KONICA MINOLTA

MAKE SURE YOUR LEGAL DOCUMENTS ARE EFFECTIVELY ORGANISED

RETHINK LEGAL MANAGEMENT

Giving Shape to Ideas

Your current challenges in numbers

ON AVERAGE, LAWYERS SPEND 2 HOURS/DAY
DOING REPETITIVE ADMINISTRATIVE TASKS (1)

61%
OF LAWYERS THINK THAT "DIGITISATION WILL HAVE A LASTING IMPACT ON HOW THEIR JOB IS CARRIED OUT" (2)

70%
OF LEGAL DIRECTORS HAVE A GEOGRAPHICAL SCOPE THAT EXTENDS BEYOND THEIR OWN COUNTRY (3)

GET AHEAD IN THE MANAGEMENT OF YOUR BUSINESS WITH DIGITISATION

The scope of activity within legal departments has continued to grow in recent years. As well as checking that the business complies with and applies business regulation and supporting internal resources, they are responsible for adhering to personal data protection and compliance regulations. Of course, by adding these responsibilities the workload increases, but the number of employees stays the same. The high volume of administrative tasks slows down the productivity of teams. In addition, lawyers are under pressure from internal players who regularly ask for their help to carry out their activities.

To overcome these daily pressures, some businesses are opting to hire a Legal Operations Officer. This person is responsible for streamlining the legal department by implementing best practices to simplify lawyers' day-to-day work and control departmental expenses more effectively. However, recruiting for this role comes at a significant cost for legal departments. Fortunately, there are alternative and complementary solutions that are just as effective thanks to digital technology.

(1) Source: Leeway
(2) Source: In-House Corporate Counsel Barometer, IPSOS July 2017
(3) Source: Survey conducted by LEXqi Conseil in 2018

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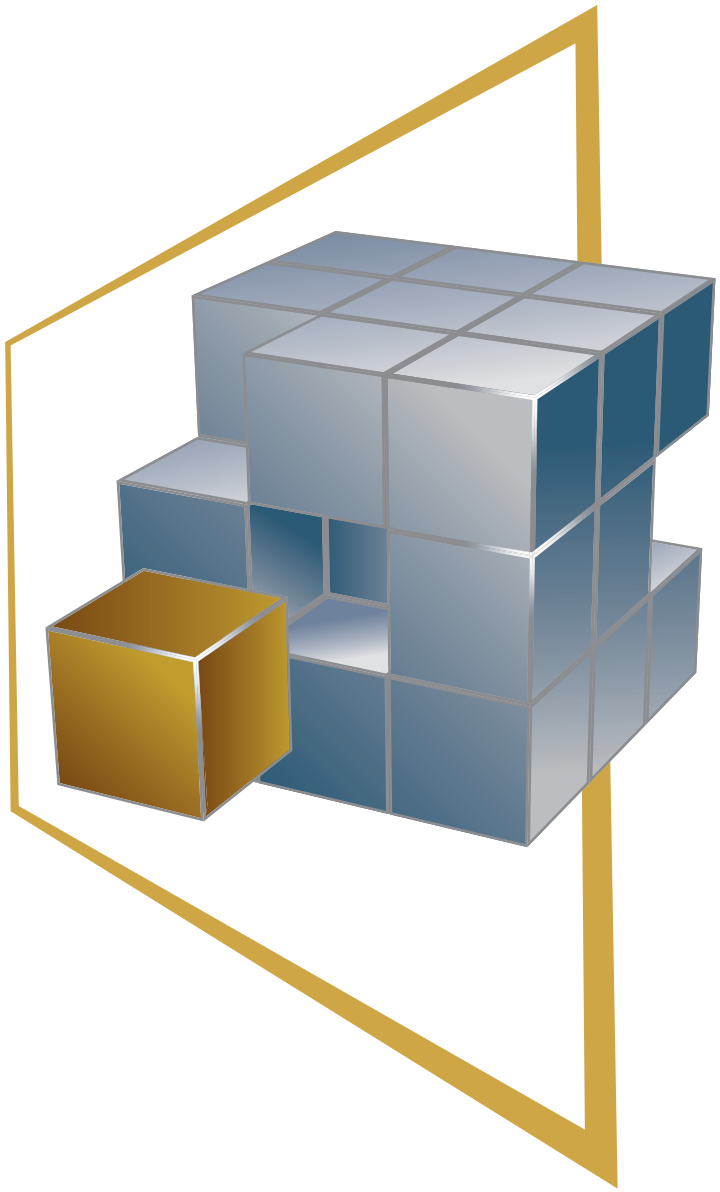
to choose Konica Minolta to digitise your business



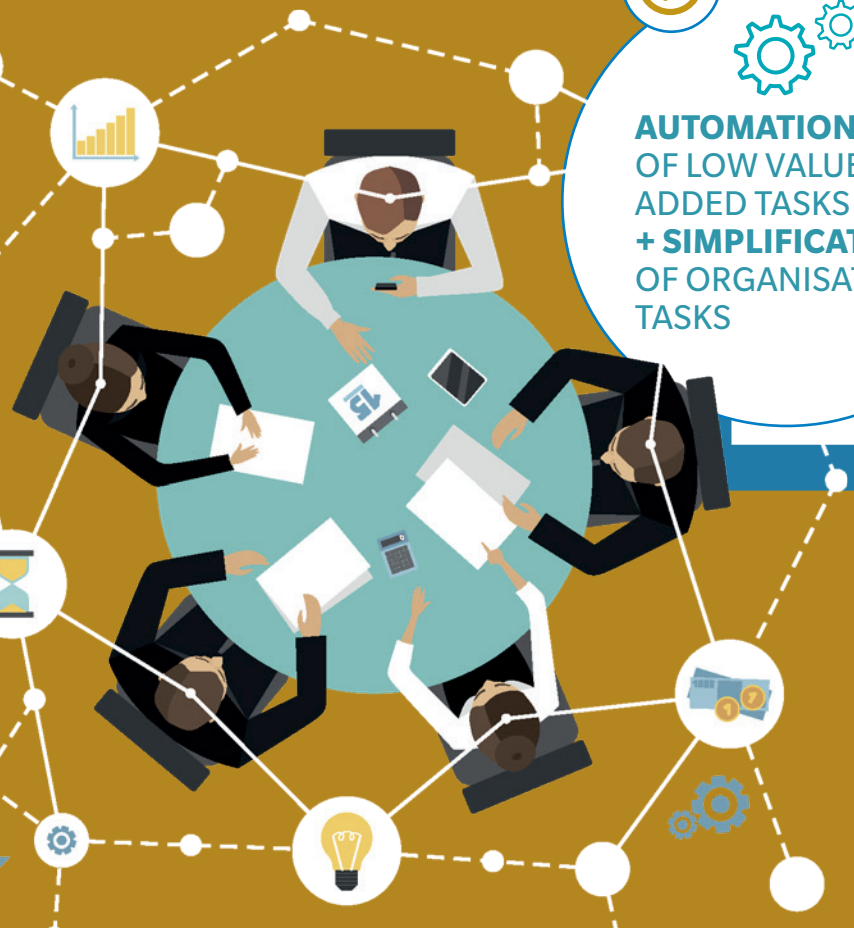
WHAT SHOULD YOU CONSIDER BEFORE YOU BEGIN TO DIGITISE YOUR LEGAL DEPARTMENT?

On your own, it can be difficult to reassess the way you work to prepare for digitisation. To help you out, this e-book looks at the different tasks that legal departments carry out so that we can address their main challenges and show how digitisation can simplify them on a day-to-day basis.

- **WRITE DOWN ACTIONS** THAT WASTE TIME
- **LIST DIFFICULTIES** ENCOUNTERED
- **IDENTIFY TASKS THAT ARE USEFUL BUT** THAT DO NOT ADD VALUE
- **DEFINE THE PRIORITIES OF ACTIONS**

AUTOMATION OF LOW VALUE-ADDED TASKS **+ SIMPLIFICATION** OF ORGANISATIONAL TASKS

RESULTS:
REDUCED WORKLOAD AND INCREASED PRODUCTIVITY



Objective 1 – Compliance and Risk Management

Ensuring business compliance is the key role of legal departments. If the law is not followed, businesses may enter into conflict with partners and even lose customers. Even the slightest legal error can damage the credibility of a business and have a significant impact on its activities. This means that legal teams must be able to anticipate and manage risks.

What issues are linked to compliance and risk management and how can digitisation help?

COMPLY WITH REGULATIONS

Legal teams must constantly check that every player in the business complies with regulations, whether that is in the context of a product or service launch, drafting a contract with a partner or collecting data for a marketing campaign. For example, lawyers must ensure that they comply with rules on cookies and GDPR (General Data Protection Regulation) provisions. Following Brexit, they must now also be able to review and manage contracts with British companies.

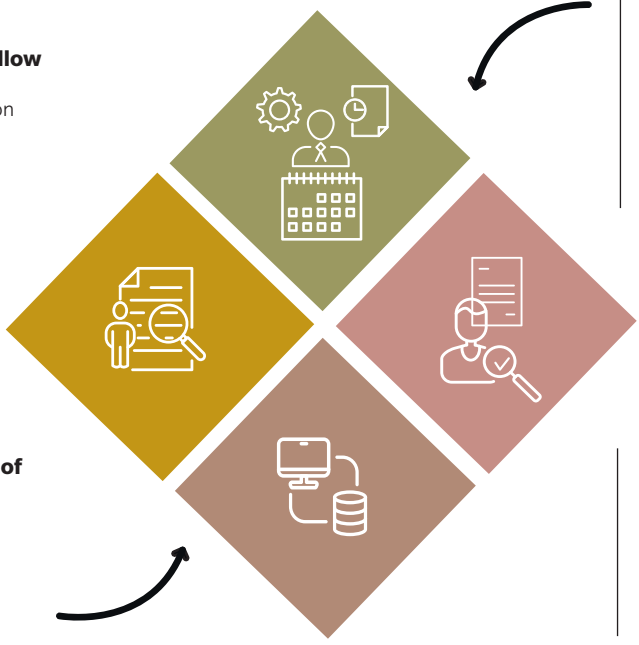
HIGHLIGHTS

Quick access to all the regulations you need to follow

- Centralisation of all regulation data on a single content management platform
- Advanced search tool based on artificial intelligence allowing you to easily find your documents

Ensure that employees have prompt access to information

- Automate the application of regulations by scheduling when communications are sent



Automatically archive out of date regulations

- Automatic filing of documents in the archives according to your preferences

Maintain control over the application of regulations in your business, regardless of its size

- Create notifications and alerts to ensure that everyone affected has received and read the regulation

Objective 1 – **Compliance and Risk Management** (continued)

ANTICIPATE NEW RULES

Anticipation is the key to ensuring a smooth adaptation within the business. By learning about future regulations or changes in current rules, legal departments can anticipate changes that have multiple restrictions and notify the affected entities. Anticipation ensures that there is time to prepare for the implementation of measures and, as a result, reduces the risk of non-compliance. However, due to their many responsibilities, legal teams do not necessarily have the time to carry out legal monitoring on a regular basis.

HIGHLIGHTS

Automated legal monitoring with RPA (Robotic Process Automation):

- Automatic compilation of regulatory changes
- Updating of regulations in databases

- **Check legal texts and case law in real time**
- **Update out of date laws in your contract database**
- **Reduce the risk of missing important information**

If you receive regulations via email: Automatic retrieval and filing of attachments in a folder or content management platform

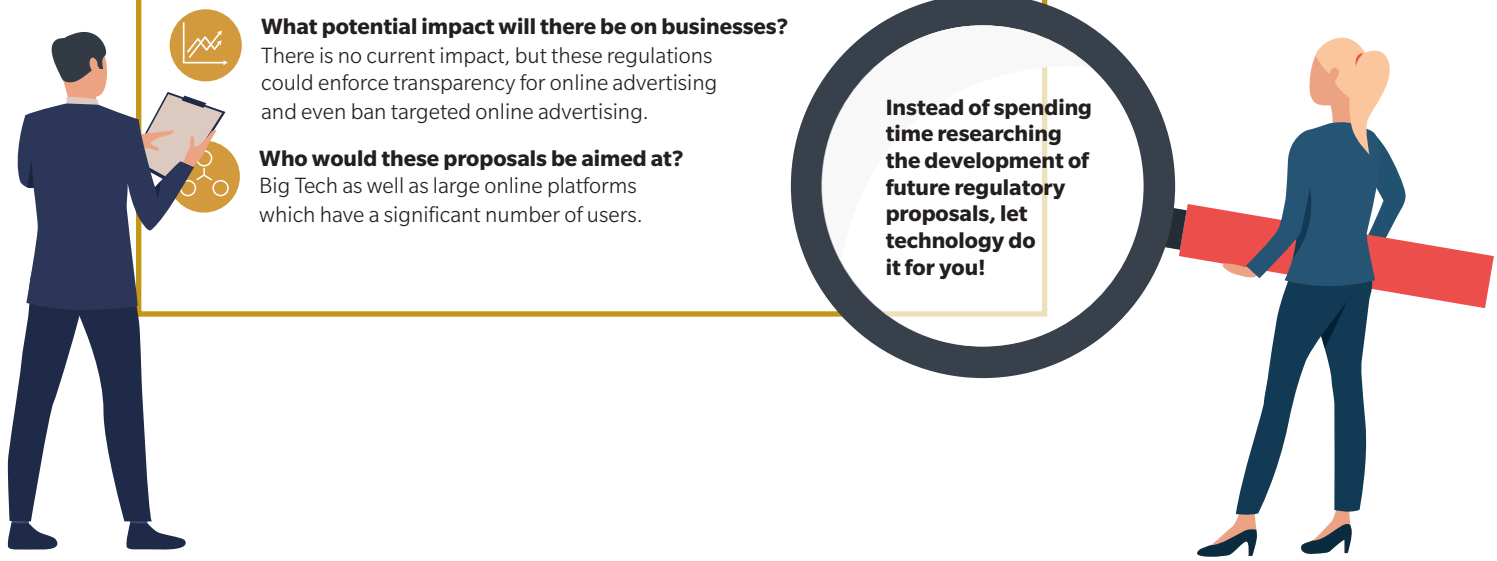
Did you know?

Two new regulations are expected to be introduced at the beginning of 2022: The Digital Service Act (DSA) and the Digital Market Act (DMA).

What is the purpose of these proposals?
To guarantee the online security of EU citizens, protect them against any form of abuse and reduce monopoly and anti-competitive practices.

What potential impact will there be on businesses?
There is no current impact, but these regulations could enforce transparency for online advertising and even ban targeted online advertising.

Who would these proposals be aimed at?
Big Tech as well as large online platforms which have a significant number of users.



Objective 1 – **Compliance and Risk Management** (continued)

DEALING WITH LITIGATION RISKS

Businesses are exposed to many risks which can affect their relationships with customers or partners. For example, disputes may arise if the customer is not satisfied with the quality of a product or service. To reduce these litigation risks, legal departments must help sales staff with taking orders and writing contracts, as well as educating internal departments about these risks.

HIGHLIGHTS

- **Simplify understanding for internal customers and reduce legal risks**
- **Involve lawyers in transactions and external case management**
- **Find content quickly and do not lose key information**
- **Guarantee the quality of a partner's products or services**
- **Reduce business risk and improve legal productivity**
- **Speed up dispute resolution**
- **Reduce time spent on manual tasks**

1. Centralisation of best practice documents in a content management solution
2. Sending of notifications to request a case to be approved or evaluated by the legal department
3. Automated document filing and simplified project searching with multi-criteria filters
4. Automatic validation of new partners thanks to RPA
5. Automatic triggering of reminders and responses to customers

Did you know?

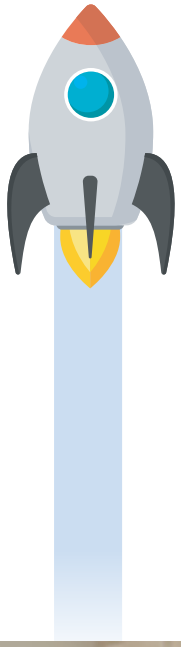
With RPA (Robotic Process Automation) technology, you can record an employee's repeated actions and automatically replicate them.
This enables non-value-added tasks to be automated and reduces the risk of manual errors.

Objective 2 – Assistance with strategic activities

LEGAL DEPARTMENTS HAVE A LEADING ROLE IN CARRYING OUT A BUSINESS' STRATEGIC ACTIVITIES.

Legal departments respond to requests from both internal and external customers, such as partners. Their geographical scope extends beyond any one country.

Depending on the reach of a business, lawyers are increasingly advising on overseas management operations. However, unfortunately for lawyers, their productivity is not increasing.



In addition to being pressured by internal departments within the business to help advance projects, legal departments have many administrative tasks that must be carried out on a daily basis.

The objective of digitisation is to make the job of legal services easier so more time is freed up to advise on and manage the business' strategic projects.

DIGITISATION MAKES IT EASIER TO WORK ON PROJECTS BY DIVIDING THEM INTO THREE SECTIONS: LEGAL / INTERNAL CUSTOMER / EXTERNAL CUSTOMER

HIGHLIGHTS

Save time writing contracts

Contract type recognition and automatic filling in of associated fields

Standardise legal processes and documents

Automatically generate legal documents (confidentiality agreements, regulations, release forms, NDA/ confidentiality agreements, other contracts etc.)

Ensure that you have reliable and up-to-date documents

Use RPA to automatically identify agreements that require legal review

Simplify how internal departments request contracts from the legal department

Automatically process and assign internal customer requests based on their content

Accelerate decision-making for complex cases

Improve document sharing

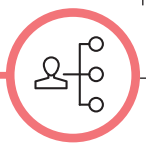
Send documents from a content management platform and receive notifications when actions are performed (validation, modification etc.)

Meet contract deadlines

Automatically assign contracts to be signed by the right parties (internal and external) and send them reminder notifications

Save up to 2.2 hours when signing contracts and make savings of up to 50% (1)

Electronically sign contracts from any device



Make accessing legal information easier

Implementation of collaborative internal solutions such as a legal Intranet and legal social networks

Let lawyers focus on high value-added tasks

Create a legal chatbot to answer internal customers' most common questions

BENEFIT

Increase internal department and partner satisfaction.

(1) Source: Electronic signature

Objective 3 – Improving customer experience

As with many business services, customer satisfaction is a key objective for legal departments. Yet there are many factors that can affect customer relationships which must be addressed: poor file tracking, slow responses from legal departments and lack of communication. To retain customers and build their trust, it is important to know how to meet their new expectations.

What are customers' expectations and how can digitisation help?

USE REAL-TIME TRACKING

Today, transparency is key to improving relationships with customers. They want to be informed about how each stage of a project is progressing. This means that businesses must be able to provide regular feedback on files.

Communication like this will increase customer confidence. However, to keep the customer informed in real time, teams need to organise their documents more effectively.

- **Allow any authorised person to access a customer file to keep them updated in case the project manager is absent**
- **Have visibility for all project processes and information**
- **Avoid duplicate documents**
- **Reduce the risk of sharing an out of date document**
- **Make necessary file information available to customers**
- **Increase customer satisfaction and improve the image of the business**
- **Speed up document analysis and give faster, more accurate feedback to customers**

HIGHLIGHTS

- Centralisation of all project data on a single content management platform
- Share documents securely from the content management platform
- Automatic management of document versions
- Extract data and automatically recognise barcodes, text, areas and visual markers on your documents

Objective 3 – **Improving customer experience** (continued)

SIMPLIFY DOCUMENT EXCHANGE

Managing and exchanging high volumes of documents is a daily occurrence for legal departments. Whether to assist marketing teams with launching offers or to help sales representatives with contractual processes or to support general departments to manage commercial leases, there are a lot of documents that need to be produced and shared. A poorly organised document sharing system can quickly affect relationships with internal and external customers.

With digital solutions for intelligent capture and information management, you can simplify how documents are electronically processed and sent, resulting in improved internal department and partner satisfaction.

- **Speed up legal writing**
- **Get the right people working onthe right files with the right documents**
- **Declutter your inboxand stop endlessly searching for the correct version of a working document**
- **Involve the right people in the right steps**

- **Scan your documents quickly in one go (doctrine articles, case law, contracts, legal notes etc.)**

- **Save time when processing documents**
- **Easily hide any confidential information in a document before sending**

- **Speed up document sharing and increase the satisfaction of parties involved**
- **Save time by eliminating low value-added manual tasks**

- **Allow employees to focus on high value-added tasks by reducing repetitive ones**

HIGHLIGHTS

1. Template-based workflows

2. Intelligent scanning of all your paper documents

3. Processing scanned documents directly from your printer's interface:
   - Convert to another format (PDF etc.)
   - Add or delete pages
   - Add information (annotation, stamp, automatic redaction, anti-copy protection, watermark etc.)

4. Share documents directly from your printer to multiple platforms (cloud applications, document platforms, emails etc.)

5. Automatically rename and organise your content using character recognition

Objective 3 – **Improving customer experience**(continued)

GUARANTEE INFORMATION SECURITY

In order for customers to trust a business, it is important to ensure that their data is protected. There are several things that may worry customers in terms of their data security. Insufficient protection may result in external attacks, which may then lead to critical data leaks. Internal problems may also occur: an employee could send an email to the wrong recipient containing a confidential document, or a former employee could leave the company with important data. Thanks to digital technology, legal departments can take effective measures so that customers are reassured and data leaks are prevented, even if security is not their core activity.

HIGHLIGHTS

Define and control who accesses your documents through a secure collaborative space

Automatic changing of employee access rights in the event of a change of position or departure from the business

Share documents from a secure content management platform

Law-compliant electronic signature system with a reliable process for identifying signatories

BENEFITS

- **Give people temporary access to sensitive information**
- **Avoid confidential data leaks**
- **Ensure that documents are traceable by retaining control and visibility of shared documents**
- **Avoid sending confidential information by email**
- **Ensure that personal data is protected in contracts**

Please note: *To ensure the security of your data, it is essential to avoid sending confidential information by email. It is difficult to trace a document's history if it has been sent as an attachment. In the event of an attack, a hacker may have seen the information. As a result, it is difficult to fully ascertain who had access to the information. Sharing data using secure platforms will make you stand out in the market and also reassure customers.*

Digitisation is a real asset to help a business build customer trust and improve their experience.

Legal use cases within a business

FIND OUT HOW KONICA MINOLTA HELPS CUSTOMERS TO IMPROVE THEIR LEGAL PROCESSES...

Customer:
- **An industrial business with a legal department**
- **More than 30 active partners**

CONTENT MANAGEMENT AND PROCESS AUTOMATION SOLUTIONS.

THE CHALLENGES

- Improve strategic file management and increase business services and external player satisfaction.
- Simplify document exchange.
- Be able to quickly assign, validate and review a large amount of contracts for various parties, whether inside our outside the company (partners, customers, suppliers etc.)

Continued on page 14

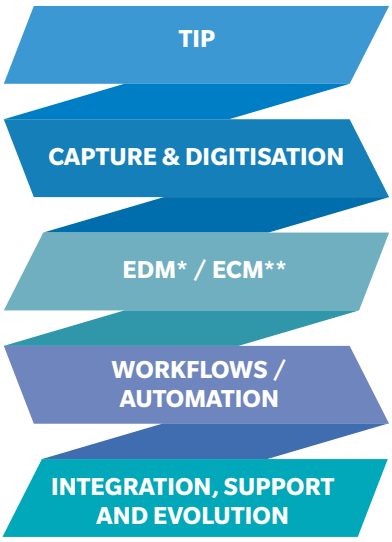
Legal use cases within a business

(continued from page 13)

FIND OUT HOW KONICA MINOLTA HELPS CUSTOMERS TO IMPROVE THEIR LEGAL PROCESSES...

Project: Content management and process automation solutions

GOOD REASONS TO CHOOSE KONICA MINOLTA TO DIGITALISE YOUR BUSINESS!



Guidance from A to Z, from consulting to support

TIP
- Overall audit of the company
- Drafting of a digitisation and archiving agreement
- Recommendations for the most suitable solution

CAPTURE & DIGITISATION
- Digitisation, publishing flows, indexing
- Automated reading of documents (OCR/ICR)
- Incoming mail, cheques, invoices

EDM*/ECM**
- Centralisation and organisation of your documents
- Version management, sharing and security
- Integration with third-party applications

WORKFLOWS/AUTOMATION
- Automation of processes
- Reduction of manual and redundant tasks
- Improved quality of service

INTEGRATION, SUPPORT AND EVOLUTION
- Project management and integration
- Technical and functional support
- KPI monitoring and reporting

* EDM: Electronic document management

* * ECM: Enterprise content management

A structured project methodology

Tip: Audit/Agreement

Functional study

Drafting of specifications

Configuration: Engineer - Application

Acceptance testing: Production launch

Configuration guarantee

Maintenance, Assistance & Evolution

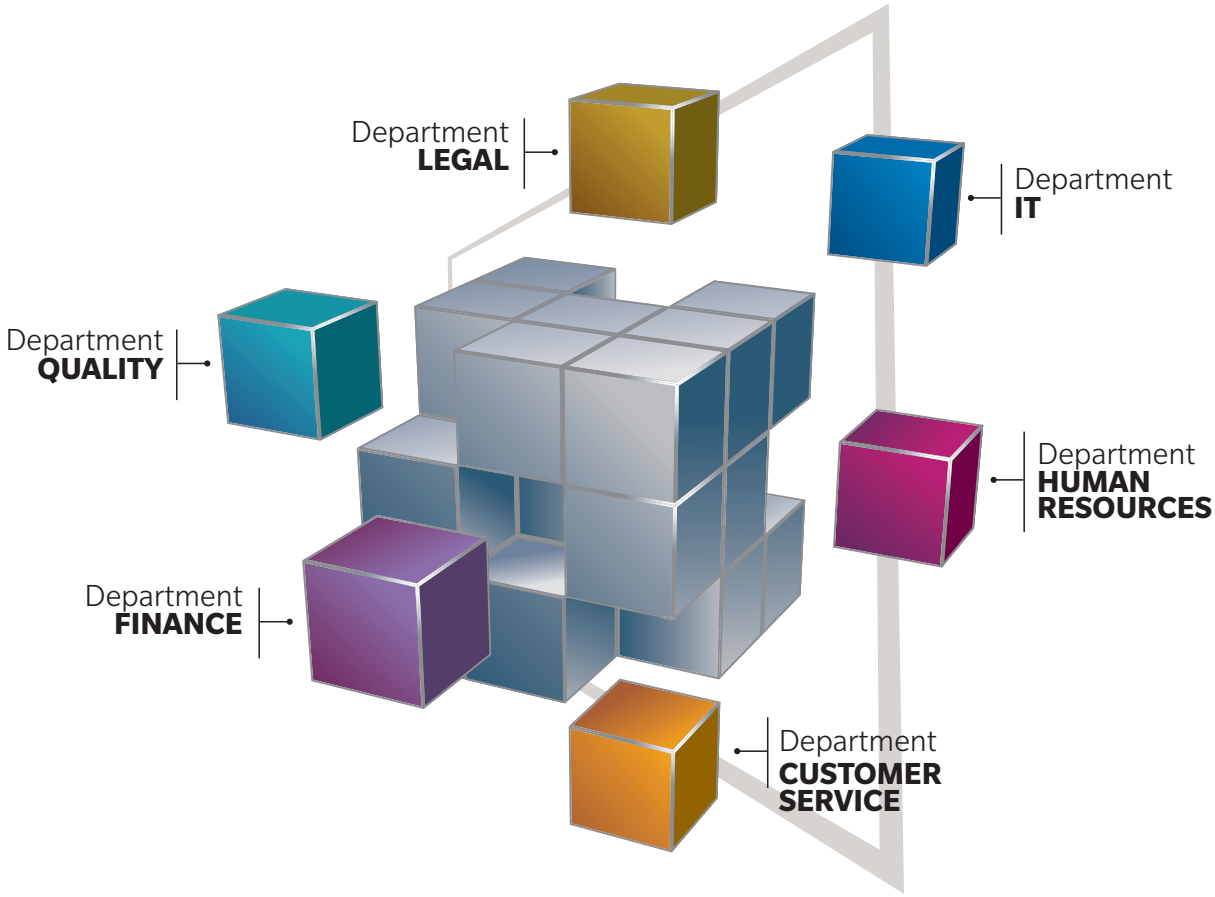
YOUR ADVANTAGES

- **Real proximity to our customers**: Meet experts in less than an hour from your home!
- **PRINCE2-qualified experts, certified by our partners**
- **Customer service at your disposal:** get in touch with your personal contact at any time by email or telephone; a team will take care of your remote maintenance or intervene on site.
- **Strong IT expertise:** Konica Minolta is one of the largest IT services companies in the market.

KONICA MINOLTA

SUMMARY TO OPTIMISE THE MANAGEMENT OF YOUR BUSINESS

ENJOY CUSTOMISED SUPPORT FOR EACH DEPARTMENT IN YOUR COMPANY



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