

Law Department Challenges & Serengeti Tracker Solutions Chart

Law Department Challenge:	Leading to the Following Problems:	Serengeti Tracker Solution:	Leading to the Following Benefits:
<p>Predicting and controlling outside counsel spending</p>	<ul style="list-style-type: none"> • Exceeding the law department's budget • Inability of law department to comply with company cost-control initiatives • An appearance of inadequate law department spending management 	<ul style="list-style-type: none"> • Law firms provide budgets online • Automatic comparison of invoices to budgets • Spending and actual-to-budget reports across all matters: for law firms, individual outside counsel, internal lead, types of matters, etc. 	<ul style="list-style-type: none"> • Clearer spending expectations with law firms, fewer billing surprises • Potential overruns and problem areas identified early, when easier to address • Law department has a simple system to manage costs and comply with company budgets
<p>Lack of metrics to analyze outside counsel performance</p>	<ul style="list-style-type: none"> • Inability to compare attorneys' performance and to create incentives for improved results • New matter assignments based upon individual subjective memory, leading to less than optimal results 	<ul style="list-style-type: none"> • Objective data captured on results achieved, spending, and predictive accuracy • Evaluation forms of outside counsel performance with judgments of in-house counsel • Performance data easily accessible by those assigning new work 	<ul style="list-style-type: none"> • Valuable collective company knowledge base regarding outside counsel performance • Optimal results from giving more work to counsel with the best track records • Potential alternative fees based upon historical performance benchmarks
<p>Outside counsel not providing timely status reports or bills</p>	<ul style="list-style-type: none"> • Law department not identifying and tracking significant developments • Law department unable to make timely strategic decisions • Unexpected results and/or spending 	<ul style="list-style-type: none"> • Current status/spending for all matters, with alerts of material developments • Ability to require status report before law firm invoice can be submitted • Reports to show which firms have delinquent status reports/invoices 	<ul style="list-style-type: none"> • Law department always current on status/spending for pending matters • Law department more effective in making strategic decisions and forecasting outcomes
<p>Lack of time/tools to properly analyze bills from outside counsel</p>	<ul style="list-style-type: none"> • Failure to monitor compliance with law department billing guidelines and policies • Payment of unauthorized amounts 	<ul style="list-style-type: none"> • Automatic checking for new timekeepers, changes in billing rates, excessive expenses, duplicate bills, math errors • Law department feedback to law firms regarding billing adjustments 	<ul style="list-style-type: none"> • Less time to review bills, more time on valuable strategic decisions • Savings from not paying for unauthorized timekeepers, unapproved rate changes, excessive expenses, etc. • Law firms begin to self-police as violations caught by client
<p>Managing the approval of law firm bills</p>	<ul style="list-style-type: none"> • Managing multiple approvers, keeping track of adjustments to law firm bills • Time responding to law firm inquiries about status of bill approvals 	<ul style="list-style-type: none"> • Automated approval process: routing bills electronically, tracking changes, system alerts of delayed approvals • Law firm can see if invoice has been approved • Law firm receives reviewer's explanation if invoice adjusted 	<ul style="list-style-type: none"> • More efficient bill approval process • Potential for faster payment/discounts from law firms • Law firms do not need to bother law dep't. to find out about bill approvals and adjustments

Inefficiencies handling paper documents from law firms	<ul style="list-style-type: none"> • Wasted time copying, routing, filing, and finding paper documents • Time re-entering data from paper bills/status reports into law department databases for reports • Closed file storage and retrieval costs 	<ul style="list-style-type: none"> • Instead of paper, law firm electronic documents and data directly into Tracker • Information automatically organized in electronic files for bills, budgets, status reports and documents • Up-to-date reports available on demand, without any data reentry 	<ul style="list-style-type: none"> • Save time handling and finding paper documents • Organized electronic files improve productivity of users • Eliminate wasted time, mistakes, and costs of data reentry • Lower costs to maintain, store, and retrieve closed files
Quickly and securely delivering confidential documents to widely dispersed legal teams	<ul style="list-style-type: none"> • Costly overnight deliveries • Security risks from unencrypted email • Potential privilege waivers • Impracticality of faxes for large documents, large teams 	<ul style="list-style-type: none"> • Secured electronic files accessible by all team members from anywhere with Internet access • Encrypted transmission 	<ul style="list-style-type: none"> • Immediate delivery leading to quicker responses • No delivery costs • Security protecting privilege and confidentiality
Identifying areas of exposure	<ul style="list-style-type: none"> • Losses due to difficulty identifying products, services, or business units that are generating claims • Excessive risks from concentrating litigation with few law firms, lead counsel 	<ul style="list-style-type: none"> • Reports that show litigation exposure associated with specific products, services, business units over certain time periods • Reports that show exposure handled by lead counsel, law firms 	<ul style="list-style-type: none"> • Ability to address negative exposure trends early to reduce potential losses from certain products, business practices, etc. • Diversify risk by balancing major exposure among outside counsel
Keeping track of deadlines	<ul style="list-style-type: none"> • Inadequate time to prepare optimal responses, leading to poor results • Missed deadlines resulting in penalties, lost opportunities 	<ul style="list-style-type: none"> • Monthly reminders from outside counsel regarding key dates/events • Simple coordination of dates across all matters handled by an individual or group 	<ul style="list-style-type: none"> • Better results from planning adequate time to respond • No penalties or lost opportunities due to missed deadlines
Turnover in the legal department/transition of work	<ul style="list-style-type: none"> • Lost time spent by new staff attempting to learn about status, find important documents and information • Valuable knowledge lost, including individual matter strategies and past experiences with outside counsel 	<ul style="list-style-type: none"> • Status, documents, information, financial history, and notes all filed electronically for each matter • Outside counsel results and evaluations stored in organized system 	<ul style="list-style-type: none"> • Less time and information lost in transition • Successors able to add value to key decisions sooner • Valuable knowledge about outside counsel preserved for later use by other department members
Lack of IT support for new law department technology	<ul style="list-style-type: none"> • Difficulty installing, then maintaining new systems • Potential incompatibility with existing in-house, law firms' systems 	<ul style="list-style-type: none"> • Hosted system, with no new hardware or software to install or maintain • Instant compatibility with law firms through use of shared system 	<ul style="list-style-type: none"> • Little or no IT involvement necessary • Quick implementation creating benefits of law department and law firms working together on shared system
Little or no budget for new law department technology	<ul style="list-style-type: none"> • Inability to justify large up-front expenditure on new technology, even to generate future savings • Law department stuck with inefficient systems, causing lost time and greater spending on outside matters 	<ul style="list-style-type: none"> • Serengeti charges are spread out over time, no large up-front cost • Serengeti's fixed setup and monthly use charges include all services—no "hidden" costs for implementation, training, maintenance, configuration 	<ul style="list-style-type: none"> • Certainty about the actual cost of system, permitting an accurate cost/benefit analysis • Savings of time and spending quickly exceed system costs