



# LEGAL DEPARTMENT BENCHMARKING REPORT



## THE NEW CLIENT DIMENSION

*“The results are the most honest and unbiased of any conducted in the law firm ranking business”*

*Trish Carroll, The Australian*

*The most extensive study of its kind ever undertaken in Australasia; organisations that together spend more than \$2 Billion on lawyers share deep insights on how corporate and government legal consumers operate, how they select and manage law firm relationships, and their future intentions*

**Clarity of purpose**  
 - a clear view of legal department operations for more effective ways to meet client needs

**Measurable strategies**  
 - to facilitate effective decision-making and objective setting

The definitive study of key benchmarking information for legal departments, and for law firms keen to meet the new client dimension.

With great systems already in place for the delivery of legal services, strategies for strengthening client relationships are now top of the agenda for many of the best law firms.

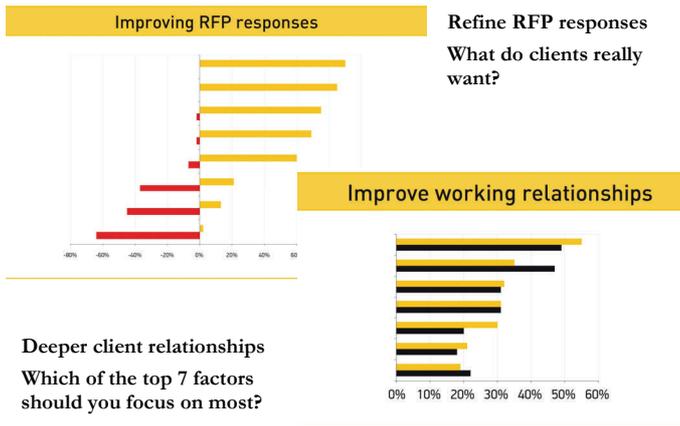
Clients agree that the best firms are already strongly client-focused, yet seek more focus from a client perspective.

This extensive new report provides the basis to refine key client strategies; with a huge amount of quantitative data and qualitative insights directly from general counsel whose organisations spend more than **\$2 Billion** on lawyers annually.

**Upgraded**

Multi award winning report expanded & improved

- Entirely new sections
- 50% more pages
- 35% more graphs & tables
- Case studies & more



## ACTIONABLE CLIENT INSIGHTS

- Improved service delivery
- Competitive advantage from top-level client information and insights
- Most pressing issues facing in-house legal leaders
- The alternative fee arrangements that work best
- Top ways to improve the quality of RFP responses
- The most impressive things clients want to see from law firms
- Best ways to improve working relationships
- Brand impact 'stickability' for clients' lead law firms
- The leading value-add benefits your competitors already offer clients
- Selecting panel firms
- Types of law firms used and expected change
- Changes being made to align law firms with delivering value for the future
- Anticipated non-hourly rates use in future
- Law firms exceeding client expectations

## MANAGING CLIENT RELATIONS



### Hot topics include

- Law firm selection criteria
- External legal fees by 21 legal specialty areas
- Inside/outside mix for complex legal work
- Fully loaded hourly in-house counsel cost
- Top legal spend control methodologies

### Figures & tables include

- Improving RFP responses
- Top 12 methods for controlling external legal costs
- Top 16 terms of engagement
- Cost reduction pressures
- Barriers to changing firms
- Hourly billing
- Rebates and discounts

- Budget compliance
- Reviewing and terminating law firm relationships
- & hundreds more

**Free contents list**  
[teamfactors.com/legaldepbench.htm](http://teamfactors.com/legaldepbench.htm)



## RETURN ON INVESTMENT

*If a law firm uses these resources to secure just 20% of the average respondent's external legal spend, the return on investment would be a staggering 40,000% - from the first client alone*

*"What an excellent piece of research; very comprehensive ... It's already helping identify ways to better understand the client perspective."  
Managing partner,*



For an additional NZ\$10.99

### Comprehensive insights

- The 'A team' - lawyers general counsel regard as exceptional
- Legal work outsourced and in-sourced, analysed by level of complexity across 21 work areas
- Value challenge - not just what firms can do better; also what factors are most important to clients
- The most impressive things clients want to see, ranked
- Resolving clients' litigation management challenges
- Resolving barriers to alternative fees
- Legal department technology use & more

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## HOW DOES THE CLIENT LEGAL FUNCTION REALLY OPERATE?



### Unparalleled insights into how legal departments operate...

- Legal department size, structures, reporting and workloads
- Business unit alignment
- Key specialty areas and inside/outside mix
- Legal department growth drivers and constraints
- Legal department costs per lawyer
- Technology use in legal departments
- Legal department performance audits

### ...plus key legal department performance indicators...

- Legal costs as percentage of revenue/turnover, per 1000 employees and per \$billion revenue
- In-house lawyers per 1000 employees and per \$billion revenue
- Median number of employees per lawyer, by sector
- Ratio of in-house to outside legal costs
- Fully loaded internal costs per lawyer employed
- Median fully loaded in-house counsel costs

### ...for demonstrable value for law firms

A deeper understanding of client issues equips law firms keen to position their services more effectively.

#### Country, sector, size

In commentary and figures, the report identifies many key differences between Australia and New Zealand, between private and public sector organisations, and for legal department and organisational size differences.

## ORDER FORM



ACLA/CLANZ Legal Department Benchmarking Report	\$2650+gst	
Additional copies for your organisation (up to 5 additional copies)	\$350+gst	Number:

Send completed form with your details or business card attached to:

Legal Dept Benchmarking, PO Box 41-036, Wellington 5047, New Zealand

**Bonus 1** - Complimentary electronic copies of all figures and tables for use within your organisation.

**Bonus 2** - Supplementary analysis and other materials available to purchasers.

## RESPONDENT ORGANISATIONS & VALUE



### Respondents

The ACLA/CLANZ Legal Department Benchmarking Report includes data from general counsel responsible for the legal function of 160 organisations operating in over 30 industries; with a total annual legal spend of more than **NZ\$2 Billion**.

Respondents include some of the largest organisational users of legal services in Australia and New Zealand.

### Value proposition

Detailed information about legal department operating structures, and how they select and manage law firm relations, to help refine key client relationship strategies.



*"...law firms can see how legal departments really operate"*

*National Business Review*

### Who should purchase?

Managing partners, chief executives and client relationship directors keen to help deliver quality legal services in ways that resonate with the needs of top organisational clients.

### Why purchase?

- Extensive client insights.
- Save money and time.
- Invest in your firm's future - for a fraction of the cost and time of commissioning extensive independent all-of-market client research.
- Reduce consulting costs, with data specific to local market conditions.
- Re-prioritise business planning, client service & client development strategies for competitive advantage.

#### Free contents list

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