

Digital Transformation of the Legal Industry Webinar Series

SLW Digital Transformation Case Study: Recruiting, On-Boarding, Training, Firm Communications

8-Episode Webinar Series

Episode 01 – What is Digital Transformation for Law Practices? **Thursday, February 11**th, **2021**, at **12:00 PM CT**

Episode 02 – SLW Digital Transformation Case Study: Overview of SLW systems, tools, data lake, processes, teams and personnel.

Thursday, March 11th, 2021, at 12:00 PM CT

Episode 03 – SLW Digital Transformation Case Study: Application Preparation – Disclosure intake and docketing, application drafting tools, production management

Thursday, April 13th, 2021, at 12:00 PM CT

Episode 04 – SLW Digital Transformation Case Study: Prosecution I – Receiving & Reporting PTO Correspondence – docketing, data/document storage, work packets, drafting and filing papers and responses; reporting to clients **Thursday, May 13**th, **2021**, **at 12:00 PM CT**

Episode 05 – SLW Digital Transformation Case Study: Prosecution II – Claim tracking, reference analysis tools and reports, prosecution landscape tools and reports, IDS management **Thursday, June 10**th, **2021**, at **12:00 PM CT**

Episode 06 – SLW Digital Transformation Case Study: Due Diligence, Freedom to Operate Studies, Landscape Studies, Portfolio Curation, Portfolio Analytics, Landscape Analytics, Examiner and Attorney Analytics

Thursday, July 8th, 2021, at 12:00 PM CT

Episode 07 -- SLW Digital Transformation Case Study: Billing, Invoicing, Client Budgeting and Cost Projection **Thursday, August 12**th, **2021**, **at 12:00 PM CT**

Episode 08 -- SLW Digital Transformation Case Study: Recruiting, On-Boarding, Training, Firm Communications **Thursday, September 9**th, **2021, at 12:00 PM CT**

Before We Get Started...



Recording

A link to the recording and slides will be emailed to all registrants.



Questions

Type in the question box and we will answer in real time or during the Q&A.



Social

Follow us on LinkedIn or go to SLW Institute on slwip.com to see upcoming and on demand webinars.

Today's Presenters...













Steve Lundberg
Principal & Chief
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Schwegman
Lundberg &
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Susan Crosson
Human Resources
Manager
Schwegman
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Tom Ernster
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Scott Otto
Application Support
Specialist
Schwegman
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Garth Vivier
Principal
Schwegman
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Woessner

Recruiting



- Explosive growth following development of webbased/cloud-based systems
- Importance of recruiting
- Cost of bad hiring decisions
- Geographically dispersed applicants and interviewers
- Digital tools essential

Recruiting & Digital Transformation

- Keeping track of applicants and source of referral
- Background information on applicant
- Video conferencing
- New channels to advertise job openings
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Human Resources

Software, Training & Remote Work



- ADP Workforce Now as SLW's HR, Benefits, Time & Attendance tool
- Updates made in HR flow to payroll and benefit providers
- Employees can self-serve:
 - Update address
 - Direct Deposit
 - Tax Withholdings
 - View paystubs & benefits
 - Make changes during open enrollment
 - Enter time off
 - Enter weekly hours on their timecard

HR Training

- Kantola Training for HR Training
- Offers a library of courses that can be accessed and assigned to employees
- Employees watch video, take test and record course is completed
- Courses include sexual harassment, social media, diversity and inclusion



Remote Events

 Remote events still occur, will continue with COVID-19

- Yearly Staff Appreciation, Employee Recognition events, all done virtually
- Employees still reap benefits at our company picnic and holiday party gifts
- Weekly town halls with company updates provided by various management members

Onboarding



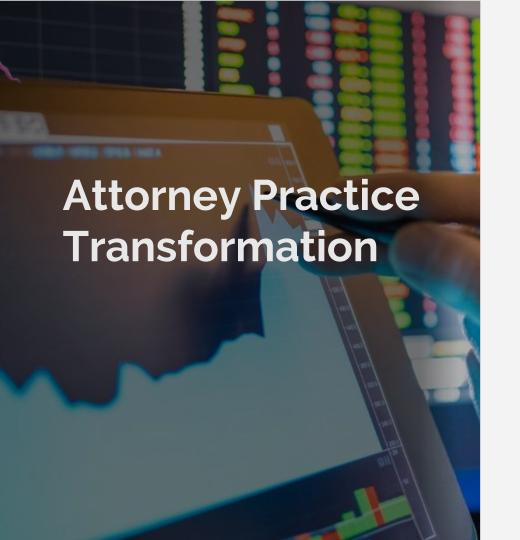
- Remote Training and Follow Ups
- Cloud-based Solutions
 - FoundationIP
 - Fileroom/Docket/Billing Entry
 - Client Onboarding
 - MS Teams
 - Quick Chat/Phone/Screen share
 - Client Centric Teams
 - Jump in and catch up
 - MILO / Intranet
 - Firmwide Information
 - Training
 - Forms / Workflows

Future and the Virtual Firm

Kaizen is a Japanese term meaning "change for the better" or "continuous improvement."

- Hybrid/Remote: The New Normal?
 - Better Online Resources
 - Training On Demand
 - Better Communication(s)
 - Better Workflows
- Presence and OOO are not enough
 - Centralized Employee Info Area
 - On Site vs Remote Schedule
 - Best Way to Contact / Alternative Contacts
- Seamless Experience

Attorney Practice Infrastructure & Support



- A paperless environment is critical to digital transformation
- A paper bound practice inhibits coordination and workflow
- Operating on a cloud-based system allows for improved coordination and immediate access to information and data
- FoundationIP ("FIP") revolutionizes work processes

Attorney Practice Transformation

FIP

- Docketing system
- Time entry and management
- Document and email filing and management
- Immediate access to information
- Access by anyone at any time
 - Increased efficiency when working with others
 - Multiple people working on file at same time
 - Location of others is non-issue

Attorney Practice Transformation – Present Day Advantages

- Increased flexibility, particularly as to work location
- Allows for immediate remote work options
- Recruiting
 - Ability to recruit from anywhere
 - Ability to offer work environment flexibility

Attorney Practice Transformation – Present Day Advantages

Mentoring

- Critical to be able to offer continuous and uninterrupted mentoring
- Significant recruiting advantage

Attorney Training Tools



- Goal: Make training personalized, succinct and useful without overwhelming
- Introduce content, then show how to dig deeper

Attorney IT Training

Best Practices

- Using Teams, Zoom or Webex
- SharePoint Online: A simple, well organized, central repository is crucial
- Use client-centered repositories
- Use Yammer, a wiki or blogging tools to keep information fresh and dynamic
- Use features or content available in existing tools and services
- Understand your regulatory, insurance or business requirements
- Use Learning Management Systems
- Consider how you will alert people or publish urgent notifications
- Personalize, encourage, and promote

Thank you for your interest.

Questions?





These materials are for general informational purposes only. They are not intended to be legal advice, and should not be taken as legal advice. They do not establish an attorney-client relationship.