



# NewLaw

**Helping you face increasingly  
complex legal challenges**



[pwc.ch/new-law](http://pwc.ch/new-law)

# How can your legal team deliver more for the business with less?

Confronted with the dual challenge of increased costs and growing regulation, and under pressure to do more with less, legal departments are seeking new ways of modernising in order to be able to deliver meaningful value to the organisation. They increasingly need to operate more efficiently and more transparently in terms of cost. They are realising that gaining an insight into the data, analytics and intelligence associated with legal matters and operations is no longer optional, but a reality which has to be faced. General counsels want to free their in-house teams from high-volume, repetitive activities and transform them into a more integrated, strategic partner which is more in sync with the business.

But where do you start? It's often hard to know where to focus, what resources can be leveraged and what measurable success looks like. This is where NewLaw services can help.

PwC's legal teams understand the increasingly complex tax, regulatory and commercial laws of the global economy. They are familiar with the challenges of responding to digital disruption. Working closely with colleagues from across PwC's network member firms, we can help organisations design a plan

for optimising and transforming their legal function to align more closely with their broader aims of transforming their business. We build on existing cross-functional relationships and global, multidisciplinary methodology to help connect the dots within the corporate legal function and across the organisation. By providing legal domain knowledge, legal function consulting and technology-enabled legal managed services, we help clients mitigate risks, increase efficiency, reduce legal department costs and provide continuity and scale.



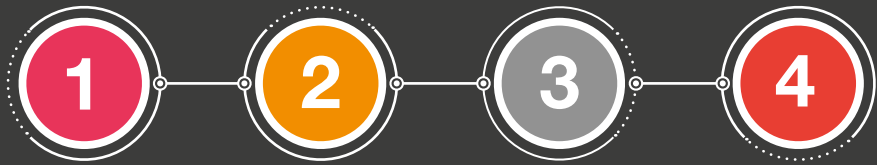
Innovative,  
effective  
and efficient.



# Multi-disciplinary services

More so than ever, the complex issues faced by legal functions require nuanced, cross-disciplinary solutions. This has inspired us to put together a team of lawyers, technologists, process engineers, business analysts, legal project managers and change consultants to provide you with powerful and customised hybrid solutions.

We look forward to hearing from you about your legal department's strategy as well as your key challenges and priorities. Based on the information you give us, we'll prepare a tailor-made solution to help you achieve your goals more quickly – whether strategic, financial or operational.



## Legal function consulting

We advise our clients on their legal department transformation journey

## LegalTech advisory and implementation

We operationalise digitalisation and automation initiatives

## Legal Managed Services

We take on high-volume legal work and deliver our scaling solutions

## Flexible Legal Resources

We give you the freedom to ramp your team up or down to meet different business demands

PwC Legal offers innovative hybrid business solutions to help you manage large volumes of repetitive legal work. We can cut turnaround times and improve quality and efficiency by using tried-and-tested semi-automated processes, legal experts in near-shore countries and smart software, including artificial intelligence. And we do all this in partnership with our experienced lawyers, who offer first-class advice and are based in an office near you. Our skills include:

- Technology-supported legal workflow management that can be integrated into your internal processes
- Expert advice at the highest level in a wide range of legal areas
- 'Overflow' solutions for peak periods: wholesale agreements for pre-defined work types
- Technology-based solutions for contract analysis and management
- Solutions which include a top-quality legal process structure
- Legal work handled by a PwC-certified near-shore service delivery centre

# How we can help

## Legal function consulting

Convergence is the order of the day. It's not just industries that are merging, but corporate functions as well. What were once seen as support services within a company are now recognised as being key to growth and market share. With all eyes suddenly on PwC Legal, the department has a unique chance to push forward with the process of transformation. Legal is a highly technical function with a broad responsibility for managing risk and advising the company strategically on achieving its revenue growth goals, and it's changing fast. We help clients to master this change and improve the performance of their legal function by deploying people, processes and technology strategically.

We work for high-profile national and multinational clients in many industries all around the world. We apply leading ideas from across the market, sharing insight and experience on how to modernise legal departments and provide change management support throughout the process, from concept to implementation and beyond.

PwC's teams work as business advisors for clients seeking to transform their legal processes. Our support spans everything from analysis and design to full implementation support. We provide a deep technical competence as a professional services organisation which is recognised in the market as a transformation leader. We combine in-depth legal domain knowledge from 100-plus countries and over 3,500 legal professionals with a broad platform of transformation services, particularly in the digital space, to help legal departments deliver unprecedented value to internal clients and peers in corporate functions.

We combine PwC's advisory methods, business analytics and in-depth knowledge of legal service delivery to provide you with a structured approach to identifying and evaluating opportunities as a basis for optimising your capabilities. Every client has its own dynamic. In some cases a comprehensive review will be necessary, while others may require a much more focused analysis. We support you in analysing the current situation and identifying opportunities for making improvements, developing a business case for identified opportunities, designing the target operating model, handling demand and stakeholder management and sourcing strategies.

The major areas of PwC's service suite include:

# 1



## Strategy



Creating and (re-)designing a multi-year legal department strategy, vision and mission taking overall company direction and strategic priorities into account.



## Governance



Creating and (re-)designing a governance model, organisational frameworks, roles and responsibilities as well as job and task descriptions.



## Operations



Creating and (re-)designing a target operating model and legal operations roadmap in order to create measurable added value.



## Transformation



Creating and (re-)designing a multi-year cost-based transformation plan in order to increase overall performance, innovation readiness, stakeholder demands and client satisfaction as well as to better leverage the people and culture of the law department to reach goals.



## Process



Designing and reviewing process maps, decision trees, policies and solution approaches.



## Benchmarking



Creating a benchmarking methodology and report in order to gain peer industry insights, best practices and assess own maturity level.

## LegalTech advisory and implementation

Digital transformation efforts within organisations are putting corporate legal departments under unprecedented pressure. In-house legal teams often lack the bandwidth to source, test and implement technology tools that serve both legal and business goals. Using technology effectively, particularly technology designed specifically for legal departments (so-called LegalTech) is critical for our clients if they are to achieve efficiencies, adapt to changing business needs, manage risk and ensure they have the data to make better decisions in the future. Our experts can help you meet the challenges of a fast-changing market and identify, source, pilot and configure the right LegalTech to achieve your goals and your return on investment, all in line with your organisation's overall digitalisation roadmap.

Once your strategy is defined and your digital legal toolset is clear, we can help you make it operational. We provide corporate legal departments with expert project management and ongoing user support to reduce friction and frustration in implementing technology, efficiently engage with technology vendors and enable integration with existing software tools and workflows.

Our implementation project assistance includes:

- Client workflow assessment
- User training
- Best practice insights
- Scaling adoption of tool functionalities and userbase



## A good LegalTech choice upgrades even the best Legal Team efficiency-wise.

Philipp Rosenauer, Director,  
Head NewLaw, PwC Switzerland



# 2



## Strategy



Creating and (re-)designing a multi-year strategic roadmap to digitalise your legal function. We can also help setting up a longer-term legal department technology stack integrating and leveraging enterprise tools like Salesforce, ServiceNow, Jira.



## Implementation



We can also help develop a concrete implementation and solution design when you want to establish new legal software solutions.



## Vendor selection



We can help select and provide end-to-end technology such as contract life cycle management, knowledge management, matter management, legal spend management tools as well as contract analysis and document discovery.



## Gap analysis



We run tech maturity assessments and identify gaps and solutions to close them.



## Process



We can help you automate and digitalise your processes.



## Benchmarking



We provide industrial insights and design benchmarking programmes.

# Legal Managed Services

PwC's Legal Managed Services (LMS) is an umbrella offering which involves providing tech-enabled support, including automating high-volume repetitive or event-driven legal work (where the law permits). We provide a service which includes the following core LMS offerings in close collaboration with professionals from across our various lines of service and practices:

## Contract lifecycle management

Contracting and obligation management used to be a chore. We use technology and refined processes to help organisations turn it into a business differentiator, with benefits including shorter time to contract. These are just some of the services we can offer:

- Contract strategy, creation and execution (designing terms, conditions, policies and playbooks, developing template standards and clause libraries, standardising contract processing and risk review)
- Contract storage and retrieval (physical and virtual storage, data abstraction)
- Obligation and risk monitoring and management (performance to service levels and milestones, compliance with key terms, deviation analysis and ongoing risk identification, notification and alerts).

## Contract analytics, remediation and streamlining

Getting a full view of all your contractual arrangements is difficult enough. Verifying the actual execution against the contractual agreements you've made is even more challenging.

Our contract analytics toolset combined with our data and commercial expertise will help you see and understand your contracts and their execution more clearly, and ultimately get more value out of your contractual relationships.







**Contract solutions**  
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Contract managed services solution to (i) digitise workflows to reduce cycles, structure data and provide better controls from request to execute, (ii) reduce cost by leveraging tech + our scalable low-cost service centres to deliver scale for execution-level support, (iii) improve alignment with business product strategy.



**Regulatory**  
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Address regulatory responses (client outreach and remediation).



**Discovery**  
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Discovery managed services and virtual managed document review.



**Deals**  
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Deals support for legal (legal due diligence, day 1 readiness, integration, separation synergy capture).



**IP**  
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Provide IP managed services.



**Claims**  
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Provide claims management support.

## Document review and functional analysis

Large-scale reviews of your contract portfolio can be a tedious and expensive undertaking, whether they are done in response to regulatory changes, to bring things into line with internal policies and procedures or simply to get your house in order. We can tackle your contract remediation projects from start to finish using a multi-disciplinary team from our global network of lawyers, technologists and project managers and involving world-class technology and offshore delivery centres. The result is the optimum balance between quality and cost.

Reviewing large volumes of documents need not be a painful chore. We help clients reduce this unnecessary burden while at the same time gaining greater control over costs and a greater insight into the important data impacting their business. After the review, we help teams ensure that information which can be used to drive the business forward is brought to the surface on an ongoing basis. We can also help identify key learnings and implement changes to the business to mitigate against future risk. Our services include:

- Substantive analysis of electronically stored data and repositories
- Review of the data extracted related to business intelligence
- Data redaction
- Foreign language capabilities
- Deviation analysis and risk review

## Regulatory radar

Our package combines the expertise of a law firm with world-class technology and process know-how to provide you with a streamlined service that functions as a seamless extension of your in-house team. The benefits of this service include standardising documents and process flows, knowledge transfer, developing decision trees, using technology-enabled platforms, providing scalable teams to manage peaks and troughs in the workflow and implementing a continuous improvement programme.

## Legal due diligence

Legal due diligence is a critical part of any M&A transaction. Our team of experienced due diligence lawyers can provide you with a full-service review of national and international transactions in all industries. We are experts in buy-side M&A and vendor due diligence, and also conduct comprehensive global reviews for carve-out and integration projects.

We provide a tailored, technology-supported service, focusing on key value drivers or deal blockers when requested. We provide clear commercial and practical recommendations on how to proceed with SPA negotiations in the shortest possible timeframe.



## Flexible Legal Resources

Build your in-house legal team on demand. Businesses of all sizes and across all sectors rely on us to meet their legal, regulatory and compliance obligations. You can turn to FLR for a faster, more efficient, high-quality, reliable and cost-effective expansion of your team with legal and regulatory resources on demand.

### Flexible Legal Resources for short-term projects:

Partner with us to tap into our network of Flexible Legal Resources, where skilled legal professionals are available for short-term assignments. Whether it's a specialised project or additional support during busy periods, our diverse pool of talents ensures you have the right expertise when you need it. This model offers you the flexibility to augment your team's capabilities without committing to long-term engagements. We help you make the most of cost efficiencies, and relieve the burden of operational overheads and employee management without compromising on quality.

### Permanent Legal Resources for long-term success:

Building a robust legal team is crucial for long-term success. Our Permanent Legal Resources provide you with the opportunity to integrate top-tier legal professionals who are aligned with your organisation's values, culture, and objectives. Leverage our expertise to find the perfect match for roles that contribute to your team's growth and success. Our tailored recruitment process guarantees seamless integration, ensuring a productive and efficient collaboration.

You can rest assured that our talent pool has been through the rigorous PwC selection procedure and delivers high-quality work.



**Resourcing gaps**

Answering talent needs due to attrition, parental leaves or incoming new hire waiting periods.

**BAU overflow work**

Offering flexible support due to head-count freezes, unclear or unapproved business case for new FTEs or in the context of a more strategic workforce variabilisation initiative.

**Project work**

Triggering ad-hoc, on call specialist know-how when expanding into new business segments, running contract remediation or policy review / re-write projects.

**Workflow spikes**

Additional temporary headcount requirements due to end of quarter or year-end work spikes, complex corporate investigation, eDiscovery or litigation event or a corporate restructuring binding a lot of internal resources.

**Law firm displacement**

Cost pressure making alternative sourcing models a necessity and leading to a repatriation of work away from external law firms to flexible, cheaper resources as well as an unbundling of legal tasks into bespoke service packages allocated to different providers most suitable for the job.



# Connected Expertise

We believe in intradisciplinary collaboration: we are stronger and more effective when we work together.

Get in touch with us to learn more about what we do and to have a chat about your company's specific needs.





# Contacts



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