

# Collaboration: Improving the Client's Experience

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#ILTAG33





# SPEAKERS

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# TERESA'S STORY

# JASON'S STORY

# JACK'S STORY

**WHAT WORKS AND WHAT DOESN'T**



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- What do you think of when you think of collaboration technology with outside counsel? What does it consist of? What are the workflows?



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- What are the biggest challenges you have in collaborating with your outside counsel?





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- What is your ideal vision of collaborating with outside counsel?



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- As a client, do you want the responsibility for offering a collaboration solution? Or are you looking to the law firms to provide the solution? How do you communicate that vision to the client?



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- What are the advantages to adopting these collaboration systems? What are the downsides?



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- And how to you make the law firm feel it's okay to "show the work" without them being scared about running up the bill?



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- Are there certain types of engagements that are best suited for a collaboration system?



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- Do you develop “after-action” reports - reviewing what you've done; planning for the next one? Does a review of the collaboration system fit in here?



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- We know that technology adoption inside a law firm is difficult – how is it different on the general counsel side?

**QUESTIONS / COMMENTS**