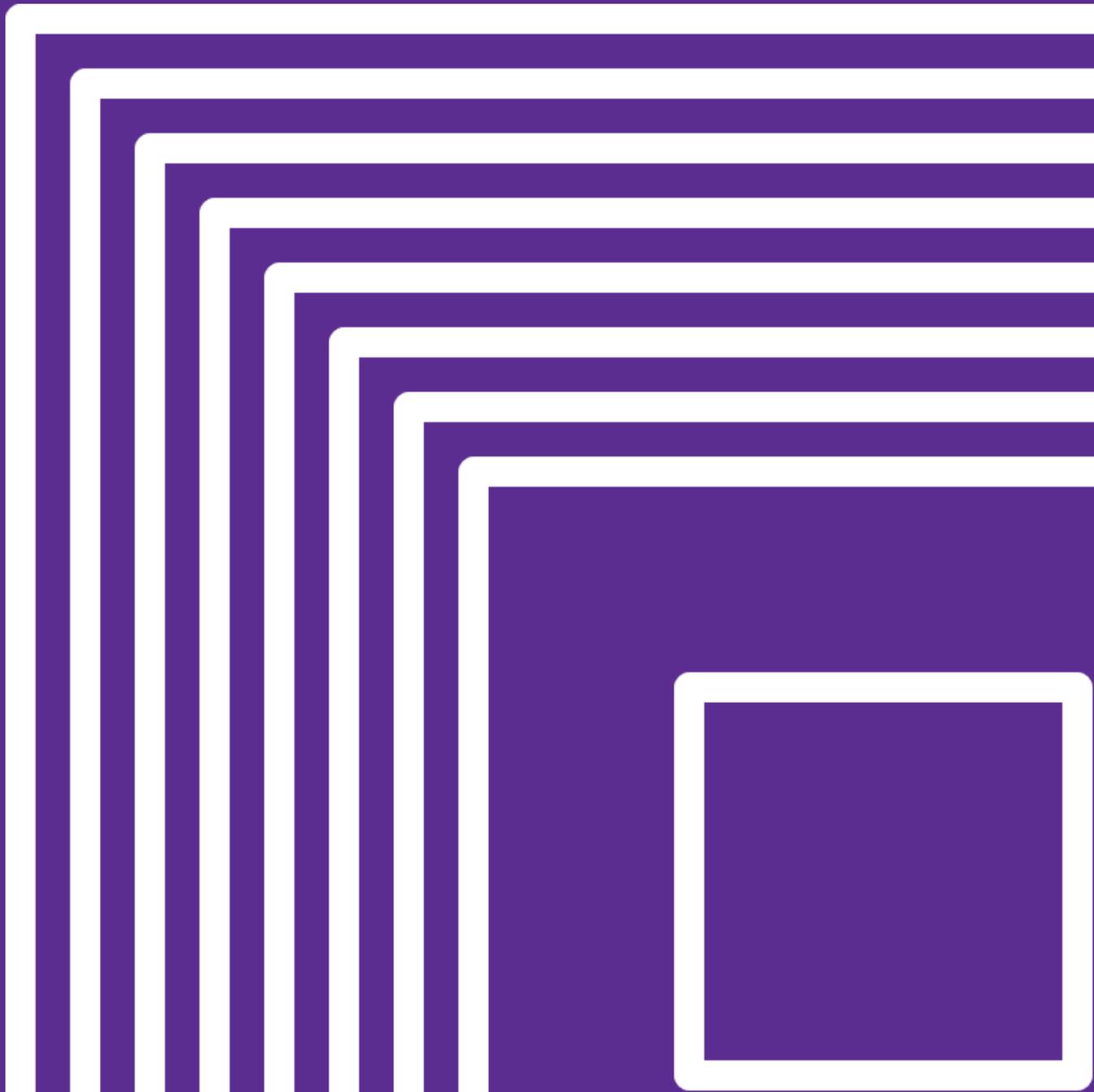


Time to Make Legal a Digital Workplace



Going Digital in Legal

Make Legal a Digital Workplace that can help meet the increased expectations of today

Corporate legal departments and law firms today face challenges that are forcing them to re-think how they do business. These include:



FASTER SPEED OF BUSINESS

As business moves faster, people are less amenable to delays around contract reviews and other services that could delay important deals.



INFORMATION OVERLOAD

By the end of 2015, the average attorney was creating or receiving more than 70 documents every day (and for some, many more). But with the increase in data, there comes an opportunity to gain insights to improve processes and make data-driven decisions.



INCREASING COMPLEXITY

As businesses face complicated legal issues that are new to the digital age, they need more innovative solutions from legal teams to help solve key business problems. Factors reshaping the landscape of the legal industry include: increased globalization, the growth of the Internet, the automation of legal processes, developments in data security, and emerging technology.



A CHANGING WORKPLACE

The increased mobility of workers has increased the need to be able to work from anywhere and on any device. Attorneys want to be able to access their critical information from locations outside the office.

Time to make Legal a Digital Workplace

When legal is a digital workplace, legal teams re-think their processes to:

- Increase efficiency
- Manage internal customers more effectively
- Increase productivity no matter where they are

Almost a decade ago, the Microsoft legal team began to look more closely at the ways they served the business, realizing they had the technologies at their fingertips that could help them reshape processes to drive efficiencies. That started the legal team's transformation to a digital workplace.

One case in point: The Global Contracting Office (GCO) in the Legal Operations and Contracting team at Microsoft.



Switching focus in changing times



Lucy Bassli,
Assistant General Counsel at Microsoft

In the last decade, the speed of business at Microsoft has increased at a rapid pace. That created new challenges for the GCO:

- Contract volumes grew at a rapid pace
- More complicated legal issues for a digital age meant shifting their roles to become key business problem solvers

GCO looked closely at their processes and realized they needed to start tracking two things: the volume of work and the cycle times to complete contract reviews.

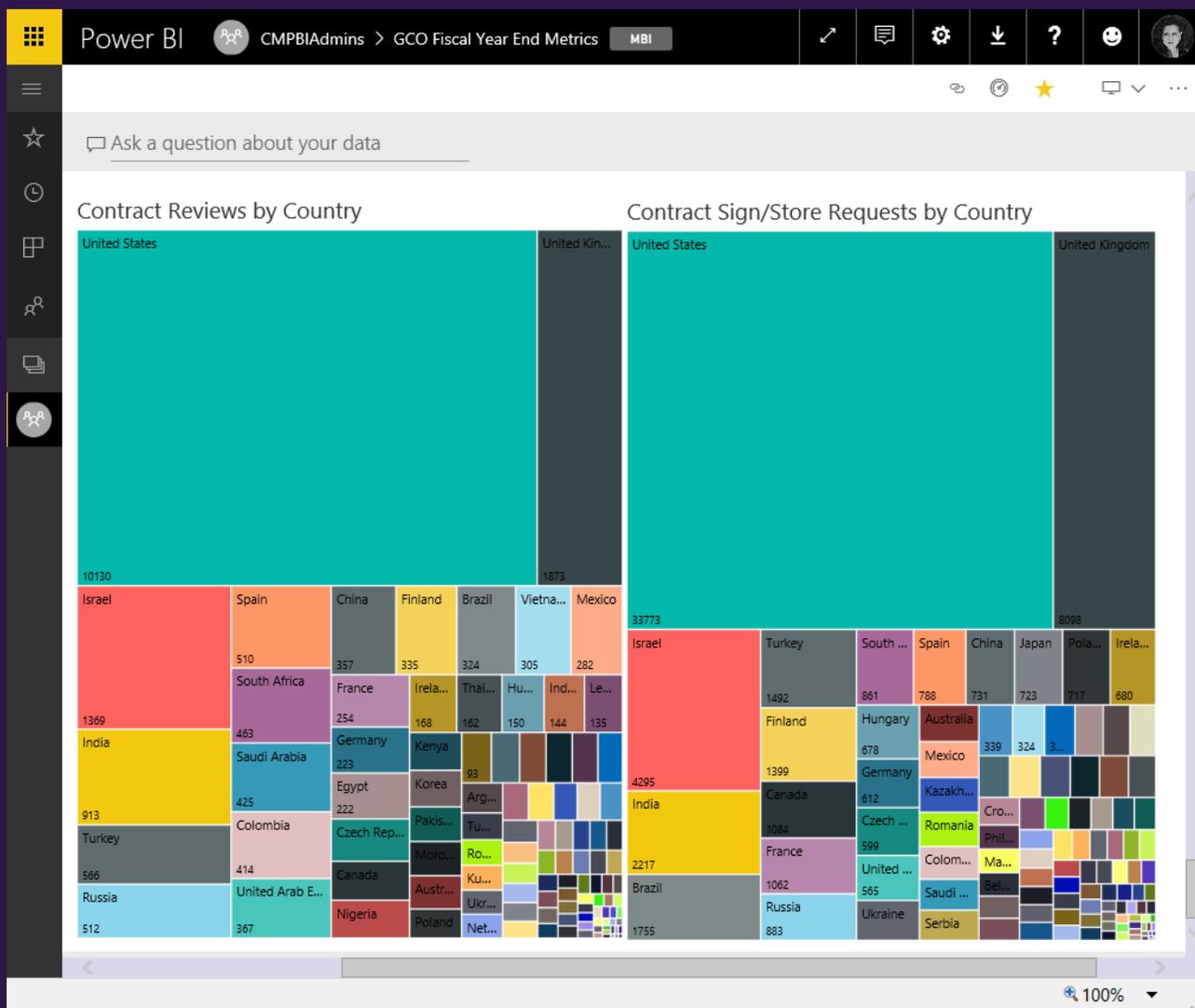
Lucy Bassli, Assistant General Counsel at Microsoft, says, “When we first started tracking, people were experiencing turnaround times from two days to four months.” Rather than implementing an entirely new contract management system, the GCO decided to use tools that they already had—like Office 365 and CRM capabilities in Dynamics 365—to implement new processes and track requests.

By transforming to a Digital Workplace, the Microsoft GCO:



Tracking data to increase customer satisfaction

The GCO started using Power BI to create dashboards, so they could get a daily, at-a-glance view of daily operations. "Now we're a truly data-driven operation," says Bassli. "We can open a dashboard and immediately get a feel for where we are with SLAs or current volumes, so we can adjust policies or let our external service providers know they aren't hitting quality metrics."



Moving beyond the corporate walls

The GCO has embraced digital transformation, enabling the team to work from anywhere and collaborate easily with colleagues to review contracts, which has impacted productivity in a positive way. They store their documents in OneDrive for Business, SharePoint and in OneNote. "If I'm traveling or working from a different location, I don't have to download hundreds of pages or email documents to myself. I can access any document I need in the cloud from my laptop or my phone, and it's the same version everyone else has," says Bassli.

The team can also use co-authoring to work on a document together in real time. "We often have subject matter experts and commercial attorneys working together on contracts," explains Bassli. "They don't have to bounce those documents back and forth over email anymore. Simultaneous editing is a huge benefit because they don't have to worry about managing changes or losing work." The group has also started using Microsoft Teams to share and collaborate on documents, creating a real-time conversation platform that helps to reduce email and enable people to share interesting links and get answers to questions quickly.



Keeping security top of mind

Bassli knows that security is top of mind for corporate legal teams and law firms alike.

“People equate legal firms with safety,” she says. “If corporations have information they want to protect, they hand it to a lawyer, so corporate legal departments are hypersensitive about security.” Many of the legal teams Bassli consults with express concern about moving to the cloud, and while she understands their concerns, she reminds them that all clouds are not created equally.



“Microsoft has the unique reputation of being a champion of privacy and data security, evidenced by the many public positions our company has taken on very sensitive issues related to customer data and third party access,” Bassli says. “If Microsoft is comfortable in the cloud, then we feel that others should be, too.”

Leading Digital Transformation for Legal Teams



Law firms and corporate legal teams alike frequently ask, “What contract management system does Microsoft use?” expecting that Microsoft has a product they can plug in that will solve their problems. Based on her own experience of helping the GCO increase efficiency, productivity, and transparency, Lucy Bassli counsels them to take a step back and look at their processes and people first—doing the most critical work and having legal professionals with the right skillsets.

“They tend to think contracting systems are the answer, but they don’t need to implement these multimillion dollar contract lifecycle management solutions,” she explains. “If they are using Office 365, we talk to them about the tools they have right at their fingertips, that can help them get started today. That way they can focus on the most critical work while taking immediate steps towards digital transformation.”

Let's talk about taking your Legal department digital



We've been excited about the improvements to our Legal business resulting from our digital makeover. Here at Microsoft Services, we want to help you transform your Legal business and make it more useful both to the enterprise and to the employees that it supports.

The first step in this journey is our Digital Workplace Workshop, where we work with you to discuss "the art of the possible," and create a workplace vision that you can drive toward. Through a series of mission-driven sessions, our digital advisors help you engage your customers, empower your employees, optimize your operations, and transform your products.

Let's connect soon, and start mapping your path to a digital future.

With Microsoft Services as your transformation partner, you can begin mapping your path to a digital future.

Microsoft Services empowers organizations to accelerate the value imagined and realized from their digital experiences.

Imagine. Realize. Experience.

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