

INNOVATION IN LEGAL OPERATIONS SOLUTIONS: EPIQ

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BY ZACH WARREN

The **2021 Legalweek Leaders in Tech Awards** looks to honor innovation occurring in legal departments and law firms across the country. The group of honorees in this first year of the Legalweek Leaders in Tech Awards have demonstrated knowledge, skill and compassion, recognized by the peers and clients who nominated them. From innovation in litigation to exploring new research opportunities to transforming the way access to justice is handled, the contenders for these awards have shown that true change is not only coming to the legal industry, it's already here.

Alongside their entries, we asked the winners of these awards a few questions about their work over the past year, their penchant for innovation, and more. Here's what Eyal Iffergan, managing director of Legal Business Advisory at Epiq, had to say.

Winner: Epiq for Innovation in Legal Operations Solutions

Reason for Win: In 2019, Epiq's legal business advisory team led an ambitious 18-month legal ops transformation program for a large pharmaceutical company allowing

the client to finally bring their entire global legal operations (encompassing over 100 companies) into a unified footprint. The program, which had a targeted scope of integrating specific capabilities such as e-billing, document management, matter management and more, resulted in over 10,000 manual tasks automated, a 76% reduction in processing times, a 90% reduction in compliance errors, and transforming invoice processing times from months to five minutes.

Law.com: Looking back at some of your most rewarding projects over the past year, what were the biggest challenges you faced, and how did you overcome them?

Eyal Iffergan: The biggest challenge in the past year was certainly the pandemic. We found that a “new normal” for business planning is emerging, with long-term vision being reinforced by high levels of short-term awareness and flexibility, enabling legal organizations to navigate increasingly uncharted waters more nimbly.

How has your corner of the legal world changed during the pandemic, and how did you

react to the changes?

The pandemic impacted many technology investment strategies, leading to clients switching their focus to leveraging their existing investments for maximum ROI.

Looking at the legal world as a whole, what does “legal innovation” mean to you?

- A common platform and lens for managing legal work, spend and reports and capturing information across the law department
- Align systems and processes for uniform, standardized, predictable operations across the global legal footprint
- A way to measure value provided by the law department
- Tools to help manage resources across the law department
- Provide data to drive informed business decisions
- Improve operational effectiveness



Eyal Iffergan, managing director with Epiq.

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