

Your World First



Legal Services Unit

Working smarter to reduce your legal spend



Table of contents

- 3 Working harder to deliver efficiencies
- 4 Alternative Sourcing: Overview of the Legal Services Unit
- 5 How does the Legal Services Unit work?
- 6 Case studies
- 7 CMS contacts



Working harder to deliver efficiencies

We know how important it is for you to get the best value for money from your external legal advisors.

Our goal is to provide first class legal advice, delivered to you in the most efficient and cost effective way. In this document we outline the ways in which we have developed an alternative sourcing model that identifies and implements efficiencies for you.

Through our Legal Services Unit we can place work into alternative sourcing options and introduce additional relevant efficiency ideas. Our proposition is based on:

Measurable cost savings: we can deliver tangible cost savings through innovative alternative service delivery solutions, using our own in-house Legal Services Unit (LSU) in collaboration with our multi-platform technology solutions and our strategic LPO provider Integreon where this is appropriate.

Full scalability of support: to ensure that we can ramp up quickly to match increases in volumes of work, we can deliver a fully scalable service through our increased size and scale following the merger between CMS and Dundas & Wilson and our flexible resourcing through the on-shore LSU team and Integreon.

A track record of delivery: We have already improved efficiency/cost-effective resourcing through our merger with Dundas & Wilson and we are committed to a programme of continuous improvement to help drive value from your partnership with CMS.

CMS has a track record of delivering innovation for the benefit of our clients. In our experience, the best results come from working as closely as we can to improve efficiency and reduce legal spend – by working together we can identify the most valuable opportunities and make sure we are delivering on expectations.



Alternative Sourcing: Overview of the Legal Services Unit

The Legal Services Unit (LSU) is a team of 30 paralegals and two managers (senior qualified solicitors), based in our Edinburgh and Glasgow offices.

Established in 2012, the team has grown from an initial team of 8 and we have an active ongoing recruitment drive. Our goal is to increase the coverage and depth of support that the LSU can provide to our clients and across our business.

The benefits to you: The LSU helps us deliver the more routine elements of projects and transactions more efficiently by providing a team of skilled paralegals for the tasks that don't need a senior lawyer to do them. The LSU works best where there is either a stream or volume of similar or related legal tasks – and in particular where the tasks can be supported with template documents, procedure notes and identified lawyers to provide support and guidance as necessary.

On-shored service: The LSU is based in our Glasgow and Edinburgh offices, to ensure that work remains closely supervised by us and our professional indemnity cover applies. Thus ensuring quality, efficiency and peace of mind from a major commercial law firm.

Scalability – Integreon: Since 2010 we have had a strategic relationship with Integreon to provide much of our back office support services. Where a project requires additional resource, we can also tap into Integreon's lawyers and paralegals and manage this as a single team for you. Because of our strategic relationship with Integreon, this can be managed seamlessly. This gives our clients easy access to Integreon's 2,300 associates, global delivery platform (over 4 continents and 50 languages) and contract resource at the LPO rates through a trusted law-firm partner. One of Integreon's major strengths is their ability to put dedicated and scalable teams in place with pricing options based on a FTE, hourly or per unit.

Because the team is regularly involved in efficiency projects and have a focus on working smarter, we can also introduce clients to other efficiency ideas and technology tools we use to deliver even more value.

The range of work undertaken by the LSU is constantly evolving and we believe there is a real opportunity to work with clients to identify and deliver smarter working. From contract reviews to collateral warranties: we've included some example case studies below from real projects and transactions that the team has worked on.

How does the Legal Services Unit work?

In many areas of work the LSU have substantial experience backed up by extensive templates, guidance and systems. Examples include the majority of Real Estate transactions and Litigation disclosure reviews (where we can use our cost-effective CMS evidence document analysis and review platform). For transactions where the LSU already has experience that we can lever this directly and adapt templates etc to meet your needs without 're-inventing the wheel'.

When we identify a new task (or set of tasks/a transaction type) that is suitable for the LSU, we invest some time on working out exactly how the LSU can help, what the roles and responsibilities are, what the support and supervision mechanisms will be, what our quality control approach is and then create the supporting template documents and reporting mechanisms.

We create a procedure note which links all these things together and hold a team briefing with the paralegals who are going to be involved. As we start the work, we typically monitor the first few tasks very closely to ensure the quality and understanding of the team, as a 'pilot' of the process before signing off on it. We review the procedure note regularly and update it as things change and we learn what works well and to react to issues as they arise.

What are the benefits?

The main benefits to using the LSU are:

- many areas where the team already has experience so very low set-up costs;
- reduced legal costs by moving appropriate work to the LSU from lawyers, without any reduction in the quality; and
- defined and agreed processes and consistent, quality documentation from templates; and
- improved tracking, visibility and reporting on progress of routine elements of transactions.



Case studies

The following mini case studies are examples of how the Legal Services Unit have helped clients. If you would like to discuss how the LSU could help you, please get in touch!

Contract review and living contract database

For a **major utilities player** we were asked to undertake a large scale contract review exercise. Following an initial workshop, we provided a prototype of the review process and a contract database using our secure extranet platform CMS Collaborate. The process included targeted questions to focus on the areas of concern (which for this client were alienation and 'change of control') and a traffic light status based on defined criteria to help visually identify the contracts that needed remedial action. From prototype, to pilot and through to completion, the project was managed and supervised by experienced lawyers with an agreed supervision and quality control mechanism. Priced keenly on a per contract reviewed model the client ended up with a living contract database that allows them to view all of the contracts and make business decisions based on the information.

From Heads to Keys

We worked with a **commercial property investment and management company** to completely overhaul their letting process. For the client, speed was most important – the quicker that the tenants were in occupation and paying rent, the better! Taking a broader view, from the point that heads of terms were agreed to the date that tenants had moved in we worked with the client to look at the end-to-end process (including things that the client or their other advisors did) and where we could make things quicker. From standard documents to agreed revisions, nominated contacts and refreshed reporting we managed to make a significant reduction in the average lead time. Now, the LSU carry out most of the legal parts of the process, with supervision and support built in from the senior lawyers, as necessary.

Flexible outsourcing options

For a **major investment bank**, the LSU are a flexible extension of the bank's internal team: reviewing derivatives documentation against the bank's internal policies and modelling the terms into the bank's systems, to allow the information to be used by the downstream trading platforms. This is a cost effective resource for the bank and helps ease pressure on the client's internal teams and allows them to cope with peaks in demand without having to worry about additional headcount.

Refinancing documentation support

The LSU has extensive experience supporting the **real estate aspects of lending and refinancing**, including dealing with discharges of securities and the procedural and registration necessities for new securities and tracking and reporting on progress. For a recent refinancing, the LSU created and managed the process for discharging and granting new securities over in excess of 350 properties across England and Scotland, including checking the necessary details with the relevant registers and dealing with all of the Companies House forms and Land Register forms.

Disputes and regulatory investigation support

The LSU are regularly part of the **disclosure / investigation** review team for large litigations and regulatory investigations and have used a variety of review platforms. We also have experience handling data subject access reviews. The team are very used to handling large document sets of physical documents in sensitive matters – including tasks such as preparing bundles of documents for counsel, filtering and re-ordering bundles of documents ready for senior lawyer review etc. For additional efficiency savings, we work extremely closely with our in-house ediscovery experts and CMS Evidence, our in-house document hosting and review platform. For example, we recently supported a **top UK professional services firm** on a large scale and tight timescale document review that was part of a pensions related regulatory investigation.

Mortgage queries service

For a large financial services client, we provided a **mortgage query service** (dealing with legal queries about consumer mortgages from internal bank departments) to help relieve the pressure on the internal team, help the client improve on the service level for the queries service and included providing detailed MI and a regular review to help plan an education programme to reduce the number of queries.

CMS contacts

The case-studies above are taken directly from our experience working with clients to promote smarter working – with a focus on reducing legal spend and enhancing efficiency. If you would like to explore how we can help you, please get in touch:



John Craske
LSU Manager & Senior Business Change Manager
T +44 (0)131 200 7615
E john.craske@cms-cmck.com



Fiona Letham
LSU Manager
T +44 141 304 6190
E fiona.letham@cms-cmck.com

C/M/S/ Law-Now™

Your free online legal information service.

A subscription service for legal articles
on a variety of topics delivered by email.

www.cms-lawnow.com

C/M/S/ e-guides

Your expert legal publications online.

In-depth international legal research
and insights that can be personalised.

eguides.cmslegal.com

CMS Cameron McKenna LLP
Cannon Place
78 Cannon Street
London EC4N 6AF

T +44 (0)20 7367 3000

F +44 (0)20 7367 2000

The information held in this publication is for general purposes and guidance only and does not purport to constitute legal or professional advice.

CMS Cameron McKenna LLP is a limited liability partnership registered in England and Wales with registration number OC310335. It is a body corporate which uses the word "partner" to refer to a member, or an employee or consultant with equivalent standing and qualifications. It is authorised and regulated by the Solicitors Regulation Authority of England and Wales with SRA number 423370 and by the Law Society of Scotland with registered number 47313. It is able to provide international legal services to clients utilising, where appropriate, the services of its associated international offices. The associated international offices of CMS Cameron McKenna LLP are separate and distinct from it. A list of members and their professional qualifications is open to inspection at the registered office, Cannon Place, 78 Cannon Street, London EC4N 6HL. Members are either solicitors or registered foreign lawyers. VAT registration number: 974 899 925. Further information about the firm can be found at www.cms-cmck.com

© CMS Cameron McKenna LLP

CMS Cameron McKenna LLP is a member of CMS Legal Services EEIG (CMS EEIG), a European Economic Interest Grouping that coordinates an organisation of independent law firms. CMS EEIG provides no client services. Such services are solely provided by CMS EEIG's member firms in their respective jurisdictions. CMS EEIG and each of its member firms are separate and legally distinct entities, and no such entity has any authority to bind any other. CMS EEIG and each member firm are liable only for their own acts or omissions and not those of each other. The brand name "CMS" and the term "firm" are used to refer to some or all of the member firms or their offices. Further information can be found at www.cmslegal.com