

Foundation - Knowledge Management Implementation Service



Description

Service to expand a Foundation implementation to focus on solving Knowledge Management (KM) challenges and deploy to KM team members.



Pain Points

Firms that implemented Foundation exclusively for Marketing/Business Development purposes may experience the following pain points:

- **Data gaps** – BD-focused matter information often lacks important details needed for other purposes.
- **Information silos** – Vital data is spread across myriad firm systems and/or locked within the heads of the lawyers.
- **PTI emails** – “Pardon the Interruption” (PTI) emails require lawyers to pause billable work to read and reply if they have relevant experience or knowledge about a client or past work the firm has done.
- **Redundant requests for information** – Both Marketing/BD and KM need matter information and lawyers may receive requests for the same data from multiple sources.
- **Collaboration challenges** – Collaborating across different departments or geographical locations can be difficult.
- **Brain drain** – Attrition of team members can lead to loss of critical knowledge.



Outcomes/Benefits

- **Knowledge Management** – Capture and share comprehensive and relevant knowledge to reduce the time spent on searching, deliver better legal work, and improve the quality of decision making.
- **Client service** – Access the information your clients and lawyers need without disruptive Pardon the Interruption emails.
- **Competitive edge** – Stay ahead of competitors by leveraging collective expertise and adapting quickly to market changes.
- **Staffing** – Locate lawyers with the appropriate experience and expertise to work on specific matters.
- **Matter management** – Access complete information on every matter, past or present, quickly and easily – enabling efficient management throughout the matter entire lifecycle.
- **Scalability** – KM grows with the firm, ensuring that knowledge sharing and management remain efficient as the firm expands.



Firm Resources Required

- Input and collaboration from team members involved with Knowledge Management at the firm
- IT resources may be needed if additional data migrations and/or integrations are required