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## CM1 - Reducing Costs While Acquiring and Keeping the Technology You Need

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# Reducing Costs While Acquiring and Keeping the Technology You Need

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# Agenda

1. What kind of technology are we considering?
2. What can a strategic technology plan do for you?
3. How to reduce your firm's overall technology costs
4. How to reduce e-discovery costs
5. How to help clients reduce overall legal costs using technology
6. What kind of staffing is needed?
7. Logistics of evaluating technology
8. Questions?

# 1. What kind of technology are we considering?

- Corporate legal department technology
- Law firm technology
- Technology assessment

## 2. What can a strategic technology plan do for you?

- **Costs v. benefits v. risks**
  - Being “in synch” with clients' technology
  - Balancing decisions about cutting edge
- **Turf wars v. buy-in for plan**
- **Managing expectations**
- **Implementation and overcoming hurdles**
- **Hidden costs**

# 3. How to reduce your firm's overall technology costs

- How to avoid incompatible technology issues
- Using a technology checklist
- Standardization: get people to use the same software/do the same thing
- Where are we really losing money?
- With technology upgrade, can tool help capture money or increase efficiencies
- Cost containment of existing technology (e.g., identify unused licenses, licenses based on a person rather than pc, etc.)

# 4. How to reduce e-discovery costs

- Internal tools in your firm (holds, preservation, collection, processing, review, production, collaboration)
- Flat fee partnerships
- Enhance firm's consulting capacity on narrowing scope of collection and targeting relevant material
- Alternative staffing models

# 5. How to help clients reduce overall legal costs using technology

- Records management
- Preservation and notice management
- In-house searching and collection
- Flat fee partnerships – vendors and firms
- Vendor and firm portals for information sharing
- Shared deal rooms



## 6. What kind of IT staffing is needed?

- Understanding how users use technology (core v. specific)
- Getting people to use technology (training & carrots)
- Outsourcing (user support/call centers, IP docketing, LPOs, etc)
- Litigation services specialists

# 7. Logistics of Evaluating Technology

- Project plan
- Mutual non-disclosure agreement
- RFI or RFP process
- Feature list
- Benchmarking
- Due diligence
- Run effective beta test at little no cost

# Resources

- ILTA
- LegalTech / ABA TechShow
- Other professional groups/resources
- Benchmarking with colleagues
- Written resources
- Leverage vendor training and support

# Questions?



# Thank You!



# Andrew Z. Adkins III

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  - Adjunct Professor, Law Practice Management (2001 - present)
  - Associate Director, Technology Services (2003-2007)
  - Executive Director, ICAIR (1998 – present)
- Legal Technology Consultant (1989)
  - More than 325 consultations with Law Firms, Law Departments, Judiciary, Legal Verticals
- Author
  - *Three Years, Eleven Months, 29 Days* (2009)
  - *The Lawyer's Guide to Practice Management Systems Software* (2009)
  - *You Can't Get Much Closer Than This* (2005)
  - *Computerized Case Management Systems* (1999)
  - *WordPerfect Law Office Solutions* (1995)
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