Drop your spreadsheet trackers with ServiceNow Legal Service Delivery

The challenge

Are your legal teams living in spreadsheets? How many columns and rows are tracking the same requests, and more importantly, what’s missing? Think of those common asks like stock pre-clearances, contract approvals, or marketing requests. Tracking piecemeal legal information from e-mails, pings, and phone calls are a recipe for confusion and duplicative efforts. These error-prone processes prevent control and insight over critical legal affairs.

With changing working models, legal practitioners are working from anywhere, across any device. If a legal affair arises on the go, your team can’t easily triage the issue by searching spreadsheet trackers or combing through hundreds of emails on a mobile device. It’s time to replace your spreadsheet trackers with ServiceNow Legal Service Delivery to automate the intake, assignment, and tracking of in-house legal affairs from anywhere, at any time.

Effectively engage with employees to deflect common legal requests

Spreadsheet trackers exist because employees resort to e-mail as the first line of communication with legal departments. Manually tracking requests and legal in spreadsheet trackers is time consuming and impractical—preventing legal teams from focusing on strategic work like partnering with the business, protecting the value of the company, and enabling business execution.

With ServiceNow, employees can access Employee Center as the first place to go for all their multi-department questions and services. From there, if they have a legal question, they can easily chat with Virtual Agent to self-service knowledge content and deflect common requests. If they have a more complex legal request, they can fill out an intake form to ensure their question is routed to the right legal practitioner and fulfilled efficiently.

Challenges

- Legal demand is increasing but legal departments struggle to optimize processes to manage workloads
- Legal teams are being pushed to do more with less, with workloads outpacing expected headcount
- Legal departments are interested in purchasing technology but find current solutions confusing and non-intuitive

Solution

- Legal Request Management
- Legal Matter Management
- Legal Counsel Center
- Reporting and Dashboards
- Legal Practice Applications

Now on Now Results

- Deflected 35% of contract requests to sales operations
- 80% reduction in instruction emails through one centralized intake
- 20% savings in managing outside counsel instruction
Triage complex legal matters with efficiency and security

Help legal teams automate common legal matters with pre-defined and configurable templates to automate the most important legal procedures your organization faces. For example, sensitive employee relations matters often involve multiple people, departments, and stakeholders. Assign tasks to individuals on a limited access basis and manage artifacts directly in the matter to view all legal documents tied to the matter.

When your innovation team needs to validate a new product name or an employee has a conflict of interest, are your teams able to manage all the necessary legal information in a spreadsheet? These painstaking processes can potentially leave you vulnerable to costly errors and risks. With Legal Matter Management, pre-defined matter templates can help you easily track audit trails and define the phases, tasks, and milestones in a legal affair to ensure all matters are accurately fulfilled.

Gain real-time insights to strategically advise the business

With information flying in from inboxes and living in spreadsheets, legal practitioners struggle to position themselves as effective business partners to the business. With Legal Reporting and Dashboards, gain relevant insights to elevate your legal operations team as a strategic partner to the business. Anticipate legal demands, identify common requests, and set SLAs to drive continual legal service improvements.

Teams can even extend self-service legal workflows to deflect high-volume, low-value legal questions to spend more time on the legal affairs that matter.

“I’m incredibly passionate about leveraging ServiceNow as a platform product and being able to incorporate all of our business processes.”

– Nicole Tate, Senior Director, Experience Management, Palo Alto Networks

Legal Dashboards and Reporting