are table-stakes for Technology?

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Getting face time is tough

Familiarity with legal technology is low

Nervous relationship

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
- Champions
- Partnership and communication
- Governance structures
- Realities of environment
- 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
- Training challenges
- Nervousness or resistance
- Ongoing support challenges

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

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Are we secure?

Current State
- Changing environments
- Cyber security threats
- High profile
- 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