

Legal Outsourcing Management Strategies 2009

Business Development Road Map

3rd & 4th June 2009

The Claridges, New Delhi, India

10% Discount for early registration

(Registration within 48hrs upon receipt of enrolment form)

PROGRAM OVERVIEW

Currently the global and domestic economy faces drastic challenges. There has been much focus on legal outsourcing in the need of cutting costs, risk free service, timely managed work and quality end result. In order to be able to deliver such solutions it is essential for the legal industry targeting corporate clients to have a sound management process. More than US\$ 200 billion is spent annually on legal services, which keeps rising by 5-7% every year. This is tremendous business which has led to a sudden multiplication of players in the field: small & large law firms, sole practitioners, legal research companies, attorneys, LPOs, and legal departments of various corporate sectors. Are you prepared to win ground and increase gain?

This year's two day conference will give you the opportunity to network and strike deals with the best in the industry as well as discuss hot topics and solutions that will assist you now and increase your effectiveness and efficiency in the future.

WHY SHOULD YOU ATTEND

- Apply new LPO business and management strategies
- Understand the latest industry trends and developments – including best practice for selecting LPO partners and issues connected with shared practices, quality, ethics and risk.
- Know about existing domestic opportunities for outsourcing
- Have a greater understanding of the industry in the buyers and vendors market
- Discover effective marketing and business procurement strategies
- Learn how to measure the ROI in your legal outsourcing relationship
- Understand best practices to be followed to serve foreign clients

WHO YOU WILL MEET AT THE CONFERENCE

- Legal Process Outsourcing Experts
- General Counsel & Corporates
- Outsourcing Transactions Attorneys
- Data Privacy Specialists
- Law Firms
- IP counsel
- Litigation Support Professionals
- LPOs & BPOs

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India Business Law Journal

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SPEAKERS INCLUDE

- Michael Ford
Executive Vice President, **AMERICAN DISCOVERY**
- Deepak Gupta
Vice President & Sr. Counsel – Asia, **AMERICAN EXPRESS**
- B. Gopal Krishnan
President & Head- Legal, **AXIS BANK**
- Abhi Shah
CEO, **CLUTCH GROUP**
- Dinesh Sawant
COO, **CLUTCH GROUP**
- Shantanu Ghosh
Vice President - LPO, **EXL SERVICE**
- Dr. Akhil Prasad
Director & Head- Legal, **FIDELITY BUSINESS SERVICES INDIA**
- Salman Waris
Head of TMT Practice, **FOX MANDAL LITTLE**
- Matthew Banks
SVP Legal KPO, **INTEGREON**
- Rohit Kochhar
National Chairman & Managing Partner, **KOCHHAR & CO**
- Pankaj Parnami
Founder Director, **KPO CONSULTANTS**
- Mark Ross
Vice President - Global Marketing & Sales, **LAWSCRIBE INC**
- Tariq Akbar
Chief Executive Officer, **LEGALEASE SOLUTIONS LLC**
- Ashish Mathur
Head – Business Development & Marketing, **MAHINDRA WORLD CITY (JAIPUR) LIMITED**
- Rohan Dalal
Managing Director, **MINDCREST INDIA PVT. LTD.**
- M.B. Gagan Ganapathy
Senior Associate, **MORGAN WALKER SOLICITORS LLP**
- Sanjay Kamlani
Co-Chief Executive Officer, **PANGEA3**
- Sirisha Gummaregula
COO, **QUISLEX**
- Ritvik Lukose
Vice President, **RAINMAKER T&R**
- Pavan Duggal
Advocate, **SUPREME COURT OF INDIA**
- Aparna Viswanathan
Advocate, **VISWANATHAN & CO.**
- Nandita Swarup
Vice President- Legal & Company Secretary, **WAL-MART**
- David M. Hickey
Partner, **WINSTON & STRAWN LLP**
- Vishal Agarwal
Sr. Manager, LPO, **WIPRO BPO**

SOLUTIONS FOR KNOWLEDGE-DRIVEN PROFESSIONALS
Research Solutions Client Development Analytics

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Nagpur

AGENDA

Day 1 - 3rd June 2009

- 0930 **Chairperson's Opening Remarks**
Mark Ross, Vice President - Global Marketing & Sales, LAWSCRIBE INC
- 0945 **Why Corporates/Law Firms Choose India as an Off-shore Destination**
- The benefit of time difference, language and communication for global companies
 - How to save 50 to 70 % of your costs
 - Efficient, effective & economical legal support services
 - Reduced dependence on outside counsel for non-strategic services
- Abhi Shah, CEO, CLUTCH GROUP
- 1030 **What Curative Measures Can be Taken to Improve LPO Business?**
- Analyzing structure and performance of traditional process models
 - Evolution of in-house priorities and business needs
 - A glimpse into the future: what is in store for outside relationships?
 - Cost-effective integration of business processes
- Vishal Agarwal, Sr. Manager, LPO, WIPRO BPO
- 1115 **Jaipur as an Emerging IT/ITeS Destination with focus on LPO**
Ashish Mathur, Head – Business Development & Marketing, MAHINDRA WORLD CITY (JAIPUR) LIMITED
- 1125 **Refreshments**
- 1155 **Compliance Issues on Fundamentals Concerning LPO's**
- Proper Utilization of outsourced services to avoid shifting of decision-making role
 - Maximize on service by providing Uninterrupted Delivery of Legal Support
 - Maintaining Quality and service delivery measures
 - Learn ways to prepare new compliance programs
 - Reduced dependence on outside counsel for non-strategic services
- Sirisha Gummaregula, COO, QUISLEX
- 1240 **How to Create and Implement Ethical Practices to Your Business**
- Successfully counter and mitigate the malpractice
 - Ethical implication while handling outsourcing work
 - Handling internal investigations and audit
 - Avoid conflicts of interests with client
- Mark Ross, Vice President - Global Marketing & Sales, LAWSCRIBE INC
- 1310 **The Myths and Realities of Legal Outsourcing**
- Providing clarity regarding the benefits of LPOs for both corporate counsel and law firms.
 - Removing some of the misconceptions regarding LPOs.
 - Comparing successful LPO models.
- David Hickey, Partner, WINSTON & STRAWN LLP
- 1355 **Networking Lunch**
- 1455 **Panel Discussion- Impact of Recession to Indian LPO Business**
- Retain your clients with a strong management process
 - Sustainability of LPO in this competitive environment
 - Attracting outsourcing of legal paralegal and back office support services
 - Improved invoicing & cash flow
- Pankaj Parnami, Founder Director, KPO CONSULTANTS
Shantanu Ghosh, Vice President - LPO, EXL SERVICE
M.B. Gagan Ganapathy, Senior Associate, MORGAN WALKER SOLICITORS LLP
- 1540 **The Top 10 Concerns of Customers/Law Firms While Dealing with LPO's**
- Gains in efficiency & productivity, Improved Customer services
 - Successfully understanding customer apprehension and fear
 - Amend plans according to corporate desires
 - Guiding principle to plan marketing and sales campaign
- Michael Ford, Executive Vice President, AMERICAN DISCOVERY
Nandita Swarup, Vice President - Legal & Company Secretary, WAL-MART
- 1625 **Refreshments**
- 1645 **Measuring ROI in Your Legal Outsourcing Relationship**
- Perfect estimation of legal costs, Lower average rates
 - The value proposition to a general counsel
 - Be able to retain your customer
 - Learn how to serve clients better
- Sanjay Kamrani, Co - Chief Executive Officer, PANGEA3
- 1730 **Chairperson's Closing Remarks**
- 1740 **End of Conference Day One**

AGENDA

Day 2 - 4th June 2009

- 0930 **Chairperson's Opening Remarks**
Michael Ford, Executive Vice President, AMERICAN DISCOVERY
- 0945 **Keynote Speech**
Examining the Growing Trend of LPO Off Shoring
- Debating whether the legal industry is on the periphery of a revolution
 - Analyzing Work styles and processes.
 - Evaluating the impact of BPOs, KPOs, VC and PE funding in the LPO market
- Rohit Kochhar, National Chairman & Managing Partner, KOCHHAR & CO
- 1030 **Issues of Quality on Delivery Process and Training and How it Fits with Legal Practices**
- Understand US Legal process & procedures
 - Learn how to link your operations with international practices.
 - Importance of quality assurance, training models and significance of value training
 - Effective build-up to business model expansion
- Rohan Dalal, Managing Director, MINDCREST INDIA PVT. LTD.
Dinesh Sawant, COO, CLUTCH GROUP
- 1115 **Refreshments**
- 1145 **Managing the Cost of eDiscovery: Strategies for Cutting Cost and Maximizing Value**
- Creating new protocols and strategies that coincides with Legal Department
 - The positives and negatives of creating a legal technology liaison
 - Efficiently managing outside counsel
 - Cost-benefits of implementing new technology and software for long term cost reduction
- Dr. Akhil Prasad, Director & Head- Legal, FIDELITY BUSINESS SERVICES INDIA
- 1230 **Panel Discussion**
Liabilities of LPO's Under the Indian Cyber Law?
- Start thinking in the appropriate track to counter liability and meet compliance
 - Peep to the formulation of new Laws
 - Possibility of Huge Exposure into both criminal and Civil Liability
 - Understand the recent ammendments in the IT Act 2000
- Pavan Duggal, Advocate, SUPREME COURT OF INDIA
Aparna Viswanathan, Advocate, VISWANATHAN & CO.
Salman Waris, Head of TMT Practice, FOX MANDAL LITTLE
- 1315 **Networking Lunch**
- 1415 **Exploring the Future of Legal Outsourcing: The Next Generation**
- Comparing and evaluating the Asian territories
 - Discussing what type of legal works can be outsourced Next 10 Yrs!
 - Evaluating LPO firm consolidation & maturation: Impact on the industry
 - Getting LPOs, BPOs, the Private Equity/Venture Capital input into India
- Tariq Akbar, Chief Executive Officer, LEGALEASE SOLUTIONS LLC
Ritvik Lukose, Vice President, RAINMAKER T&R
- 1500 **Panel Discussion**
Opportunities in the Indian Domestic Market in
- Litigation Support
 - Intellectual Property
 - Due Diligence
 - Legal Research
 - Contract Management
- B. Gopal Krishnan, President & Head- Legal, AXIS BANK
Deepak Gupta, Head- Outsourcing, India, AMERICAN EXPRESS
- 1545 **Refreshments**
- 1615 **Industry Trends: Developing Global LPO**
- Industry development trends
 - Globalization
 - Service integration
 - Role of technology
- Matthew Banks, SVP Legal KPO, INTEGREON
- 1700 **Chairperson's Closing Remarks**
- 1715 **End of Conference**