

Deliver legal services at the speed of the business

Unstructured processes drain productivity and waste valuable time

Legal Operations teams tasked with streamlining the delivery of legal services recognize that ad-hoc, unstructured interactions between employees and the legal department are slowing things down. Instead of an organized process, teams are dealing with email, phone calls and spreadsheets to do their job. Instead of employees being able to self-serve and find answers to basic questions, legal teams are forced to spend time responding to basic requests that ultimately reduce their time spent on more complex matters.

Businesses however are moving faster than ever before – whether due to their digital transformation evolution or in response to macro-economic trends and crises. They want to shorten sales cycles, bring new products to market faster, hire talent faster, create new channels and partnerships, and much more – all of which requires legal service. Legal operations is feeling that pressure to deliver services faster and reduce risk while not being seen as a bottleneck to the business.

Legal velocity helps drive business transformation

Achieving legal velocity starts by providing an omnichannel self-service experience for employees to get answers for simple questions, while guiding them to practice area intake forms that require legal expertise. Back-end complexity is replaced with Now Platform digital workflows that ensure proper routing and prioritization to the legal practice experts, further increasing team efficiency and speed.

ServiceNow Legal Service Delivery replaces the manual email and spreadsheet processes of yesterday, with a high-velocity digital experience. And because other departments such as IT, Workplace Services, Finance and HR are also powering their work on the Now Platform, legal can easily collaborate with them for those matters requiring their attention. Legal operations leaders also benefit from transparency and insights into the service demands and trends, allowing them to tailor and improve their legal transformation journey.

Elevate employee experience with 24x7 legal service help

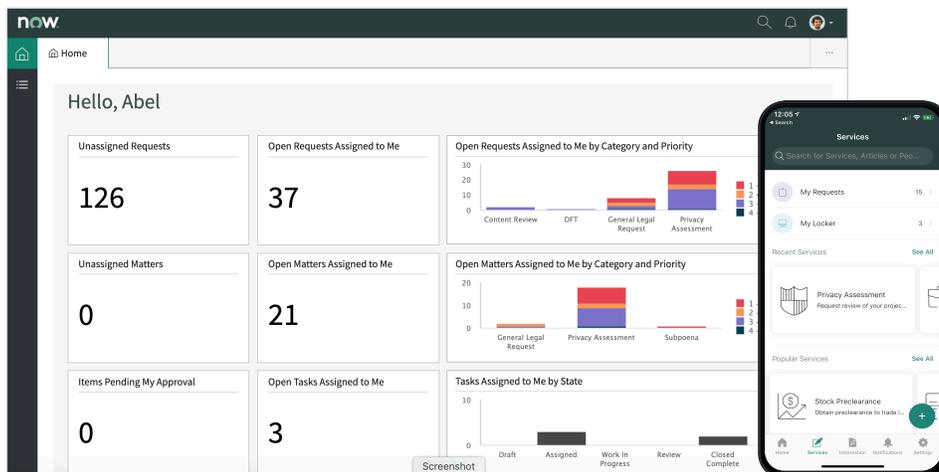
Legal self-service modernizes the manual request process into a simple 24x7 omnichannel experience. Automate responses for common legal questions with virtual agents and knowledge base articles. Configure and deploy out-of-the-box practice area workflows for any legal scenario, and remove legal process bottlenecks impeding departmental efficiency.

Increase practice area productivity

Legal Counsel Center and Legal Matter Management deliver a unified view of all assigned and open legal requests across the business - maximizing legal team productivity without the wasted time spent in email and spreadsheets. Use pre-defined and configurable matter templates to help streamline the creation process with defined phase, tasks and milestones. Distribute tasks to employees on a limited access basis for legal discovery and artifact gathering, ensuring privacy and security is maintained throughout.

Make better decisions and spot service trends in real-time

Legal Reporting and Dashboards provides legal operations a real-time view of the service demand, performance and trends to help drive further service improvements. Out-of-the-box dashboards and metrics deliver immediate insight on day one.



Now Mobile streamlines the request process from anywhere. Legal Counsel Center increases legal operations productivity with a prioritized view of requests and matters.