



Professional Practice Solutions invitation to our Insight Dinner

It's the little details that make a big difference

Date

Tuesday
5 February 2019

Time

18:00-18:30

Pre-dinner drinks and registration

18:30-21:00

Dinner

Location

Number Twenty
Grosvenor Street
London W1K 4QJ

[Map](#)

I will be attending

I will not be attending

I will not be attending
but would like further
information

We look forward to seeing you at our Insight Dinner however, ask you to kindly register your attendance by selecting your response and sending us the email that is generated.

I am delighted to invite you to our next informal Insight Dinner, highlighting the issues that senior management are typically facing in the legal sector. The focus of the evening will be on empowering greater performance within Business Services, looking specifically at "Profitability Improvements by Realigning Business Services and Technology". This is an evening that will be highly relevant to both the leadership of your firm as well as those with specific daily responsibilities for managing such areas of your business.

Many firms have delivered revenue growth in the past 12 months beyond sector expectations and this has in turn, helped fuel the demand for pay awards as everybody faces up to competing in the War for Talent. This sits alongside the pressures for higher essential spend on facilities, headcount and technology which erode profit margins. All of this has been managed during buoyant periods of growth, but how can you sustain, let alone improve profit margins, during a possible post Brexit downturn. There is a risk that overall staff costs will be increasing at a far greater rate for many firms than revenues, further eroding Partner profits. Revenues per fee earner need to increase to compensate, but many firms will find resistance from clients to passing the cost increase on.

Businesses therefore need to transform their operating structure, tools and ways of working to maximise client facing time and compete to win more in a changing market. Businesses also need to look differently at their operating model in terms of the ratio of fee earning to non fee earning staff, possible opportunities to outsource/co-source for some support and the use of "best in class" technology. Very few of us operate successfully without the full support of our business service colleagues. However, for many firms the number of people within Business Services is already under the spotlight, as technology is brought to bear with increased levels of automation and self service. It is difficult to see this pressure reducing as firms strive for greater all round efficiency and cost savings.

We should also challenge ourselves on whether we are using the qualities of these teams to their greatest potential, exploring the power of untapped talent that is being wasted in many firms. In recent years a number of firms have sought to realign their secretarial teams closer to their clients, through engagement in client projects or through a greater involvement in relationship development. These are great examples of empowering existing resource to greater effect and motivating for higher performance, but how can we build on this for greater levels of staff agility and collaboration?

I am delighted to introduce two KPMG Partners for the evening who will share their experience and expertise on these subjects. Suzanne Shenton, UK Head of KPMG Business Services will be joined by Dave Yip, UK Head of Legal Technology Consulting as they explore how best to realign business services through technology. We will explore how we can offer the right blend of service and support to empower the business to greater levels of performance. We will also consider how to invest to improve value delivered, through both people and technology.

We look forward to welcoming you to Number Twenty, Grosvenor Street in Mayfair – KPMG's client meeting and engagement space in the heart of London's West End.

Best regards

Paul Spicer

Head of Professional Practice Solutions
KPMG



Our events in the legal sector

This dinner is one in a series aimed to bring you thought-provoking insight into real-time topical issues and challenges that you're likely to be grappling with. If you're receiving this email you're already on our invite list for this event. We will also be running events specifically aimed at CEOs, CFOs; CIOs; HRDs so if you'd like your colleagues to be invited, do [get in touch](#).

If there are any subjects you'd like to see covered at a future event, please [let us know](#).

KPMG in the legal sector

We have brought together some of the best professionals from across our firm with relevant insight and experience in the legal sector. We strive to co-ordinate and deliver a collaborative approach to your business whatever challenges you encounter – looking to the future and the bigger picture with you. Our [service offering document](#) gives an overview of our specialists. Please [get in touch](#) if you would like to speak to our specialists.

kpmg.com/uk/professionalservices



If you have any dietary requirements, please contact [UK-FM KPMG Professional Practice Solutions](#).

KPMG is committed to creating an inclusive environment for people with disabilities. If you need something that will help you to participate fully in this event please provide details to [UK-FM KPMG Professional Practice Solutions](#).

Please note that any sensitive personal data provided by you will only be used for the purposes of this event unless otherwise stated.

The information contained herein is of a general nature and is not intended to address the circumstances of any particular individual or entity. Although we endeavour to provide accurate and timely information, there can be no guarantee that such information is accurate as of the date it is received or that it will continue to be accurate in the future. No one should act on such information without appropriate professional advice after a thorough examination of the particular situation.

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