

Legal Outsourcing Management Strategies 2009

Business Development Road Map

3rd & 4th June 2009

The Claridges, New Delhi,
India

**10% Discount
for early registration**

(Registration within 48hrs upon
receipt of enrolment form)

PROGRAM OVERVIEW

Currently the global and domestic economy faces drastic challenges. There has been much focus on legal outsourcing to counter and service effective cost cutting solutions, risk free service, timely managed work and quality end result. To be able to deliver these solutions it is very important for LPO firms and BPOs looking to target the corporate group to have a sound management process.

More than US 200 Bn is spent annually on legal services, which keeps rising by 5-7% every year. This has resulted the involvement of small & large law firms, LPOs, sole practitioners, BPOs, attorneys, legal research companies, and legal departments of various corporates who have realized the need and importance of outsourcing.

This year's two day conference will give you the opportunity to network and strike deals with the best in the industry and discuss the hot topics and solutions that will assist you now and increase your effectiveness and efficiency in the future.

WHY SHOULD YOU ATTEND

- Apply new LPO business and management strategies
- Understand the latest industry trends and developments – including best practice for selecting LPO partners and issues connected with shared practices, quality, ethics and risk.
- Know about existing domestic opportunities for outsourcing
- Have a greater understanding of the industry in the buyers and vendors market
- Discover effective marketing and business procurement strategies
- Learn how to measure the ROI in your legal outsourcing relationship
- Understand best practices to be followed to serve foreign clients

WHO YOU WILL MEET AT THE CONFERENCE

- Legal Process Outsourcing Experts
- General Counsel & Corporates
- Outsourcing Transactions Attorneys
- Data Privacy Specialists
- Law Firms
- IP counsel
- Litigation Support Professionals
- LPOs & BPOs

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SPEAKERS INCLUDE

- Deepak Gupta
Vice President & Sr. Counsel – Asia
AMERICAN EXPRESS
- B. Gopal Krishnan
President & Head- Legal
AXIS BANK
- Abhi Shah
CEO
CLUTCH GROUP
- Shantanu Ghosh
Vice President - Legal
EXL SERVICE
- Dr. Akhil Prasad
Director & Head- Legal
FIDELITY BUSINESS SERVICES INDIA
- Salman Waris
Head of TMT Practices
FOX MANDAL LITTLE
- Pankaj Parnami
Founder Director
KPO CONSULTANTS
- Mark Ross
Vice President - Global Marketing & Sales
LAWSCRIBE INC
- Tariq Akbar
Chief Executive Officer
LEGALEASE SOLUTIONS LLC
- Rohan Dalal
Managing Director
MINDCREST INDIA PVT. LTD.
- Sanjay Kamlani
Co-Chief Executive Officer
PANGEA3
- Pavan Duggal
Advocate
SUPREME COURT OF INDIA
- Nandita Swarup
Vice President- Legal & Company Secretary
WAL-MART
- Vishal Agarwal
Sr. Manager, LPO
WIPRO BPO
- Aparna Viswanathan
Advocate
VISWANATHAN & CO.

AGENDA

Day 1 - 3rd June 2009

0930 Chairperson's Opening Remarks

Session I – Management Focus

0945 **Why Corporates/Law Firms Choose India as an Off-shore Destination**

- The benefit of time difference, language and communication for global companies
- How to save 50 to 70 % of your costs
- Efficient, effective & economical legal support services
- Reduced dependence on outside counsel for non-strategic services

Abhi Shah, CEO, CLUTCH GROUP

1030 **What Curative Measures Can be Taken to Improve LPO Business?**

- Analyzing structure and performance of traditional process models
- Evolution of in-house priorities and business needs
- A glimpse into the future: what is in store for outside relationships?
- Cost-effective integration of business processes

Vishal Agarwal, Sr. Manager, LPO, WIPRO BPO

1115 Refreshments

1145 **Compliance Issues on Fundamentals Concerning LPO's**

- Proper Utilization of outsourced services to avoid shifting of decision-making role
- Maximize on service by providing Uninterrupted Delivery of Legal Support
- Maintaining Quality and service delivery measures
- Learn ways to prepare new compliance programs
- Reduced dependence on outside counsel for non-strategic services

1230 **How to Create and Implement Ethical Practices to Your Business**

- Successfully counter and mitigate the malpractice
- Ethical implication while handling outsourcing work
- Handling internal investigations and audit
- Avoid conflicts of interests with client

Mark Ross, Vice President - Global Marketing & Sales, LAWSCRIBE INC

1315 Networking Lunch

Session II – Sales Focus

1415 **Panel Discussion**

Impact of Recession to Indian LPO Business

- Retain your clients with a strong management process
- Sustainability of LPO in this competitive environment
- Attracting outsourcing of legal paralegal and back office support services
- Improved invoicing & cash flow

Pankaj Parnami, Founder Director, KPO CONSULTANTS

Shantanu Ghosh, Vice President - Legal, EXL SERVICE

1500 **The Top 10 Concerns of Customers/Law Firms While Dealing with LPO's**

- Gains in efficiency & productivity, Improved Customer services
- Successfully understanding customer apprehension and fear
- Amend plans according to corporate desires
- Guiding principle to plan marketing and sales campaign

Nandita Swarup, Vice President - Legal & Company Secretary, WAL-MART

1545 Refreshments

1615 **Measuring ROI in Your Legal Outsourcing Relationship**

- Perfect estimation of legal costs, Lower average rates
- The value proposition to a general counsel
- Be able to retain your customer
- Learn how to serve clients better

Sanjay Kamrani, Co - Chief Executive Officer, PANGEA3

1700 Chairperson's Closing Remarks

1715 End of Conference Day One

AGENDA

Day 2 - 4th June 2009

0930 **Chairperson's Opening Remarks**

Session III – Operation Focus

0945 **How to Address HR Challenges?**

- How to deal with attrition and resulting potential conflict of interests?
- Learn how to create retention plans and compensation plans
- Repercussion of cross picking amongst companies
- Maintaining the quality of professionals and training employees to match industry standards

1030 **Issues of Quality on Delivery Process and Training and How it Fits with Legal Practices**

- Understand US Legal process & procedures
- Learn how to link your operations with international practices.
- Importance of quality assurance, training models and significance of value training
- Effective build-up to business model expansion

Rohan Dalal, Managing Director, MINDCREST INDIA PVT. LTD.

1115 **Refreshments**

1145 **Managing the Cost of eDiscovery: Strategies for Cutting Cost and Maximizing Value**

- Creating new protocols and strategies that coincides with Legal Department
- The positives and negatives of creating a legal technology liaison
- Efficiently managing outside counsel
- Cost-benefits of implementing new technology and software for long term cost reduction

Dr. Akhil Prasad, Director & Head- Legal, FIDELITY BUSINESS SERVICES INDIA

1230 **Panel Discussion**

Liabilities of LPO's Under the Indian Cyber Law?

- Start thinking in the appropriate track to counter liability and meet compliance
- Peep to the formulation of new Laws
- Possibility of Huge Exposure into both criminal and Civil Liability
- Understand the recent ammendments in the IT Act 2000

Pavan Duggal, Advocate, SUPREME COURT OF INDIA

Aparna Viswanathan, Advocate, VISWANATHAN & CO.

Salman Waris, Head of TMT Practices, FOX MANDAL LITTLE

1315 **Networking Lunch**

Session IV – Marketing Focus

1415 **Exploring the Future of Legal Outsourcing: The Next Generation**

- Comparing and evaluating the Asian territories
- Discussing what type of legal works can be outsourced Next 10 Yrs!
- Evaluating LPO firm consolidation & maturation: Impact on the industry
- Getting LPOs, BPOs, the Private Equity/Venture Capital input into India

Tariq Akbar, Chief Executive Officer, LEGALEASE SOLUTIONS LLC

1500 **Panel Discussion**

Opportunities in the Indian Domestic Market in

- Litigation Support
- Intellectual Property
- Due Diligence
- Legal Research
- Contract Management

B. Gopal Krishnan, President & Head- Legal, AXIS BANK

Deepak Gupta, Head- Outsourcing, India, AMERICAN EXPRESS

1545 **Refreshments**

Session V - Workshop on Outsourcing Sales Challenges

1615 **The Premier/Master-class Sales Training Workshop for Sales Professionals**

- Understand the value of your outsourcing solution.
- Obtain a solid grasp of the financial benefits associated with an outsourcing solution
- Leverage risk as an effective selling tool
- Build a comprehensive business case around your outsourcing solution
- Understand how sales outsourcing creates value for the buyer and define a multi-level value proposition for your specific outsourcing solution.

1700 **Chairperson's Closing Remarks**

1715 **End of Conference**

Registration Form

YES, I would like to register:
Legal Outsourcing Management Strategies 2009
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- Standard Price 20,000 INR plus service tax / Person (Including participation fee, course materials, lunch & refreshments)
- Early registration 10% Discount plus service tax / Person (Registration within 48hrs upon receipt of enrolment form)
- Supporting Organization / Partner: (exclusive discount applicable)
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Please fill in the registration form and fax to +91 11 4151 3388 to book your place.

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Job Title				Profession		
Firm/Company						
Firm/Co. Address						
Email				Mobile/Pager		
Tel (Office)		Fax		Signature		

Person 2

Family Name			Given Name			
Job Title				Profession		
Firm/Company						
Firm/Co. Address						
Email				Mobile/Pager		
Tel (Office)		Fax		Signature		

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- 100% of the conference fee will be charged if cancellation is received WITHIN two weeks of the conference.
- Registrations received within two weeks of the date of the conference must be paid upfront and in full before registration is confirmed.
- If you are unable to attend the conference, a substitute delegate is welcome at no extra charge.
- No refunds will be given.
- No shows will also be charged in full.
- The conditions are subject to change without prior notice.

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