

LPO MASTERCLASS

OXFORD & CAMBRIDGE CLUB, PALL MALL, LONDON

MARCH 25TH, 2010



In Association with:



Knowledge Partner:



Supported by:



Researched & Organised by:



Emerging Markets
Research Group Ltd

For further details and an invitation please contact:

t. 0776 019 8360 | e. info@emrgind.com | www.emrgind.com

LEGAL PROCESS OUTSOURCING

This masterclass will seek to answer some of the following questions:

- The costs & benefits associated with outsourcing legal processes
- What are the risks and how can they be mitigated and managed?
- Process migration, technology and people issues
- Governance models (3rd party / captive / BOT) & supplier selection issues
- Analysing the optimum mix of onshore vs nearshore vs offshore
- Current & emerging trends in LPO

AGENDA

08.30am – 09.30am

Coffee & Registration

09.30am – 09.40am

Chairperson's Introduction

*Prof Colin Harvey,
Head of School of Law,
Queen's University, Belfast*



09.40am – 10.30am

Case Study 01: Three's company: Managing the relationship between a corporate legal team, their outside counsel and a new LPO provider

- How is this three-way legal model developing?
- How will it progress in the future?
- How can all parties get the most out of the relationship?
- Which examples of best practice are available?



*Brian Henderson
LPO Project Manager*

Linklaters



*Derk Kropholler
Vice President*



10.30am – 11.00am

Case Study 02: Shared Information Service for law firms and corporate legal departments

- An innovative approach to resourcing leading to 20%- 30% cost savings
- Creating an onshore centre to service:
 - (a) Central Enquiries Desk
 - (b) Hard copy and Journal Management,
 - (c) Information supplier management and Purchasing
- Access to specialist providers for improved services

11.00am – 11.30am

Tea & Coffee Break

11.30am – 12.00am

Case Study 03: Knowledge Management & Outsourcing of bid-related Business Research Functions

- Creating competitive advantage by using high quality offshore resources
- LPO - The next wave in Knowledge Process Outsourcing
- KPO for law firms and corporates. Areas covered include:
(a) Non-legal research (b) Library functions (Legal and non-legal), (c) Support logistics for Marketing functions, (d) LPO services



Mike Taylor

Managing Director UK



PANEL DISCUSSION

12.00am – 1.00pm

TOPICS -

- How to communicate with clients (of the law firm) about outsourcing initiatives.
- What are the insurance exposure issues that must be addressed?
- Specific points to review during the vendor selection process.
- Building in cultural nuances of the onshore client when offshoring.
- Different types of engagement structures when working with outside vendors.
- Core vs non core outsource / captive / offshore?
- Lessons learnt to date: People / Process / Technology / Knowledge Transfer issues



Michael Bell

Managing Principal
Fronterion



Mark Lewis

Partner
BLP



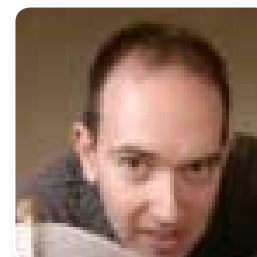
Prof Colin Harvey

Head Of School of Law
Queens University



Amit Badami

Founder & Director
EMRG LTD



Mark Ford

Director
Knowledge Centre



1.00pm – 2.00pm

Networking Lunch