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COMPARATIVE LAW DEPARTMENT LEGAL OPERATIONS MODELS

A dedicated legal operations function – whether directly employed or outsourced – can realize:

- Improved service levels, certainty and responsiveness internally
- Increased technology adoption and efficient day-to-day technical administration (access, training, issues management, data migration)
- Productive vendor and third-party management (cost, quality) relationships
- Reduced risk (financial, compliance, operational)
- Reduced lawyer time spent on non-legal activity

To provide context, we've benchmarked law department operations functions using independent research and direct insights from our engagements with prominent U.S. and multinational corporations that are subject to moderate-to-high regulation, maintain law departments employing more than 10 fulltime in-house lawyers while maintaining an average external legal spend >US$50MM per year.

Company Profile	National healthcare services provider	Global pharmaceutical manufacturing	Global industrial equipment manufacturing	Global banking and financial services
External Legal Spend USD	$70M	$120M	$230M	$400M
In-house Lawyers	15	55	400	1200
Peferred Panel Size	**5** LAW FIRMS	**70** LAW FIRMS	**250** LAW FIRMS	**1000** LAW FIRMS
Legal Ops Headcount	4	6	9	30
Legal Ops Roles	▪ **1** finance manager ▪ **1** billing, invoice & payments manager ▪ **1** technology manager ▪ **1** legal project and system admin manager	▪ **1** finance manager ▪ **2** billing, invoice & payments managers ▪ **1** technology manager ▪ **1** project manager (legal and non-legal matters) ▪ **1** risk & compliance manager	▪ **2** finance managers ▪ **2** billing, invoice & payments staff ▪ **2** technology managers (▪ **1** project manager (legal and non-legal matters) ▪ **1** vendor manager (outside counsel) ▪ **1** data and reporting manager	▪ **5** finance staff ▪ **8** onboarding, billing & payments staff ▪ **4** vendor management staff ▪ **6** invoice auditing staff ▪ **2** data and analytics staff ▪ **2** risk and compliance staff ▪ **3** timekeeper management staff ▪ **5** project management staff (non-legal matters) ▪ **5** matter intake staff
Legal Ops Model	**All FT legal operations roles fully allocated & budgeted within law department,** external contractor support ad hoc	**All FT legal operations roles fully allocated & budgeted within law department,** external contractors covered system admin, data and analytics reporting	**50% of the activities or roles outsourced to third party consultant:** outside counsel management, project management, data management (analytics)	**25% of the activities or roles outsourced to third party consultants:** rate review and negotiations, contract management, bill review/invoice auditing
Critical Insight	**Higher volumes, smaller-value of consumer and insurance-related claims and litigation**	**High patent application (prosecution) and litigation costs**	**Global presence in 80+ countries and contract management owned by Legal**	**Extremely high regulatory scrutiny and presence in 100+ countries in 5 regions**