



Legal matters

Business transformation that really helps
you stay ahead of the competition

NineFeetTall
delivering positive change



Legal is evolving...

As the traditional law firm structure is shaken up, how are you embracing the change?

A different direction

The Legal Services Act in 2007 created a new model for law firms - the Alternative Business Structure (ABS).

This now allows non-lawyers to invest and become partners in law firms.

The aim of this initiative is to encourage more competition and provide a new route for consumer complaints by allowing non-lawyers with commercial experience to be involved in the running of legal firms.

The commercially-sensitive law firm?

No longer can law firms rely solely on being excellent at practising law, they have been forced to look at their

value proposition and run their practices as commercial companies that target the right consumers.

We are moving towards a world of virtual courts, internet-based global legal businesses, online document production, commoditised service, legal process outsourcing and web-based simulated practice - but how ready are law firms to take on these challenges?

A wide spectrum of change

The 2007 Legal Services Act was just one of several examples of disruption to the legal services market.

The reforms came about with a backdrop of changes in government spending and policy, regulation and a still-recovering UK economy.

Innovating to stay ahead of the competition

The ABS reforms, an ever-changing marketplace and pressure on the bottom line means that law firms are treading in traditionally uncharted territory.

So all of this begs the question: can you really afford not to embrace change?

A reality check

All this talk of innovation certainly gives an exciting outlook for the legal sector, but the reality of the sector's

readiness for change is somewhat mixed.

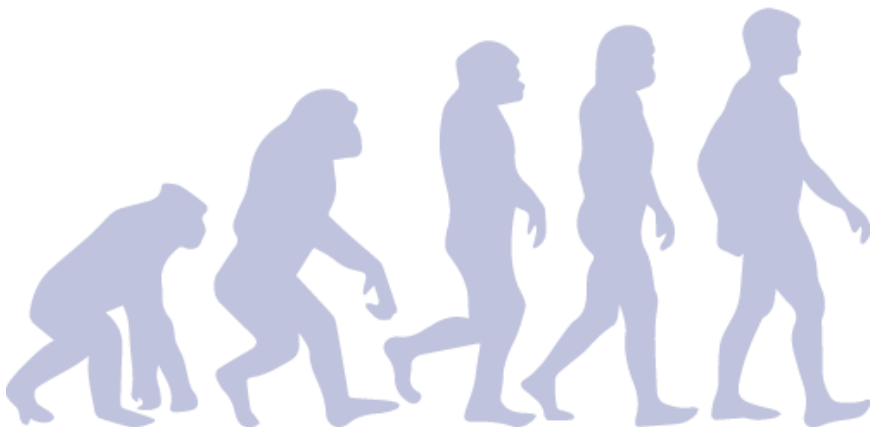
The 'Law Firms in Transition survey' by Altman Weil in 2014 indicated that whilst 67% of respondents agree that the pace of change will increase, only 13% are confident that they can keep up.

A shift in focus?

Downward pressure on rates means a refreshed focus now on maintaining profit margins. Achieving this means leaner processes and quicker decision-making.



Maintaining profit margins means leaner processes and quicker decision-making.



What does the future hold?

Looking externally

The Law Society's 2014-15 annual survey of 1,000 law practices showed that the factors such as borrowing costs, fiscal expenditure and the UK's economic growth were expected to have the biggest impact on the industry within the next three years.

A wide spread

Law firms have a lot to contend with: no single issue was chosen by more than 11% of those survey's respondents - indicative of the wide spread of factors shaping the future of legal.

The problem, however, with paying too much attention to the marketplace is that the pressures it places on your firm are external; they are largely out of your control.

Controlling the controllable

What you can control, though, is what happens internally.

So what should you be looking to control? Our experience tells us that process inefficiency is one of the biggest productivity killers within law organi-

sations; and we know how to reduce that.

In 2015, we worked with the Co-Operative Legal Services to uncover process inefficiencies and our subsequent process improvement work resulted in fee-earners bringing an estimated additional £168,000 revenue per year to the firm.

Top five issues facing legal in the next three years

- 1) Interest rates and borrowing costs
- 2) Government spending
- 3) UK economic growth
- 4) Housing market
- 5) Regulation

Source: The Law
Society Annual Firm
Survey 2014/15

Knowing where to look



Taking a step back

It can be hard to know where to start when looking to drive internal transformation forward.

The most important stage of any improvement work is as-is process mapping. All of the improvements and changes you make stem from here.

This exercise helps you decide if business improvement or process re-design is the right option; will you need to make incremental changes or radical ones?

Opportunities are all around

Once processes are mapped and analysed, it's time to consider the

options.

Whether that's near-shoring to paralegals to reduce the manual overhead of billable lawyers, or rolling out an automation solution to reduce time spent on contract scanning tasks; the good news for legal firms is that the opportunities for transformation and improvement are plentiful.

IT is getting in on the act

Arguably no other business area provides a better opportunity for savings than technology.

Technology helps us automate processes and provides a means to use management information for competitive advantage.

Three ways technology is shaping legal:

- » Ways of working (flexible arrangements, becoming 'paperless', electronic signatures)
- » Case and practice management software
- » Online service offerings replacing face-to-face

NineFeetTall

We are a premium consultancy famous for our excellent people, able to deliver projects effectively and in ways which makes change stick.

We are proud to be different from other consultancies.

We deliver our projects with passion, openness and accountability. We focus on action, not words, and transfer our knowledge to those we work with to leave lasting value.

We work in partnership with our clients to deliver results that far exceed expectations.

We believe in what we do



We empower our staff and our clients to make a difference

We exceed expectations

We are fully responsible for our actions and outputs

What can we offer you?



Project
Management

We are experienced at leading complex business change programmes from start to finish. In our hands your project is expertly delivered through project and programme management.



Portfolio Review

We help organisations to sort through their change programmes ensuring only programmes and projects aligned to business strategy remain part of the portfolio of change.



PMO

We guide your organisation and staff through change to realise their full potential and deliver untapped business success.



Business
Analysis

We help organisations achieve real operational efficiencies that last long after we are done.



Change
Management

We guide organisations and their staff through change to realise their full potential and deliver untapped business success.

Our experience in legal speaks for itself

We have helped major organisations in the legal sector deliver complex transformation projects.



We specialise in taking clients from where they are today to where they want to be.

We are passionate about our work, take accountability for what we deliver, produce excellent work and are open and honest with clients.

We quickly enable clients to become more efficient and effective working in partnership to deliver lasting positive change.

Nine Feet Tall were **instrumental in bringing together change amongst our internal teams** all involved with the leavers and joiners processes. Not only did they improve our processes but they were **extremely good change agents where others had failed**. We now have a process that is fit for purpose, provides a better service and a combined team who work holistically to provide the best service rather than just “making sure their bit works.

David Aird
IT Director, DAC Beachcroft LLP

The benefits [delivered by Nine Feet Tall] have meant we can start to look at the **productivity of the team**, and **consistent working practices**. It has helped us focus on the time recording activities undertaken by the team and **provided alternative working solutions** to previous timely administrative tasks.

Jennie Thomas
Real Estate Practice Manager, DAC Beachcroft LLP

Nine Feet Tall have **enabled us to dig deep** into our operational processes and identify our current ‘as-is’ models leading onto improvements and ‘to-be’ models. This has **assisted us in focusing upon the right areas of the processes** in order to start improving our systems for both staff and customers.

James Barron
Head of IT, The Co-operative Legal Services

Enough about us.

Let's talk about
you and your
business needs

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