



Culture



Plexus is pioneering transformation in the legal industry by changing the way business and people engage with legal services. While our business has evolved and changed over time, our vision and mission have never wavered.

We are problem solvers who thrive on seeing the world differently.

Everything we do, we assess against how it optimises the creation of value.

We challenge ourselves and every one of our clients to do the same.





OUR ENDURING MISSION:

TRANSFORMING LEGAL VALUE

OUR VISION:

TO CREATE THE FUTURE OF THE LAW



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PLEXUS CREATING  
THE FUTURE OF  
THE LAW.

2010

Plexus founders recognise that Law Firm client satisfaction was only 16%.

2011

Launched Australia's first 'New Law' firm.

2012

Plexus begins applying Lean Six Sigma process re-engineering to legal tasks.

2013

Begins investing in Legal Automation. Launches first App Promotion Wizard.

2015

Plexus profiled by HBR and INSEAD as a disruptor in the professional services industry.

2016

Launch of Plexus Gateway, the worlds first legal operating system. Plexus opens offices in London & Washington DC.

2017

At 82%, Plexus achieves the legal industry's highest NPS (Customer satisfaction score).

2018

Plexus Gateway profiled by Gartner as a Best Practice in Legal Automation.

2019

A\$4.6M Series A Investment including participation and strategic partnership with KPMG.





TECHNOLOGY POWERED LEGAL SERVICES.



PEOPLE POWERED LEGAL SERVICES.

Through advanced technology and flexible access to world-class talent, Plexus powers the worlds leading organisations and enables legal team to deliver more with less, freeing lawyers to focus on higher value strategic work.



Our Culture

OUR INTERNAL COMPASS

## CULTURAL VALUES

These statements reflect the way we work together. They directly shape the culture of Plexus. They frame the manner in which we perform our work and conduct ourselves. We live by them. Individually and collectively we hold ourselves accountable to their intent.

### POSITIVE INTENT

Our thoughts and actions are grounded in goodwill and generosity.

### EVERYONE WINS

We seek positive outcomes for every stakeholder.

### BE AN OWNER

We own the outcome and act with intelligent autonomy.

### I AM MY WORD

We deliver on our commitments. What we say, we do.

### BEST VERSION

We challenge ourselves and each other to grow.

We are unapologetically high performing,  
continuously improving, learning and growth  
oriented and adaptable.

We are not conservative, risk-averse, hierarchical.  
Nor do we see our work as just a job.





## PLEXUS PEOPLE

Believe in a better way.

Have a growth mindset.

Exercise exceptional judgment.

Centre their perspective on positive intent.

Are client obsessed.

Have a bias for action and high output.

Hold themselves accountable.

A photograph of a man in a grey sweater sitting at a desk, writing in a notebook with a black pen. A laptop is open in front of him. The background is blurred, showing an office environment. The image is partially obscured by a white diagonal shape on the left side of the page.

OUR COMMUNITY

## SOCIAL IMPACT

Our mission is to transform the value of legal services for the benefits of our clients, our people and society at large. 10% of Plexus' ownership sits within a charitable foundation, which means every employee spends one day a fortnight working for the foundation.

Through the foundation we're building partnerships with not-for-profits and organisations in the community legal sector to amplify and improve access to justice via direct funding, bespoke technology solutions and subsidised access to our core products and services.



OUR TEAM

## HIRING PHILOSOPHY

Plexus is not for everyone. We have a very high bar and we don't apologise for it. Our atmosphere is relaxed but we work hard to get to the outcome - it is both challenging and incredibly rewarding.

We are comfortable with change and ambiguity but are disciplined and structured in the way we work. We are obsessed with productivity.



## EMPLOYEE BENEFITS

Plexus Uni

Office library

Group learning

Catered team lunch

Break-out areas

Flexible working spaces

Quarterly happiness projects

“At it’s core, Plexus has built an incredibly talented, passionate and genuinely positive group of people who are all working towards a single goal”

PAT FONG, PRODUCT MANAGER



Join the revolution

