ServiceNow® Legal Matter Management

Escalate and track ongoing legal matters without spreadsheets

ServiceNow® Legal Matter Management removes the pain of email and spreadsheet trackers by providing a simple, secure and project-centric approach to managing complex legal cases. Pre-defined and configurable matter templates help streamline the deployment process with defined phase, tasks, milestones and owners. Tasks can be distributed to individuals on a limited access basis as part of a discovery gathering process and removed upon completion, ensuring privacy and security is maintained throughout. Automated notifications and reminders are sent out to assigned task owners and business stakeholders ensuring everyone is kept informed throughout the process.

Out-of-the-box and custom legal matter templates allows legal operations to structure their complex legal matters in an organized manner while ensuring privacy is maintained

Speed time to resolution with legal practice applications

Leverage pre-packaged matter templates to manage and resolve complex matters around digital forensics and legal investigations faster.

Included as a bundled request and matter template with Legal Service Delivery, Digital Forensics provides a streamlined process for requesting and tracking eDiscovery custodial and non custodial queries across the enterprise. Allow HR, compliance, and workplace departments to efficiently request and append information in a structured way. Assign and track request against an internal legal matter for complete visibility and improved efficiency.

The Legal Investigations app enables legal teams to resolve internal complaints with security and accuracy. Leverage pre-packaged steps around interviews, evidence collection, and recommended actions to immediately take action on high priority infestations. Configurable reports, dashboards, and detailed audit histories help your legal teams protect the value of your organization by minimizing risk and preserving employee privacy.

Key Benefits

- Deliver faster service with industry best practice workflows
- Organize matters by phase, task and milestones to ensure process is standardized and followed
- Track legal documents, notes and other matter artifacts to a secured storage area
- Ensure lawyer-client confidentiality by securing artifacts and notes from the underlying request
- Configure repeatable matter templates to codify standard operating procedures by practice area and matter type
- Gain real-time insight to balance legal demands against all other matters
- Seamlessly connect into Box, One Drive, Google Drive to store critical attachments related to high priority matters

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