

Building an Integrated Client Centric Service Culture

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Agenda

Cohesiveness

Agility

Communication

Technology

Talent

Cost

Build Cohesive Internal Team and Process



- Educate stakeholders – e.g. paralegals, lawyers, IT, leadership regarding litigation technology generally and ESI specifically.
- Develop a PMK (persons most knowledgeable) circle within the practice group, including personnel from litigation technology, paralegals, and attorneys. Informal sessions within this circle helps the firm to stay close to the evolving market.
- Marry the developments in law and technology and keep the practice group informed regarding same.
- Develop internal process/checklist.

Agility

- Changing requirements of corporate clients
- Nimble Business Units
- Versatile team members
- Future obligations defined by Case Law
- Flexibility – risk v. cost
- Involve client
- No surprises approach

Communication

- Formal regular meetings / feedback
 - Immediate team
 - Other stakeholders
- White Papers
- Deliver Comprehensive and Singular Message to External Clients and Follow-up
- Pitch participation
- Project management principles

Technology

- Extranets
 - Easier to share the burden
 - Create collaborative work-space
 - Access to work product
 - Access to discovery documents
- Collaboration technologies – social media
- Interfacing with client technology

How do you Inspire & Motivate Your Team?



- Recognition
- Reward
- Celebrating success
- Variety of work
- Manage to personality types, generations & cultures
- Learning & development
- Case team integration
- Creating opportunities
- Work / life balance
- *You don't have to talk about work while you are at work*

Costs

- Value - right not necessarily the cheapest option
- Manage spend – cost estimate v. actual
- Transparency
- Certainty

Thank you.

