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SUPERCONFERENCE

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William J. Bowe

Executive Vice President & General Counsel

ENCYCLOPAEDIA BRITANNICA, INC.

Knowledge Management: The Small Law Department Perspective

- **Recycling Knowledge for Fun and Profit**
 - Knowledge Creation
 - Business metrics
 - Legal work product
 - Knowledge Capture
 - Single system matter management
 - Cross system data entry
 - Knowledge Sharing
 - Intranet
 - Internet

Knowledge Management: The Small Law Department Perspective

- **Perceived needs in 1998**
 - Better control of billing information for budgeting
 - Tickler system for:
 - Trademark filings
 - Contract expirations and renewals
 - Litigation matters
 - Enhanced command of paper flow

Knowledge Management: The Small Law Department Perspective

- **4-month study of matter management options**
- **\$20,000+ (licenses, conversion, training costs)**
- **1999 conversion of existing law department file index database into matter management system**
- **Overall efficiency gains:**
 - **Hype or Reality?**

Matters to Manage:

- **Contracts**
 - forms
 - executed final agreements
- **Trademarks**
- **Copyrights**
- **Litigation**
- **Billing**
- **Internal Law Department files**

Matter Management Software: Hype or Reality?

- Upgrade Options
 - Back-end improvement only
 - System capacity increased
 - Processing speed enhanced
 - Interface remains the same

Matter Management Software: Hype or Reality?

- o Web-based product
 - Interface improved
 - Better report capabilities
 - Direct posting of billings from law firms
 - US and international given direct access to contracts and law department materials
 - More comprehensive tickler system

Matter Management Software: Hype or Reality?

- Back-end Improvement?
 - Not enough by itself
 - Improved tickler lacking
- Web-based product?
 - Too expensive
 - Overkill for today's law department with limited needs