

Legal Technology Vendor Comparison

Not all vendors are created equal. Many employ different strategies and business models, so be sure their strategy aligns with yours. Some of the biggest factors are outlined below.

Can this vendor provide complete program support?
(one point each)

- Business facing Matter Intake with Automated Matter Triage
- Matter Management System
- Workflow Management with Approvals and Audit trails
- Simple Template Automation
- Complex Legal Automation
- Contract Management System
- Collaboration and Negotiation Support with automated version control and integrated eSignature
- Integrates with other systems
- Universal contract search and reporting
- Dashboards and Legal Business Intelligence tools

How does this vendor support the configuration of the system?

- 1- DiY with guides, or on-line training that requires resources and development of new skills
- 2- Through partnerships at high professional services rates with potential for finger-pointing when things don't work
- 3- A turnkey solution where the vendor brings their expertise to our business and manages configuration end to end

Can this vendor support our program as it evolves over time?

- 1- No, we'll have to go out and buy more technology over time and then integrate these systems
- 2- Yes, but we have to buy everything now and race to roll out to achieve the business case
- 3- Yes, and we can add on modules and workflows as we go which makes it easy to start small, have success, and build

How does the vendor charge for their services?

- 1- per user, making it costly to deploy across all business users
- 2- per use, making it costly to deploy across all workflows
- 3- Based on size of legal function/modular which makes it very cost-effective to scale across the business

How straightforward is the user interface for both legal and the business?

- 1- Lawyers will love it (e.g., it was made for law firm lawyers), but the business won't like it
- 2- Very business-friendly, not so great for the legal team (e.g., the tool was made for procurement, sales)
- 3- Both the business and legal will love it (e.g., it was designed with both in-house legal and business users in mind)

How will this vendor help us achieve adoption and success?

- 0- We're on our own - maybe ask IT
- 1- They'll provide guides and "best practices"
- 2- There's a toll-free line to call (that we have to pay extra for)
- 3- They have partners who can help (at a cost)
- 4- They provide a dedicated Customer Success Manager who specialises in helping legal functions get technology live and adopted (bonus points for a money-back value guarantee)

How does support work?

- 1- We'll have to support the business with training and any questions or issues
- 2- We can buy a support package, which covers some queries
- 3- Automated training walkthroughs, 24x7 user support and monitoring is included which allows legal to focus on higher value, higher risk matters, not tech support

Vendor name: _____ Vendor Score: _____