

Legal Services Management Systems

Recent Experiences

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Background



Victorian Government
Solicitor's Office



Yarris legal service management system currently covers:

- 28 Customers – 26 Victoria Government Agencies and 2 lines of business within Suncorp
- 88 Legal Firms
- 11,000 matters being handled this financial year
- Matters to the value of \$100m - \$150m will be managed by the system this financial year
- Matters ranging from \$200 to \$40m tender are handled by the system
- Approximately 1,500 users

Yarris is a SaaS Application

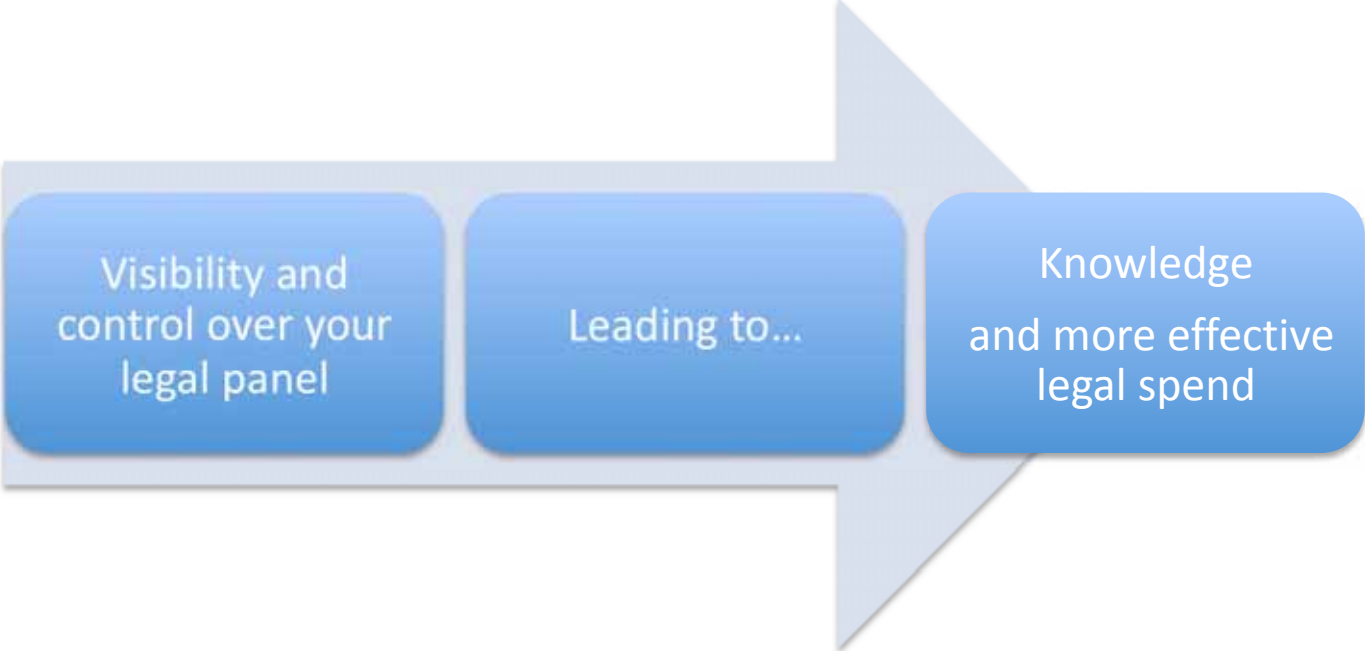
Comprehensive study of the problems and possibilities of managing legal services across government with multiple departments and agencies.

Stimulated discussion and innovation.

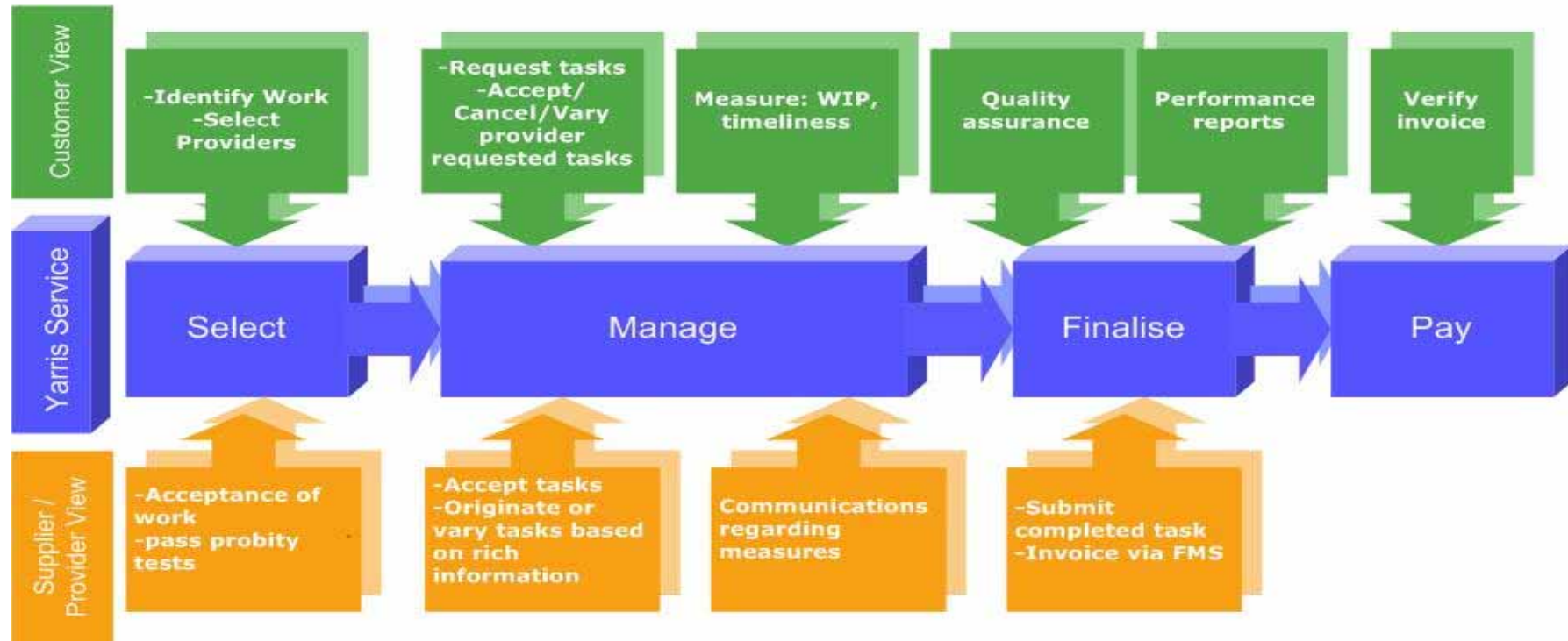
- Acquisition of services
- Quality
- Matter management system
- Exemption policy
- ‘Informed Purchaser’ policy



The New System



The New System



What it does



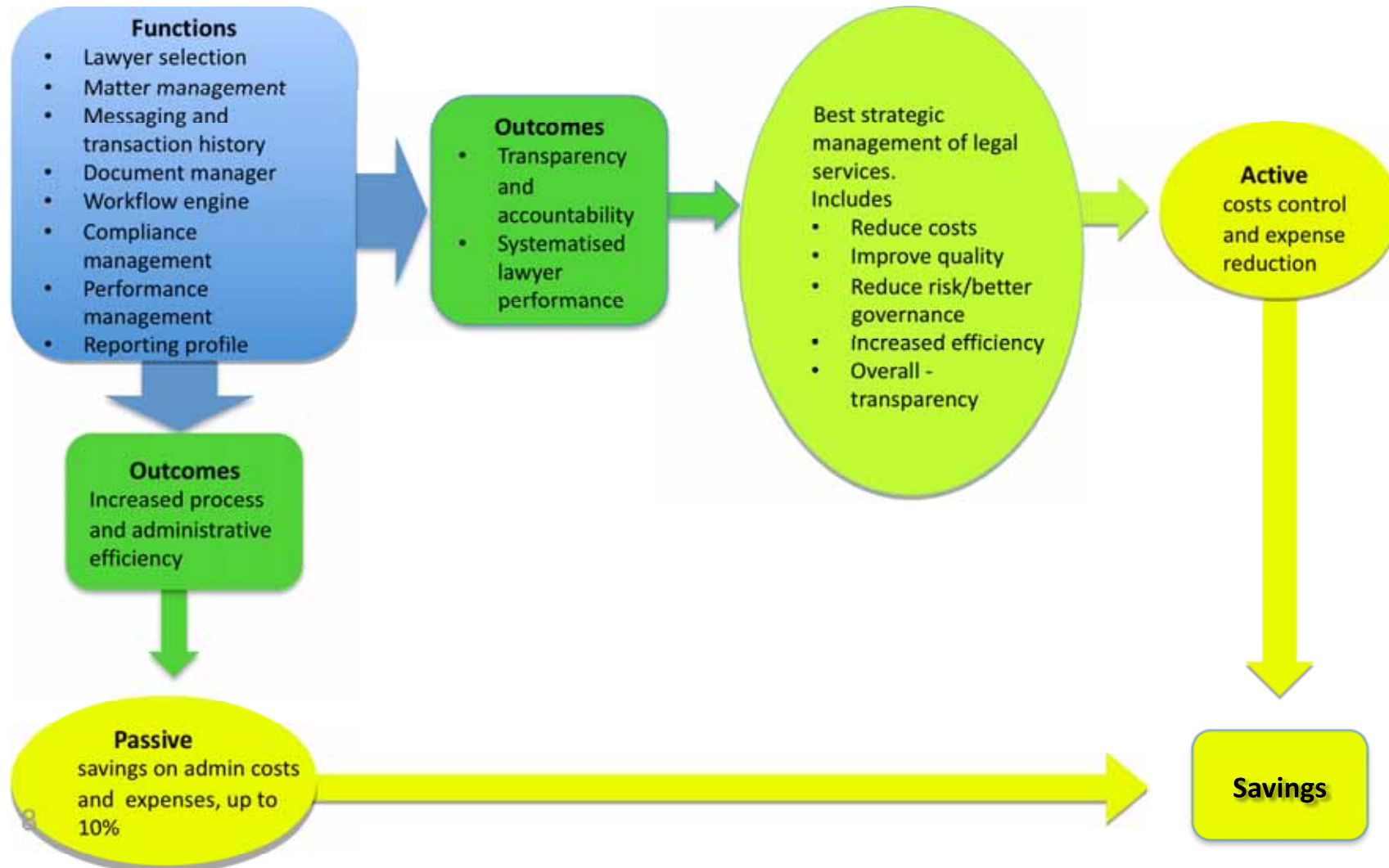
- **Reduce costs**
 - Leverage your buying power
 - Price competition, one provider doesn't make a market
 - No unauthorised variations
- **Improve quality**
 - Meritocracy
 - 5 star rating (qualitative & quantitative)
 - Best fit skills
 - CVs to select best fit teams of individuals
 - Assessments and feedback
- **Reduce risk/better governance**
 - Certifications visible
 - Full history is retained
 - Correct authorizations
- **Increase efficiency**
 - Measurement against KPIs
 - Enforce adherence to terms and conditions
 - Capture knowledge
 - Allow for Exceptions
- **Overall - Transparency**

Value Proposition

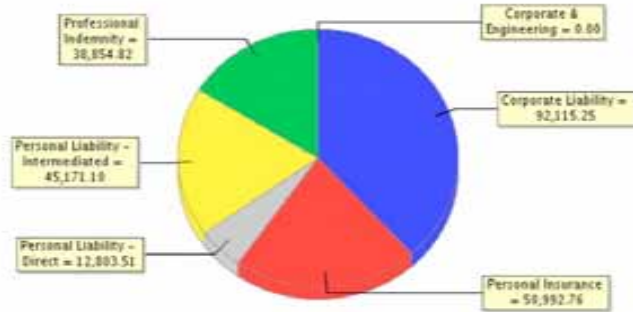


Passive costs savings – up to 10% on administration and process expense

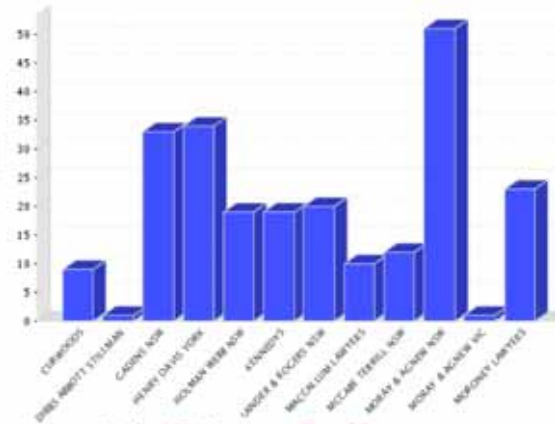
Active costs savings – additional savings through strategic services management



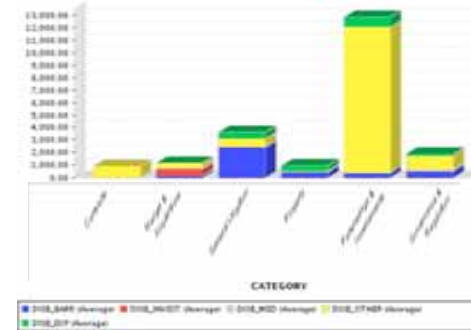
Reporting



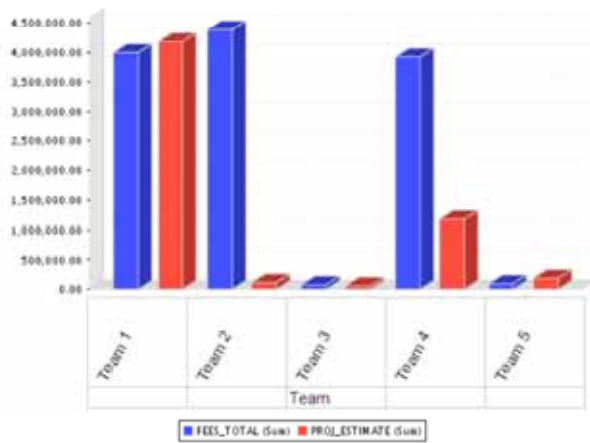
Average Legal Fees by Category of Matter



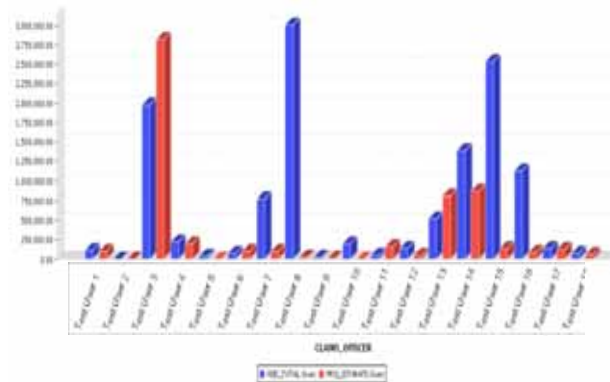
Active Matters per Provider



Average Disbursements by Category of Matter



Fee Estimate vs Fees Paid by Matter team



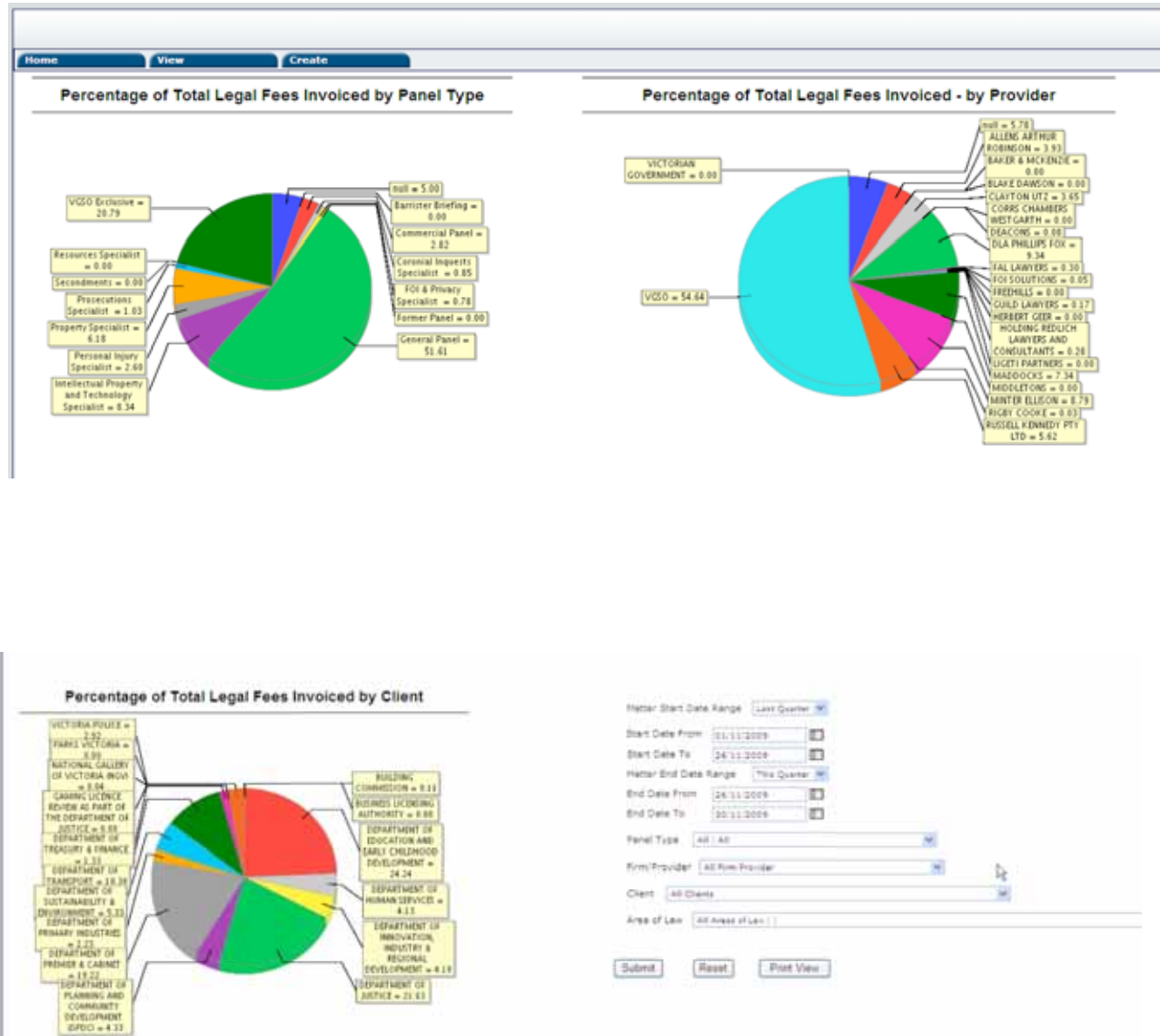
Fee Estimate vs Fees Paid by Matter Handler

Financial Summary - Active Matters						
MATTER_NO	ESTIMATE	PAID	REVENUE	DISB_OTHER	FEES_TOTAL	COST_CAP_BALANCE
84 828 00	24 300.00	200 000.00	200 000.00	0.00	4 870.00	10 454.00
84 829 00	8 000.00	300 000.00	300 000.00	0.00	7 840.00	7 840.00
84 830 00	17 200.00	232 000.00	160 000.00	800.00	17 840.00	880.00
84 831 00	17 000.00	380 000.00	380 000.00	0.00	6 400.00	7 800.00
84 832 00	3 000.00	44 000.00	10 000.00	0.00	0.00	0 000.00
84 833 00	24 000.00	1 000 000.00	500 000.00	0.00	108 000.00	44 800.00
84 834 00	0.00	0.00	0.00	10 104.00	0 000.00	-8 004.00
84 835 00	4 500.00	100 000.00	100 000.00	0.00	7 270.00	770.00
84 836 00	30 000.00	70 000.00	70 000.00	0.00	4 800.00	10 140.00
84 837 00	8 000.00	700 000.00	700 000.00	0.00	11 000.00	-4 000.00
84 838 00	0.00	1 210 000.00	800 000.00	11 070.00	401.00	-401.00
84 839 00	7 000.00	80 000.00	42 000.00	0.00	12 287.00	-2 287.00
84 840 00	10 000.00	500 000.00	70 000.00	0 000.00	20 204.00	20 204.00
84 841 00	8 000.00	700 000.00	700 000.00	0.00	11 000.00	-4 000.00
84 842 00	0.00	1 210 000.00	800 000.00	11 070.00	401.00	-401.00
84 843 00	7 000.00	80 000.00	42 000.00	0.00	12 287.00	-2 287.00
84 844 00	10 000.00	500 000.00	70 000.00	0 000.00	20 204.00	20 204.00
84 845 00	8 000.00	700 000.00	700 000.00	0.00	11 000.00	-4 000.00
84 846 00	0.00	1 210 000.00	800 000.00	11 070.00	401.00	-401.00
84 847 00	24 000.00	380 000.00	600 000.00	1 844.00	11 200.00	12 740.00
84 848 00	10 000.00	80 000.00	40 000.00	0 000.00	10 800.00	-8 800.00
84 849 00	8 000.00	370 000.00	370 000.00	40.00	4 800.00	2 000.00
84 850 00	8 000.00	370 000.00	370 000.00	0.00	2 000.00	0 000.00
84 851 00	7 000.00	80 000.00	40 000.00	0.00	7 800.00	400.00
84 852 00	25 000.00	1 001 844.00	1 001 844.00	0.00	74 270.11	-40 270.11
84 853 00	17 000.00	200 000.00	200 000.00	0 000.00	10 000.00	0 000.00
84 854 00	0.00	402 111.00	237 000.00	50 074.00	0.00	0.00
Total	210 000.00	6 360 450.00	7 240 363.00	91 840.00	64 270.00	

Financial Summary - Active Matters

9 Because the system controls the process from end to end and because all the data is captured, the reporting engine allows customers to create whatever reports they want 'on the fly' in a number of ways

Reporting Dashboard



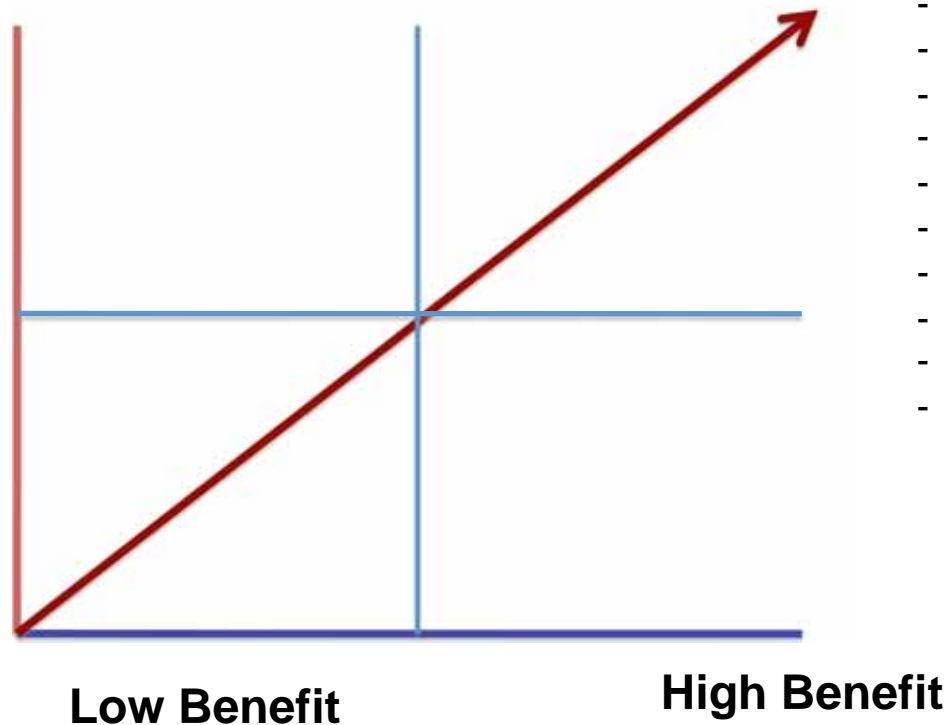
Displaying dummy data

Greater complexity = greater benefit

**Complex/
High Volume**

- Multiple stakeholders
- Complex workflows
- Complex interactions
- Volume of work

Simple



- Greater savings
- Improved procurement
- Reduced risk
- Compliance
- Reduced financial leakage
- Improved working capital
- Reduced overheads
- Improved financial control
- Improved management reporting
- Improved stakeholder relationship

The more complex the process the greater the benefit of using Yarris.

“The system is smarter than the humans who use it”

Not really, but....

Recent Customer Experiences



Government Approach

Accountability

People factors

Change management

Workshops and Training

Call centre

The Challenge in this competitive environment

Faster, cheaper and better!

More legal work, more compliance, higher quality, fewer resources, less budget!

How can we manage?

Increased productivity!
And that means Technology.



The Opportunity

Faster, cheaper, better can now be a reality

88 firms are using the system



Thank you

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