



COOTE O'GRADY

WE ARE LEGAL SPEND MANAGEMENT



Experts in legal spend management and legal operations

Billions in Legal Spend Managed
We manage legal spend for some of the largest global organisations allowing us to provide unique insights into your spend.



Fast Turnaround Times
Our world class team deliver savings on your legal spend in as little as 24 hours.



Sustainable & Real Savings
We have delivered hundreds of millions in real and sustainable savings for clients on their external legal spend.



Law Firm Collaboration
Our team have worked in house and at law firms, so we know how to work collaboratively to deliver results.



World-class People & Technology
We combine people, processes, and technology to deliver solutions to meet our client's unique requirements.



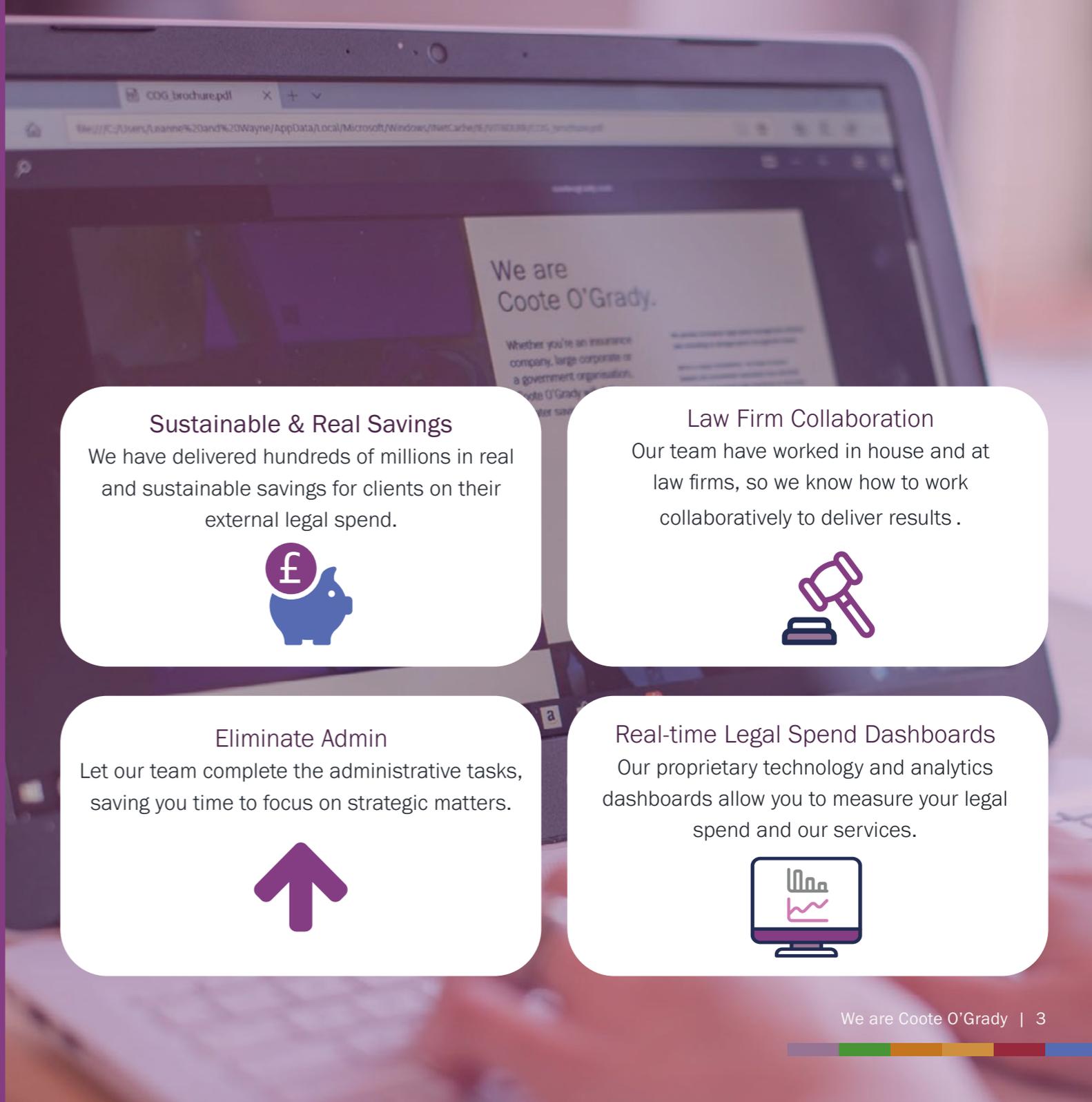
Complete Flexibility
We provide a service that is customised to your needs as 'one size does not fit all' ensuring we deliver the expected benefits to your bottom-line.



Eliminate Admin
Let our team complete the administrative tasks, saving you time to focus on strategic matters.



Real-time Legal Spend Dashboards
Our proprietary technology and analytics dashboards allow you to measure your legal spend and our services.



Coote O'Grady

We are Legal Spend Management

We are an award-winning team of Legal Spend Management and Legal Operations professionals, our expert team includes qualified lawyers, former Legal Operations Directors and Project Managers.

About Us

We are a fully independent organisation, with market-leading skills and expertise, uniquely positioned to deliver the highest quality service through our world-class processes and expertise.

We operate across a wide range of industry sectors, including financial services, insurance, automotive, pharmaceutical and the public sector to name a few.

We provide legal spend management solutions and consulting on all legal spend management issues combining real expertise with a personalised service. Whether it be one of our core legal spend services or a unique consultancy package we deliver real benefits with immediate impact for some of the world's largest organisations. Having worked in-house and having seen the results of external consulting projects we have seen they are high on content, resource-heavy and limited in deliverables and ongoing benefits, at Coote O'Grady we deliver consulting support that is practical and for the benefit of the client in the long term.

We have developed advanced proprietary legal spend management technology solutions, which enable us to effectively analyse legal invoices (bills) and claims litigation spend to help drive significant savings.

Our solution also ensures a sustainable ongoing return on investment for our clients. As well as being legal spend and legal operations specialists, we are committed to flexible working for our expert team, supporting a range of flexible working practices including part-time, term-time and remote working.

Our employees take personal control over their schedule and work environment, so they balance their lives in a way that works for them, while our clients benefit from an energised and motivated team.

As a forward-thinking employer we're committed to giving something back to the communities we work in, giving at least 1% of revenue to a charity voted for by our employees each year.

Our Services

We offer managed legal spend management services and consulting on all legal spend management issues including:

Our Core Services

- Legal invoice (bill) review and spend analytics dashboard
- LegalSRM – Proprietary claims litigation performance analytics technology
- Legal Panel Management
- eBilling / Enterprise Legal Management (ELM) audit / system administration
- Legal spend health check

To find out how our services can help you save, contact us at info@cooteogrady.com

Our Bespoke Consultancy Services

- Legal Spend Management
- Legal Operations
- Law firm performance management
- Law firm panel strategy and implementation
- Insurance Claims litigation cost management
- eDiscovery / legal process outsourcing panel strategy and implementation
- Legal Project management
- Enterprise Legal Management (also known as eBilling) strategy and implementation
- eAuctions / Tender Support
- Specific matter bidding
- Alternative Fee Arrangement Programme design

Our Technology

Helping you better analyse your legal spend

We have invested heavily in proprietary and market leading technology to enable our clients to better understand and analyse their legal spend.

Legal Invoice (bill) Review - Our Legal Invoice (bill) Review Dashboard provides clients with the ability to understand their legal spend while also gaining unique real time tracking around the total savings we deliver.

LegalSRM - Specifically designed for global insurers our LegalSRM technology enables law firms to feed MI directly into our technology allowing us to provide true performance metrics for clients. Our dashboard provides clear insights into where efficiencies and performance improvements can be made by your law firms.



Legal Invoice (Bill) Review and Spend Analytics Dashboard

We provide real expertise and a personalised service so that you can effectively manage your legal spend.

Unlike other services on the market, we provide a unique human-led service that is supervised by qualified lawyers. We review each invoice (bill) by line item, to ensure your law firms are adhering to your billing guidelines and agreed rate cards, enabling us to capture savings that could be missed by automated systems - generating unheard-of cost savings!

Our Legal Invoice Review service delivers on average 7% more savings than our competitors while providing ongoing savings typically between 2% and 6% on your external legal spend, to continuously save our clients' money, while allowing in-house lawyers to focus on high-value tasks.

Our in-house legal spend management experts ensure our Legal Invoice Review service provides immediate impact. - It's quick and easy to implement (within 24 hours in some instances), with no licensing fees or change management programmes to consider.

Our unique our approach means we can design you a service that's bespoke to your team's needs. We have already supported numerous clients move from their automated system provider to our flexible approach. As our service doesn't need to be linked with other internal IT systems, it means you save time and money on expensive integrations. Our solution is also built to deal with local and changing tax issues (e.g. VAT etc.).

Our unique Insights & Analytics Dashboard provides real-time data allowing you to monitor and drill-down into your total legal spend and see where total savings have been made. Keeping track of savings made enables you to see the long-term sustainable benefits our service is providing. Our process has consistently and rapidly delivered significantly more spend and savings through the invoice review programme than automated systems due to its human, flexible nature.

Legal Invoice (Bill) Review Process



LegalSRM – Proprietary claims litigation performance analytics technology

Let us analyse MI direct from your law firms to deliver you real cost savings!

Developed specifically for the insurance industry, our LegalSRM service is currently in use by global insurers and the main UK insurance law firms worldwide. We collect management information on law firms performance to give you a clearer insight of your legal spend, but more importantly, data on how your law firms are performing, the results they are achieving and where savings and improvements can be made.

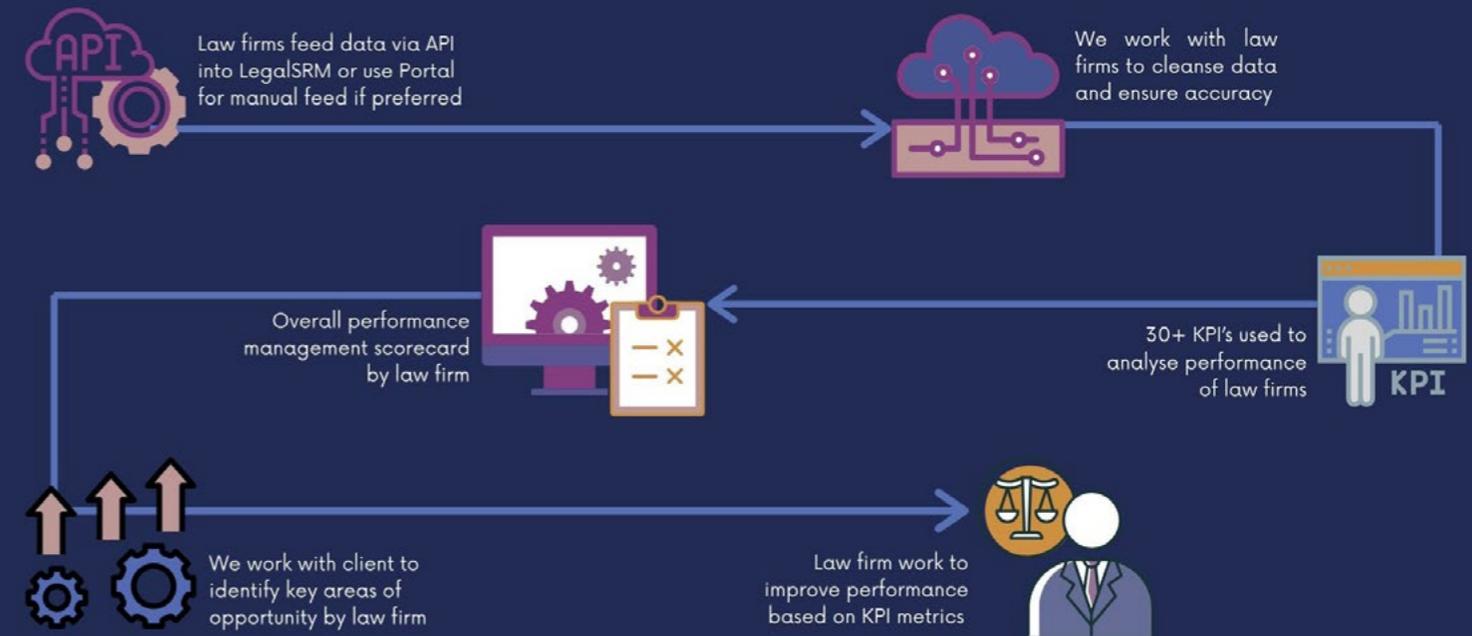
We recognise that claims teams are frequently inundated with overwhelming amounts of spreadsheets and don't have the time or the resource to spend appropriate time reviewing or actioning them, with our in-house claims litigation technology, LegalSRM, we can significantly reduce your expense ratio - frequently providing savings in the region of 6%.

A wealth of performance insights can be extracted from our market-leading technology to track the performance of panel law firms and TPAs to help you determine critical success factors for your law firms and claims teams, providing true performance metrics on everything from the claim lifecycle, average cost per claim value (type/claim) to your internal claims handling behaviour and overall speed of claims handling.

With over 30 data points available to analyse we can help performance manage your law firms, saving you the time and the effort, while most importantly providing information on where efficiencies and significant cost savings can be realised.

You will receive real-time insights through our analytical dashboard for in-house reporting. Global insurers are already using LegalSRM and the leading insurance law firms are already integrated with our technology, meaning you can be up and running to start realising unheard of savings almost immediately.

LegalSRM Process



Legal Panel Management

Let us manage the panel tender process for you so you can focus on strategic matters.

While legal panel refresh exercises can be carried out in-house, they can be time-consuming and difficult, which is why most companies with significant external legal spend prefer to use experienced legal spend management professionals to assist.

We have years of experience in this area and can provide legal spend management / legal operations experts to support your procurement processes for law firms and alternative legal service providers (ALSP's).

When you work with us, you benefit from the experience and expertise of an award-winning team of legal spend management / legal operations professionals. We can offer various levels of support from day rate consultancy advice on setting up a legal panel, to a full managed service where we devise, set up and run the entire panel tender process for you - allowing you to focus on more strategic matters.

Our PRINCE II qualified Project Management professionals will manage the process and delivery of all Legal Panel refresh exercises, which has helped us ensure we have delivered every panel process ahead of schedule with savings that speak for themselves. Our expertise in this area has enabled us to successfully run over 100 panel processes for clients on a global basis with average savings of 27% on external legal spend.

Our know-how in this field has allowed us to deliver long-term savings and other soft savings for clients including free secondments, free advice, free access to technology, free access to meeting rooms, free helplines etc.

E-billing / Enterprise Legal Management (ELM) audit / system administration

We can help make sure you are getting the maximum value from your eBilling system investment.

We have been working with eBilling since 2004 and are experts in managing these systems.

We will typically start by performing a system audit to ensure your system operates smoothly and efficiently, maximising the investment you had made in the technology and saving you as much as possible on your external legal spend.

If required we also provide a dedicated systems administrator who will cost-effectively manage the level of administration created by the ELM system, improving your internal service levels, and significantly improving your aged debt with law firms.

Our team can assist with a range of tasks and services and have experience administering the leading eBilling tools and legal systems on the market to help you gain immediate results and impact from your eBilling system.

We will provide a range of services and tasks to ensure you get the most from your system while increasing user adoption through training and improving the overall end-user experience. Tasks we can support with include; checking your system is working correctly, making sense of raw data to improve reporting, ensuring non-standard billing practices operate correctly, adding and removing users, increasing law firm satisfaction by ensuring invoices (bills) are paid promptly adding and removing rules as well as training and support through system updates and new releases.

Legal Spend Health Check

View the effectiveness of your legal spend, rather than what is being spent.

Our Legal Spend Health Check service analyses your external legal spend against best-in-class processes, rather than analysing where clients spend is being allocated.

As a result, you will quickly be able to start driving significant efficiencies and savings with your external legal budget.

Our team of Legal Spend Management experts will advise on savings opportunities and show you where you sit in terms of a legal spend maturity model.

You will receive a written report with recommendations of how you could drive savings and efficiencies with your legal spend, for your current budget and future plans, meaning your external legal budget will be more efficiently and strategically spent going forward – resulting in cost savings. Reports are bespoke to each client and can be turned around in as little as four to eight weeks.

We work with companies at all stages of legal spend maturity, and all external legal spend budgets to ensure their in-house Legal team maximise value for money from their external law firm spend.

Our team has delivered **millions in savings for our clients.**



We are legal spend management

Contact us

info@cooteogrady.com

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