**ServiceNow® Legal Knowledge Management**

Legal operations teams are often responsible for managing risk across the entire organization, often times while facing budget and resource constraints. In order to evolve into a strategic business driver, legal teams will need to rely increasingly on technology to automate and simplify how employees and the business get the legal help and support they need.

Powered by the Now Platform, ServiceNow Legal Knowledge Management boosts employee and legal productivity by enabling businesses to scale the sharing, capturing, and management of important legal information, policies, and processes – both within the legal department and the enterprise departments they support.

**Deflect common legal questions with consumer-grade self-service experiences**

Without a centralized destination to interact with legal departments, employees often route all their legal inquiries – no matter how simple or complex – through email, phone, and other unstructured methods. This leaves in-house legal practitioners overwhelmed with repetitive inquires, preventing them to focus on the critical affairs that impact the business the most.

With ServiceNow Employee Center, employees can easily search to locate AI-recommended legal knowledge articles from a single, unified portal. Intelligent search experiences combined with Legal Knowledge Management, resolves and deflects the most common legal questions from your employees. For example, a quick chat with Virtual Agent about legal approved marketing slides can immediately surface content a marketing specialist needs. An employee looking to book travel can easily self-service relevant articles on latest travel policies and guidelines. Legal Knowledge Management deflects common requests to help your teams focus more on enabling strategic business execution.

**Benefits**

- **Employee Center**, enable employees to self-service legal knowledge articles with a single destination for multi-department service delivery
- **Legal Knowledge Base**, empower employees and legal practitioners to find answers, offering a document repository of common legal questions and internal legal processes
- **Article Management Lifecycle**, define and govern automated processes for drafting, reviewing, publishing, and retiring of legal articles to ensure legal knowledge remains current, accurate, and relevant
- **Virtual Agent**, automate responses 24x7 with knowledge articles to deflect repetitive requests and questions
- **Omni-channel access** to knowledge articles across portal, mobile, desktop, chat and Virtual Agent to enable self-service from wherever employees choose to work
- **Continually improve** the quality and accuracy of knowledge articles by collecting actionable feedback on user satisfaction, helpfulness, and overall usage

**Source:** EY General Counsel Imperative from Barriers to Building Blocks 2021
Eliminate back-office knowledge drain to boost legal efficiency

According to EY, general counsels expect workloads to increase by 25% despite headcount only growing by 3% over the next 3 years. However, lagging adoption of modern legal technology means legal teams are unable to pass along tribal knowledge and critical mindshare. When practitioners depart, important internal information on key processes also leave with them. These inefficient handoffs and potentially detrimental knowledge-drain hinders your legal teams from operating at maximum efficiency.

Using the Knowledge Base, legal processes and procedures can be stored and categorized to ensure service delivery is consistent and accurate across your legal organization. For example, complex matters like a visa application will require multiple steps and a defined set of requirements. Sales contracts over certain deal sizes may also have special procedures that legal practitioners must enact. With a quick search, your legal teams can find internal facing knowledge articles that walk them through each procedure – ensuring legal affairs are handled accurately, efficiently, and with care. With ServiceNow, it’s time to streamline your approach to legal service delivery with frictionless self-service experiences.

Enable practitioners to attach relevant legal knowledge base articles to requests in Legal Counsel Center

Easily manage legal knowledge base articles to scale common legal information across the enterprise