



The Legal Front Door in practice

Speaker



Klaus Gresbrand

Legal Function Transformation |
Corporate/M&A
Partner | Deloitte Legal

Tel.: +49 21 187722501

E-Mail: kgresbrand@deloitte.de

The Legal Front Door™~~X~~



The Legal Front Door Act

Legal Service Request Intake





120

S2P
Q2C

S2D-2C

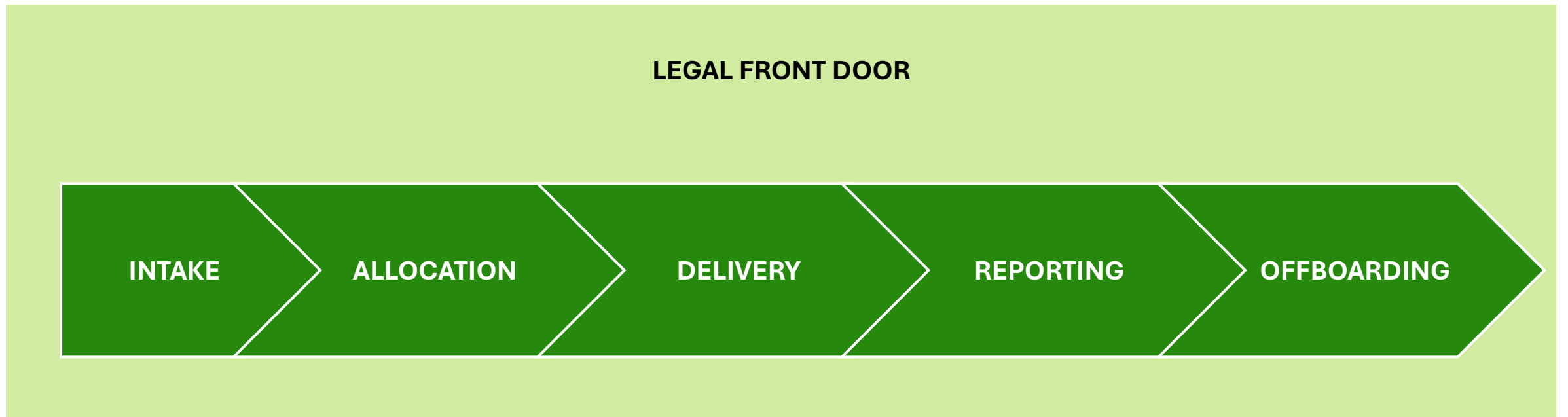
F2P

Intake-to-Offboarding



The Legal Front Door

A system that manages the “I2O”-process



Legal Front Door project ≠ Tech Project

...but...

Archetypes of Legal Front Doors

The 5 Archetypes of Legal Front Doors

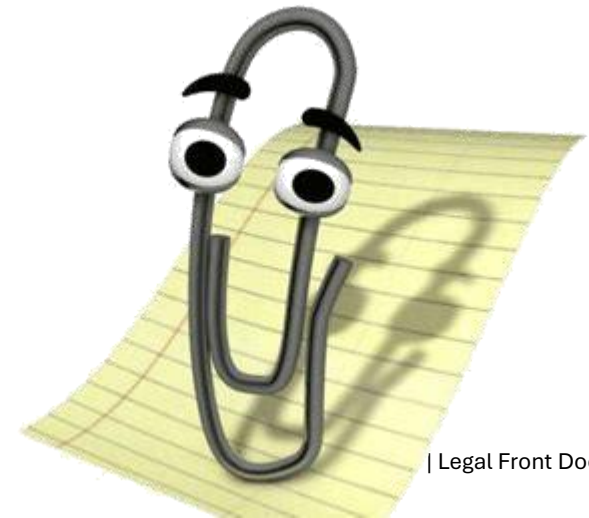
#1 Best-of-Breed
Approach

#2 Multi-purpose
Suites

#3 Ecosystem
Approach

#4 Intranet 2.0
Approach

#5 Manual
Approach



Best-of-Breed Approach



WHAT

Specialized LSR-Tooling

Think:

- ServiceNow LSD
- Onit
- ...

PROs / CONs

- + Powerful features
- + Reliable
- + “Enterprise-grade”
- Expensive to set up & run
- Lock-in

BEST FOR

Large legal teams, high volume of requests, solid business case

#1

Multi-purpose Suites



WHAT

Part of a multi-purposes software suite for the legal department

Think:

- Knowliah (stp.one)
- LawVu
- ...

PROs / CONs

- + Synergy with rest of suite
- + Often easy to set up
- Hard sell if implemented “standalone”
- Sometimes limited features

BEST FOR

Small to medium departments that have the suite anyway (or plan to get it)

#2

Ecosystem Approach



WHAT

LSR handling via available platform building blocks

Think:

- M365
- Atlassian
- ...

PROs / CONs

+ Platform already there
+ Cost-effective
+ Customized

- No pre-configured structure
- No automatic updates or improvements
- Design & build effort

BEST FOR

DYI-teams with strong IT support

#3

Intranet 2.0 Approach



WHAT

Upgrade your intranet site with the art of the possible

Think:

- Your intranet site, but you really mean it

PROs / CONs

+ Low cost / no cost
+ Client facing, opportunities for self-help offerings

- Often no reportable data

BEST FOR

Small teams with limited resources

#4

Manual Approach



WHAT

Spreadsheets managed internally

Think:

- MS Excel
- Google sheets
- ...

PROs / CONs


+ Low cost / no cost
+ Creates reporting data

- No “client-facing” component
- **Very** limited feature set

BEST FOR

Small teams with limited resources

#5



**Thank you very
much**
for your attention.

Deloitte Legal

Reach out!



Klaus Gresbrand

Legal Function Transformation |
Corporate/M&A
Partner | Deloitte Legal

Tel.: +49 21 187722501

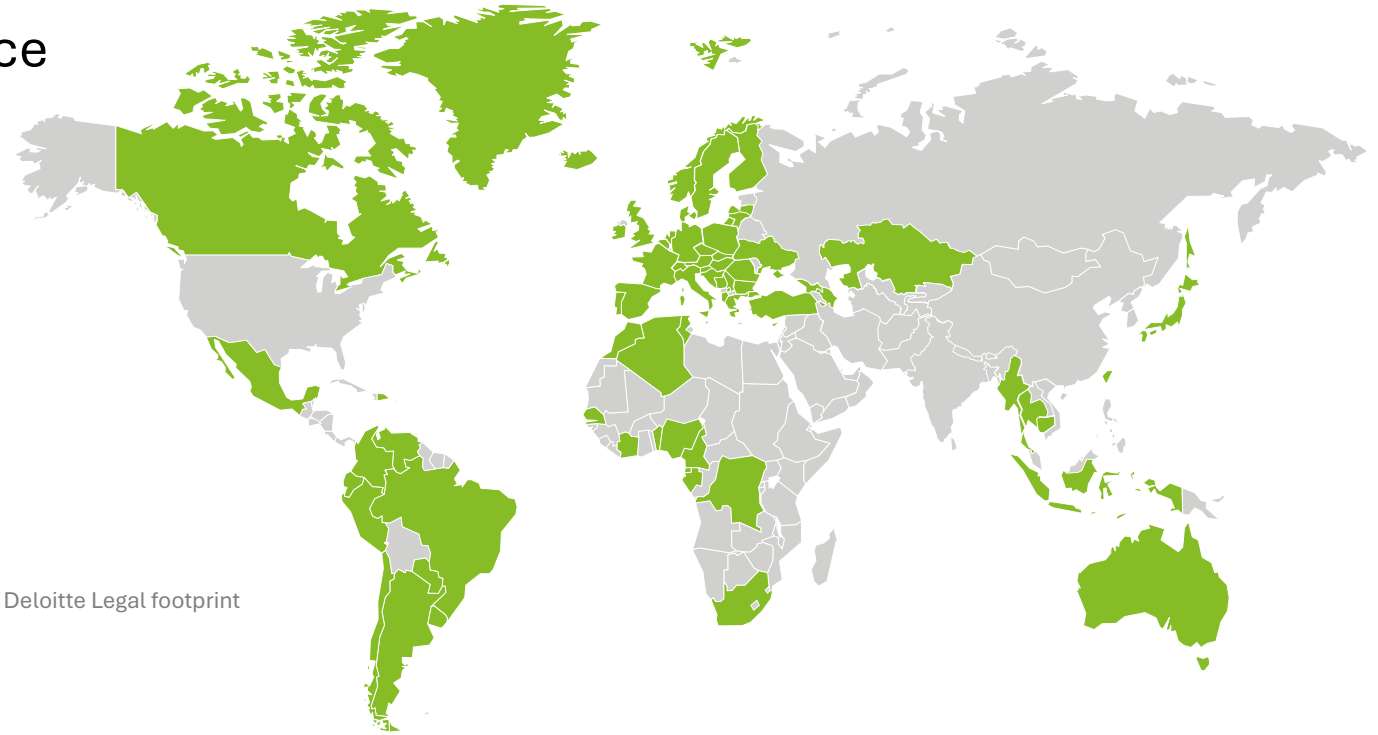
E-Mail: kgresbrand@deloitte.de

Deloitte Legal has a strong global presence

It can be very challenging to coordinate a large number of legal advisors around the world without losing sight of individual aspects.

As one of the world's leading legal advisory services, Deloitte Legal supports you in overcoming challenges and realizing your vision, acting as your central point of contact for your global legal advisory needs.

Key
 Deloitte Legal footprint



Deloitte Legal practices

- | | | | | | |
|---------------|----------------------------------|--------------------------|-----------------|------------------|--------------------|
| 1. Albania | 15. Chile | 29. Gabon | 43. Kazakhstan | 57. Peru | 71. Thailand |
| 2. Algeria | 16. Colombia | 30. Georgia | 44. Kosovo | 58. Poland | 72. Tunisia |
| 3. Argentina | 17. Costa Rica | 31. Germany | 45. Latvia | 59. Portugal | 73. Turkey |
| 4. Australia | 18. Croatia | 32. Greece | 46. Lithuania | 60. Romania | 74. Ukraine |
| 5. Austria | 19. Cyprus | 33. Guatemala | 47. Malta | 61. Senegal | 75. Uruguay |
| 6. Azerbaijan | 20. Czech Republic | 34. Honduras | 48. Mexico | 62. Serbia | 76. United Kingdom |
| 7. Belgium | 21. Democratic Republic of Congo | 35. Hong Kong SAR, China | 49. Montenegro | 63. Singapore | 77. Venezuela |
| 8. Benin | 22. Denmark | 36. Hungary | 50. Morocco | 64. Slovakia | |
| 9. Bosnia | 23. Dominican Republic | 37. Iceland | 51. Myanmar | 65. Slovenia | |
| 10. Brazil | 24. Ecuador | 38. Indonesia | 52. Netherlands | 66. South Africa | |
| 11. Bulgaria | 25. El Salvador | 39. Ireland | 53. Nicaragua | 67. Spain | |
| 12. Cambodia | 26. Equatorial Guinea | 40. Italy | 54. Nigeria | 68. Sweden | |
| 13. Cameroon | 27. Finland | 41. Ivory Coast | 55. Norway | 69. Switzerland | |
| 14. Canada | 28. France | 42. Japan | 56. Paraguay | 70. Taiwan | |



Deloitte Legal refers to the legal advisory practices of the member firms of Deloitte Touche Tohmatsu Limited, their affiliates, or partner firms that provide legal services.

Deloitte refers to Deloitte Touche Tohmatsu Limited (DTTL), its global network of member firms, and their respective affiliated entities (collectively, the "Deloitte organization"). DTTL (also known as "Deloitte Global") and each of its member firms and their affiliates are legally separate and independent entities that cannot obligate or bind one another or do business on behalf of one another. DTTL, each DTTL member firm, and affiliated entities are liable only for their own acts and omissions and not for those of others. DTTL does not itself provide services to clients. For more information, see www.deloitte.com/de/ueberUns.

Deloitte provides industry-leading services in the areas of audit and assurance, tax consulting, consulting, financial advisory, and risk advisory to nearly 90% of the Fortune Global 500® companies and thousands of private companies. Legal advice is provided in Germany by Deloitte Legal. Our people deliver measurable, long-term results that help build public trust in capital markets, support our clients through change and growth, and pave the way to a stronger economy, a more equitable society, and a sustainable world. Deloitte builds on a history of more than 175 years and operates in more than 150 countries. Learn more about how Deloitte's approximately 457,000 employees live the mission of "making an impact that matters" every day: www.deloitte.com/de.

This publication contains general information only and neither Deloitte Legal Rechtsanwaltsgesellschaft mbH nor Deloitte Touche Tohmatsu Limited ("DTTL"), its global network of member firms, nor their affiliates (collectively, the "Deloitte Organization") are providing professional services with this publication. This publication is not suitable for making business or financial decisions or taking action. You should seek advice from a qualified advisor in relation to your specific circumstances.

No representations, warranties or assurances (express or implied) are made as to the accuracy or completeness of the information in this publication, and neither DTTL nor its member firms, affiliates, employees or agents shall be liable or responsible for any loss or damage of any nature whatsoever arising directly or indirectly in connection with any person relying on this publication. DTTL and each of its member firms and affiliates are legally separate and independent entities.