

**“It’s easier
than you think!”**

The ROI of legal automation for in-house teams

A quick, practical guide to articulating the ROI of legal automation and how to build your business case.

Are you part of an in-house legal team struggling to get started with your evaluation of legal automation? You're not alone. This is a perennial problem from in-house legal teams around the world. Securing budget for legal technology can be difficult, as legal teams have traditionally been given little to no budget for it. Lawyers exist in the world of paper, right?

Wrong.

Now more than ever before, in-house lawyers need to make a case for the adoption of technology for the possibility of:

- Profitability – adopting innovative technology to help to reduce costs by saving in-house lawyers' time;
- Capacity & Lawyer Satisfaction – reducing the volume of work in-house lawyers do to free them up for more fulfilling, challenging work;
- Client Satisfaction – raising the level of client services that will improve the overall client experience;

All of the above building blocks of how you can quantify the Return on Investment (ROI) in both soft and hard measures. It is these points that should be proved out in a business case to the powers that be. Not only will it help secure funds, it will bring your team on the journey of change and help create champions for automation within the legal team, so this role doesn't rest with one or two forward-thinkers.

But, *how?*

Let us show you how to make a fool-proof case for legal automation in 4 easy steps.

01 Plan and set your goals for automation

Never automate for the sake of it. If you don't have a clear set of goals for automation, it's unlikely you'll be able to make a strong case for it.

Build a plan that begins with immediate goals, and extends into the future vision for the business. Ask yourself:

1. What are the overarching business goals? and;
2. How can you tie these goals strategically into your project?

Once you've assessed what you want your legal to achieve from automation (this could be anything from solving a specific pain point to broad ambitions like increasing overall lawyer satisfaction) - move on to think of the types of automation that exist to fit your plan.

If you're at a loss, we've compiled a list of [50 use cases for legal automation](#) that should spark food for thought.

02 2. Quantify future ROI by mapping your process

Find the quick wins by identifying low-risk repetitive tasks. By quantifying how long each task takes you can make a projection as to how much time automation would save your team.


Begin by identifying the most valuable use cases, first. For example if your team are forever drafting Non-Disclosure Agreements, think about how much time a bot that automates drafting the agreement would save the team. Next, consider “soft” versus “hard” ROI metrics and how the automation of a given task will relate to each form of ROI.

Soft ROI vs Hard ROI

Soft ROI Qualitative returns	Hard ROI Qualitative returns
<ul style="list-style-type: none"> • Higher team morale and better relationships with stakeholders • Upgraded brand reputation and happier customers • Better team collaboration • Improved visibility, transparency, and accountability • Closer adherence to policies reduces business risk • Higher employee satisfaction and staff retention • Better supplier relationships 	<ul style="list-style-type: none"> • Increased productivity and output • Time saved per task and request • Overall process cost savings (e.g. reduce data entry costs) • The “force multiplier” of a faster legal process improves business productivity • Rate of workflow approval or rejection (e.g. quicker contract reviews equal faster sales) • Office operational costs (e.g. physical costs like printing and paper) • Limit headcount growth

Next, demonstrate your valuation tangibly. Here is a quick calculation of cost and time saved:

Current annual workflow cost = time (how long each step of the process takes) x cost (employee cost per hour) x frequency (how often the workflow is performed monthly) x 12 (months).

Annual Automated Workflow Cost		Time x Cost x Frequency x 12 + Software and Implementation Costs
-----------------------------------	---	--

If you're unsure of the value of each task, engage multiple stakeholders for their input as to the time and value. The more data to support your case, the better.

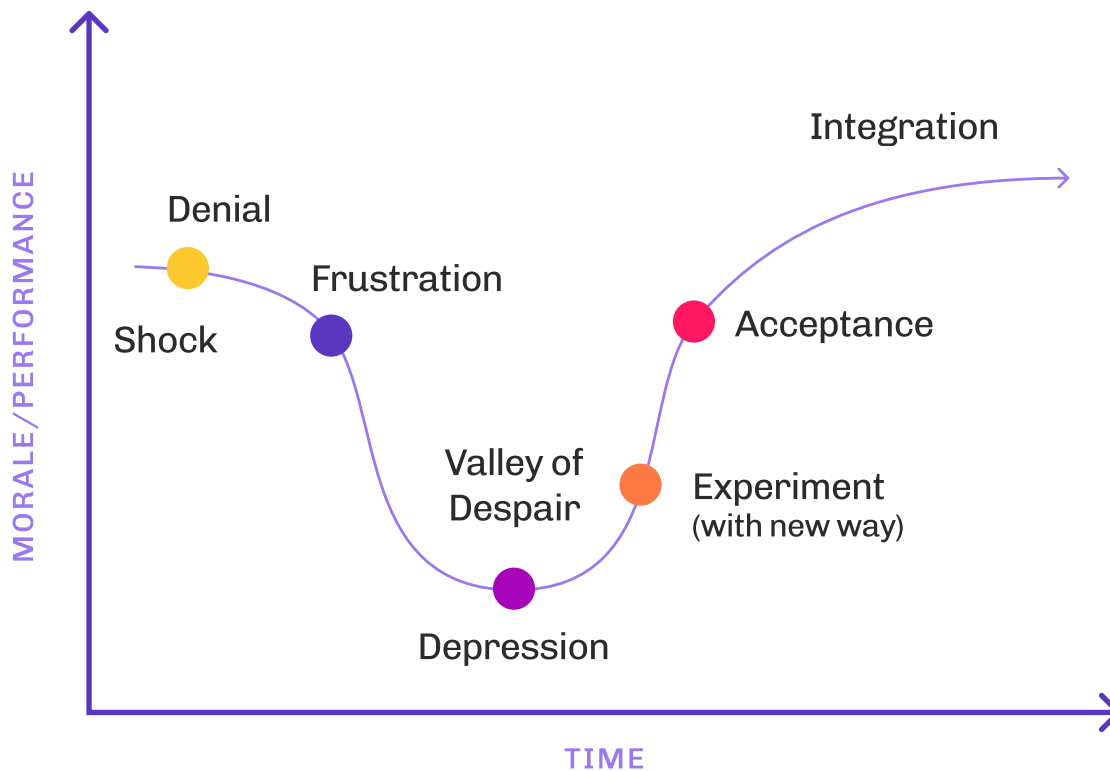
Once you've quantified opportunity cost factors, translate this into a measurable metric (for example, time save could result in increased productivity of X hours per week = X\$ per week).

Finally, determine a timeline for when you expect to receive the benefits by estimating how long it will take the team to realize the benefits you predict. This helps set expectations from the outset.

03 Provide an assessment of 'speed to competency'

In other words, consider the time it will take to train your team and implement the automation. Change management is often underestimated yet it is vital to the success of the implementation of new tools and technology.

How people respond to change



Consider the following and provide detailed responses to each question in your business case:

- What skills gaps exist for the team when it comes to the implementation of new technology? How can these gaps be overcome?
- Will the proposed automation require training? If so, how extensive will it need to be?

Finally, provide advice as to why simple, easy-to-use software is beneficial to change management.

04 Identify champions of change & make your case

Once you have assembled your business case that includes:

- How automation supports the overarching business' goals
- What you plan to automate and why
- How the automation deliver an increased ROI using clear calculations; and
- An assessment of speed to competency.

Find champions of your proposed automation. By generating stakeholder buy-in, you create broad reaching support for your proposal across the organization, which greatly helps with smooth adoption of the technology.

If you're not sure who will be the best champion for change in your organization, [get some tips here](#).

Voila! You're ready to make your case.



So, where next?

Explore what Josef can do for you.

Learn how you can build legal bots to:

- Automate attorney-client interactions
- Seamlessly generate automated documents
- Provide scalable legal guidance and advice

Schedule a 30-minute live demo to see the platform in action and learn how legal professionals around the world are saving time, scaling their services, helping more people and delighting clients with Josef. Book a demo today.

[Book my demo](#)