



How is Unstructured Knowledge Management Affecting Your Firm's Bottom Line?

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Agenda

- What Is Knowledge Management?
- What is Unstructured Knowledge Management?
- Some examples of Unstructured Knowledge Management in the legal environment
- Identify the key culprits
- Examine the impact of Unstructured Knowledge Management on your firm's bottom line
- What technologies are available to help deal with the problem?
- Strategies for dealing with and reducing Unstructured Knowledge Management



What Is Knowledge Management?

- Leveraging shared knowledge within a group or organization
- Capitalizing on existing intellectual property
- Using the collective wisdom of an organization to increase responsiveness and innovation





Collaborative Technologies Designed to Facilitate Knowledge Management

- Document Management Systems
- E-Mail
- Contact Management Software
- Litigation Support Software
- Case Management Software
- Handheld and Wireless Applications



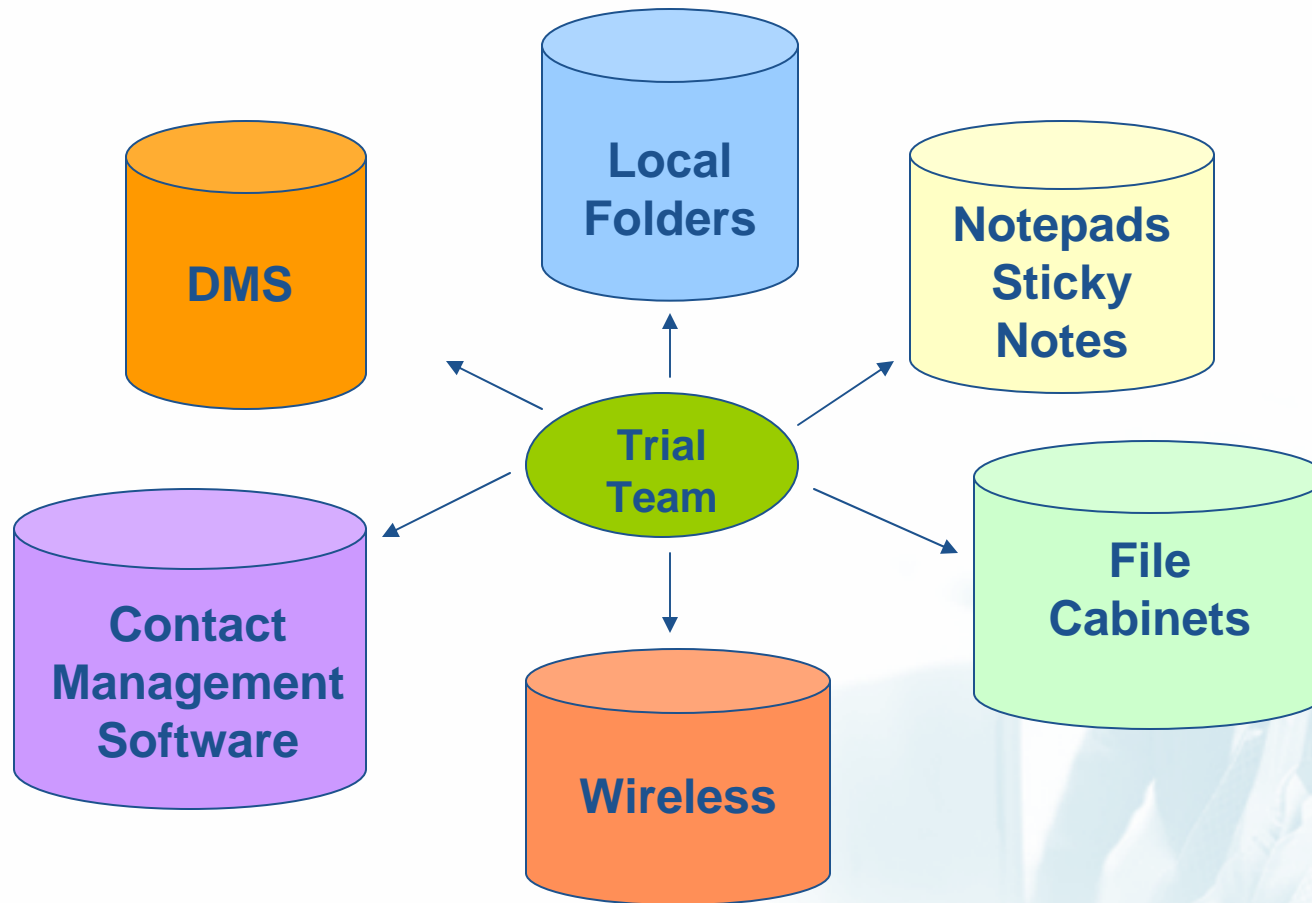


Defining Unstructured Knowledge Management



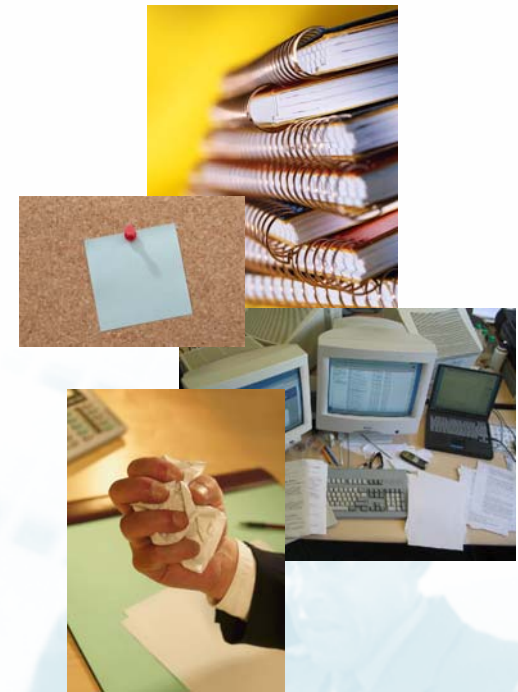


Where Does Unstructured Knowledge Management Reside?



What Is the Primary Culprit?

- The Myth of the Paperless Office
- Previous attempts to reduce paper clutter have not proven effective
- Microfiche is so 1985
- Scanning has not lived up to the promise





Measuring the Costs

- Analyzing time spent tracking down critical information
- Reduced Client Responsiveness
- Reduced Billable Hours
- Lost Time = Lost \$\$\$





What Can We Do to Help Deal with the Problem?



- Improvements in Handwriting Recognition
- Improved Voice Recognition Software
- Digital Audio and Video
- Wireless communication devices



Replacing the Pen and Paper: Digital Note Taking Gains a Foothold

- Converts handwritten notes to electronic format
- Edit existing documents, or create new files
- Annotate and review documents with comments and drawings
- Searchable





Digital Note Taking Facilitates Knowledge Management



- Digital note taking becomes a practical necessity
- Ease of use
- Transfer files directly to a central location from practically anywhere
- Focus on practicing law – not mastering a new technology



Voice Recognition Technology

- Maturing technology
- Create and edit digital files without touching the keyboard
- Dictate notes or entire documents
- Full formatting capabilities





Audio and Video Recording Goes Digital

- Digitally record witness testimony
- Instantaneously share information
- Easily transfer recorded files using VPN or the Internet as a conduit
- Files are easily stored and are searchable





Benefits of Using Digital Note Taking and other Related Technologies

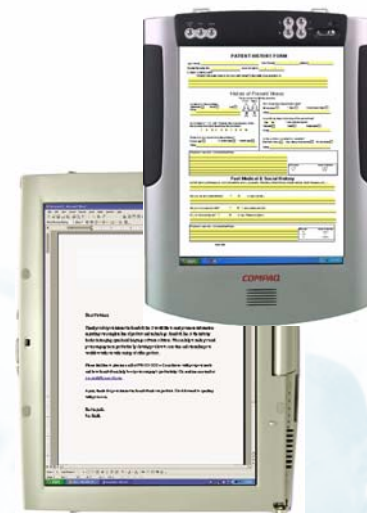
- Increased efficiency and performance
- Portable
- Always accessible – online or offline
- Integrate with e-mail, document management and other collaborative technologies





Digital Paper – the Paperless Solution

- Requires no physical space
- Easily accessible from one location
- Easily organized and searchable
- Spend less time searching for files
- Save \$\$\$





Breaking down the costs/benefits

- Can digital note taking and sharing save your firm money?
- How much time can you save per day/week/month/year?
- How much additional revenue can your firm generate through increased efficiency and collaboration?





ROLTI – Return on Legal Technology Investment

- Generating 15 extra billable minutes per day for a lawyer billing at \$200 an hour is:
 - An extra \$50 per day, per lawyer
 - An extra \$250 per week, per lawyer
 - An extra \$1000 per month, per lawyer
 - An extra \$12,000 per year, per lawyer





Hughes Hubbard Reed: A Case In Point

- Primary Goals
 - Reduce costs
 - Streamline internal workflow processes
 - Generate more billable revenue
 - Strengthen client relationships





Filling the Collaboration Gap



- Reduce inefficiencies and hidden costs caused by unstructured knowledge management
- Improve internal communication, workflow processes and productivity
- Strengthen client relationships through increased responsiveness
- Achieve greater revenue through increase billable time resulting in a noticeable improvement to your firm's bottom line



Thank You!



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