

Reimagine the legal function

Legal Operations Transformation Services

Legal departments have an unprecedented opportunity to evolve their functions, transform their services and make a greater impact for their organizations.

Legal departments are operating in an environment with increased regulation, scrutiny and pressures on costs, yet must maintain a clear focus on providing value and a more efficient approach to legal service delivery. In today's environment, the pressure to reimagine the legal operating model has become even more acute. Organizations are looking to their legal leaders to reduce costs, increase visibility and predictive capabilities, enhance risk and governance processes and make data-driven decisions.

Our holistic approach supports you in building a legal operating model that matches the needs of the business and aligns with the organization's strategic objectives. We help you build on your success to deliver even more efficiently today and prepare you to continue accelerating and excelling in an ever more complex future.

Using well-established methodologies, tools and approaches designed specifically for the legal function, our global team helps to drive change, delivering both tactical quick wins and strategic transformation.

The legal function target operating model

Do you have **suitable metrics** (KPIs and SLAs) in place? Are they supported by data collection and reporting **processes**? Are they **tracked**? Do you make **data-driven business decisions**?

Is your current technology stack **fit for purpose** and fully utilized by your team? Is it **integrated** with systems used by the broader business? Have you adopted modern solutions to **automate common tasks**?

Is your legal **team diverse, engaged, and innovative**? Are there clear pathways for **development and career progression**? Does the allocation of **roles and workload** reflect the team's capabilities and capacity?



Do **governance frameworks** exist to maintain clear oversight and control? Do the **team structure** and reporting lines fit your organization's needs? Are there **protocols** to manage access to sensitive or confidential information?

Are there **clear, documented processes** for tasks, activities and projects? Have you created fit-for-purpose **self-service tools** for stakeholders? Are **playbooks, SOPs and template precedents** available and updated frequently?

Does your legal function know **what** needs to be done, by **whom**, and **when** to outsource or digitize work? Are there **clear processes** for matter intake, allocation and management? Do you **evaluate external providers** against pre-determined metrics?

What we do

We help in-house legal teams transform to more effectively achieve operational and business excellence. We look at the entire legal operating model to help your team re-focus on high-value matters for your client, the business. By looking at improvement opportunities across people, process and technology, we help you enhance all three to add even more value — inside your organization and out.

Our approach is simple: modernize, simplify and digitize. We can help you reinforce your legal team's position as an integral adviser to your organization, a team whose expertise is actively sought out to reduce risk, improve internal client experience and drive economic outcomes for the business.

1 | Reimagining the legal function

Throughout this document, "we," "KPMG," "us," "Global" and "our" refer to the network of independent member firms operating under the KPMG name and affiliated with KPMG International or to one or more of these firms or to KPMG International.

©2024 Copyright owned by one or more of the KPMG International entities. KPMG International entities provide no services to clients. All rights reserved.

KPMG's Global Legal Operations Transformation Services can help you build a competitive advantage and create a better experience for your team, your organization and your internal clients.



Over the last 2 years, KPMG's Global Legal Operations Transformation Services has saved clients over **US\$200 million.**

“The team has been heroic in the amount you have got done! The ideas and concepts were brought together effectively and well summarized — a great body of information.”
— Chief Administrative Officer and General Counsel, Global Financial Services Organization

“Thank you for providing us with sustainable best practices and an unbeatable long term experience!”
— General Counsel, Multinational Insurance Company

“The quality of the team is awesome, you have a real consistency of approach.”
— Chief of Staff, Global Asset Manager

“The team is always accessible and on time, transparent in their analysis and delivered high quality results.”
— General Counsel, Multinational Automotive Original Equipment Manufacturer

Contact us

To learn more about how we can support your legal department on the transformation journey, please contact one of our KPMG Global Legal Operations Transformation Services leaders.

Australia

Alistair Griffin
KPMG Australia
T: +61 293 358 831
E: ajgriffin@kpmg.com.au

Jason McQuillen
KPMG Australia
T: +61 2 9273 5832
E: jmcquillen@kpmg.com.au

Germany

Andreas Bong
KPMG Law Germany
T: +49 211 4155597 160
E: andreasbong@kpmg-law.com

Philipp Glock
KPMG Law Germany
T: +49 30 530199 127
E: pglock@kpmg-law.com

United Kingdom

Nicola Brooks
KPMG in the UK
T: +44 20 7311 3640
E: nicola.brooks@kpmg.co.uk

United States

Eric Gorman
KPMG in the US
T: +1 312 665 1068
E: ericgorman@kpmg.com

Jeff Ikejiri
KPMG in the US
T: 703-855-3633
E: jikejiri@kpmg.com

kpmg.com



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 endeavor 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.

© 2024 Copyright owned by one or more of the KPMG International entities. KPMG International entities provide no services to clients. All rights reserved.

KPMG refers to the global organization or to one or more of the member firms of KPMG International Limited (“KPMG International”), each of which is a separate legal entity. KPMG International Limited is a private English company limited by guarantee and does not provide services to clients. For more detail about our structure please visit kpmg.com/governance.

The KPMG name and logo are trademarks used under license by the independent member firms of the KPMG global organization.

Throughout this document, “we,” “KPMG,” “us” and “our” refers to the global organization or to one or more of the member firms of KPMG International Limited (“KPMG International”), each of which is a separate legal entity.

Designed by Evalueserve. | Publication name: Reimagining the legal function | Publication number: 136847-G | Publication date: January 2024