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leading technology|optimizing value

Managing Perceptions of Value

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Agenda

- Evolution of value thinking in law firms
- Success Stories – Case Studies
- Lessons Learned

What is value?

- The law firm value chain
- How does your firm define value?
- How do clients define value?

Traditional Value Propositions

- Billable Hour
- Alternative Fee Arrangements
- Commodity vs. Strategic Services

Forces for Change

- Economic downturn
  - Temporary dip or a transformational phase?
- Client expectations
  - Individual initiatives
  - Group collaborations
- Leading edge firms & practitioners
- Alternative law firm structures

Role of IT

- What does IT bring to the table?
- Who could IT partner with?
- How does IT earn its stripes?

Success Stories – Case Studies

Technology

KM

Finance/Accounting

Lessons Learned

Questions?