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?

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?

Are 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?

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
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.

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.

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### Standardization:
- Work smarter and more efficiently by automating processes and documentation and enabling self-service internally.

### Commercial insights:
- Make better-informed, data-driven decisions to inform commercial planning and decision making.

### More
- **Capacity:** Free up legal team members to focus on spending time in the business, improve internal client experience and drive revenue.
- **Costs:** Improve the allocation of spend to increase its commercial value and reduce total cost.

### Less
- **Risks:** Mitigate potential risks and improve compliance, governance and reporting.
- **Blind spots:** Improve transparency to increase visibility across the legal function.

### 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

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

### 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.

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