

## Benchmarking in a Challenging Economy

*How non-legal organizations approach metrics and the changes directed by the current economic challenges*

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end in mind

for this panelist

you will understand:

use of frameworks to help plan metrics projects

effective benchmark selection and display

non-legal sector responses in current economy

# T4G by the numbers

**14**

*Years*

**30**

*Revenue \$m*

**230**

*Professionals*

**699**

*Customers*

**2637**

*Projects*



# David Saevitzon

right metrics

good design

appropriate technology

for customer facing organizations



WILSONS LEATHER

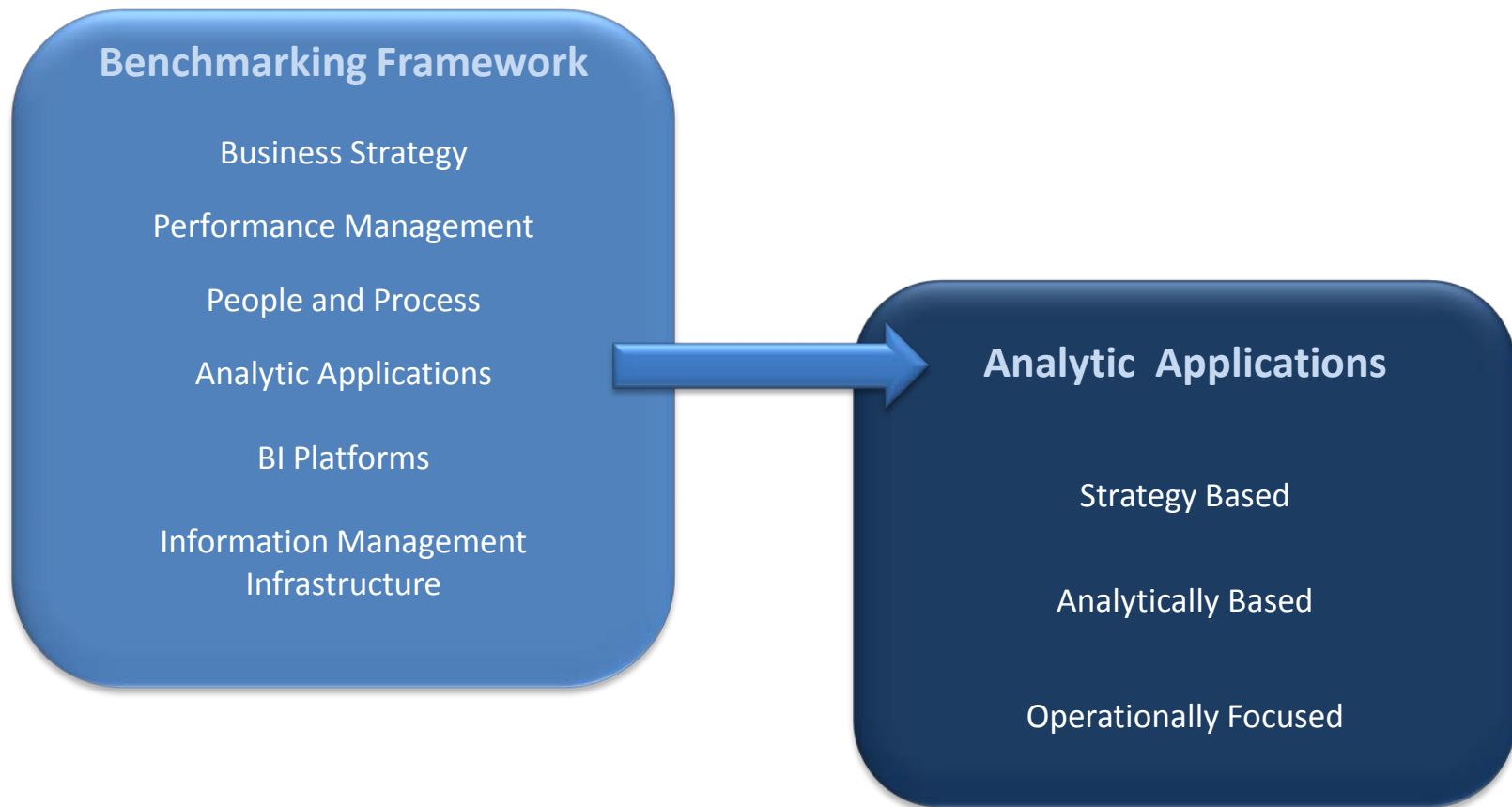


# learning 1: have a plan

outline of the elements  
required to ensure that  
the business is supported  
with appropriate  
benchmarking capability

# information delivery framework

outline of the processes and elements required to ensure that the business is supported with appropriate benchmarking capability



# use the framework to develop a roadmap

- a) draw the strategy using a strategy map
- b) identify the key business initiatives / metrics
- c) understand the people /processes that execute the initiatives
- d) identify the tools required to report and analyze
- e) understand the technical / architectural needs
- f) understand the organizational / cultural barriers
- g) perform a gap analysis
- h) develop your plan and roadmap

# the roadmap details

organization

resources

tools

technology

phases

training/culture

# Strategy Map and Roadmap Examples

(will be shown in session)

# summary - learning 1 – have a plan

ensures you understand the key value drivers for the firm

ensures you are measuring the right things for the right audience

ensures that appropriate tool choices are made

ensures that the underlying technology infrastructure is in place

ensures high adoption

# learning 2

marry the right benchmarks with good  
information delivery design

make them **Relevant.**

(more on this later - learning 3)

understand the **Audience** and their different hats

include

Leading

Lagging

metrics

encourage **Sociable**  
behavior

go

B

r

o

a

d

and

Deep

Support **Financial** and  
**Non-Financial**

Data

make it  
**Easy** on the Eye

keep it

Fresh

Simple

Ensure they're

**Actionable!**

Architected.

Sustainable.

# Benchmarks

(Right) Metrics

compared to

Plan(s).

Past.

Peers.



Summary learning 2 ... good metric selection and design  
will make your benchmarking application ...

Relevant & Versatile

Sociable

Simple & Fresh

Sustainable

Actionable

and will ensure HIGH ADOPTION rates

# Example of non-legal firm Benchmarking application

(will be shown in session)

learning 3

benchmarks in a challenging economy



cash (is king)

id / replication of best practice

non-financial value drivers



## learning summary

1. have a comprehensive benchmarking plan
2. relevant metrics with great information design
3. benchmarks adapt to reflect strategy and immediate challenges

Thank You.

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