

ServiceNow® Legal Reporting and Dashboards

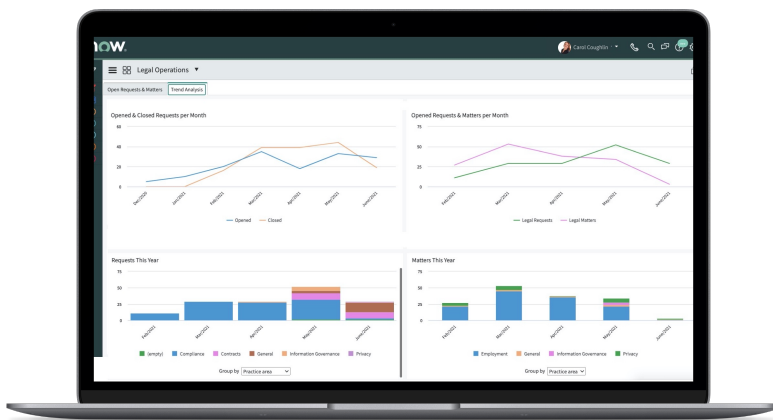
Make better decisions and answer questions on the spot

Your internal legal teams are often inundated with manual processes like unstructured inboxes, spreadsheets, and point tool applications. These tools makes it difficult for legal operations to anticipate legal service demands and drive continual service improvements. Without visibility into key trends, managing risk across the business is nearly impossible.

Real-time reporting and dashboards

With Legal Reporting and Dashboards, provide your legal operations teams with out-of-the box dashboards to view real-time metrics, service demands, and trends. Teams can easily configure legal reports, charts and graphs with a simple point and click interface, no coding or database experts needed. Legal Operations can better anticipate performance trends while legal practitioners can see the most critical requests that require focus. For legal practitioners on the go, leverage native mobile views of reporting and dashboards.

Schedule legal reports to run over different intervals and automatically distribute to key stakeholders. This ensures business questions are answered promptly and deadlines are met efficiently. Legal Operations teams can now proactively track legal service delivery performance goals against business objectives to drive enterprise-wide productivity. Real-time insights also help Legal Operations make data-driven justifications for increased headcount or resource re-allocation to high demand practice areas.



Extend self-service and drive continual improvement

Provide your leadership team an at-a-glance view of all legal services demands and performance trends. Pinpoint areas with poor service delivery experiences and take action to improve satisfaction using key indicators, mobile-enhanced scorecards, drill-downs, and dashboards. Teams can also easily evaluate legal trends to detect areas with service bottlenecks and reallocate resources to mitigate future risks.

Legal operations can also identify opportunities for greater employee self-service. For example, deflect common questions around marketing and sales requests with the help of legal catalogs and automated virtual agent responses. Help your legal operations teams drive continual productivity and focus on important matters by recognizing areas for automation and extending out-of-the-box legal workflows.

Legal Reporting and Dashboards

Deliver legal services at the speed of businesses. With the Legal Reporting and Dashboards, provide legal operations out-of-the-box dashboards and metrics to deliver insights and improvements to key stakeholders.

- **Real-time view**, for all assigned and unassigned open requests and matters. Rapidly gather information on incoming requests to help teams take action on urgent matters and strategically allocate resources where needed
- **Simple configuration**, easily create and modify reports using guided flows, and customize dashboards with interactive filters and widgets
- **Automated distribution**, send service performance reports to key decision makers and business leaders over any interval of time (weekly, monthly, annually)
- **Design to your choice**, leverage easy plug-and-play analytics to flexibly modify KPIs, dashboards, and metrics to create custom visualizations suited to your legal operations needs
- **Performance Analytics**, drive real-time visibility to better anticipate legal trends, detect bottlenecks, and pin-point areas for greater self-service. Take action on KPIs to continuously improve and ensure successful legal service delivery