



ServiceNow LSD (Legal Service Delivery) Implementation: Streamlining Legal Operations at NTT

Client Overview:

NTT Data, commonly called "NTT," is a preeminent global leader in technology services, renowned for delivering innovative and comprehensive IT and communications solutions. Operating across more than 200 countries and regions, NTT facilitates organizational digital transformation through advanced technologies, resilient infrastructure, and a steadfast commitment to excellence. Its broad service portfolio encompasses managed services, cloud solutions, network services, and cybersecurity offerings, positioning NTT as a reliable partner for businesses on a global scale.

Challenges Highlight:

Historically, NTT's legal team utilized manual, paper-based systems and Excel spreadsheets to oversee various legal processes. Requests for legal support were dispersed across multiple communication channels, including emails, telephone calls, instant messaging, and face-to-face interactions. Furthermore, managing internal stock trading programs for employees involved a cumbersome, manual procedure encompassing stock clearance, approvals, and sales. These inefficiencies resulted in significant challenges in tracking legal matters, optimizing resource management, and ensuring compliance.

Key Objectives:

- Enhance and modernize legal operations through streamlined processes.
- Develop a secure and integrated digital ecosystem.
- Optimize the management of documents to improve efficiency.
- Accelerate the retrieval of information to support timely decision-making.
- Foster collaboration among legal professionals and other organizational employees.
- Decrease operational costs and mitigate the occurrence of errors.
- Augment the overall responsiveness of the legal team.

Solution Highlights:

In consultation with Nihilent, a prominent consulting and services firm, the leadership of NTT has resolved to implement ServiceNow LSD (Legal Service Delivery) to address existing challenges. ServiceNow LSD represents a comprehensive solution intended to automate and streamline legal-related services, thereby offering a contemporary approach to legal operations management

1. Planning, Assessment, and Workshops:

The Nihilent team systematically organized workshops with client stakeholders to collect and formalize requirements. Furthermore, the team thoroughly analyzed the current systems and processes in collaboration with the client to pinpoint areas for enhancement. Upon completing the requirements gathering phase, the Nihilent team developed a formal project plan and commenced the implementation process.

2. Design and Implementation:

Following several iterations of workshops, the Nihilent business analyst and technical team systematically documented comprehensive requirements, use cases, technical design documents, and other relevant materials essential for deploying the ServiceNow LSD solution. The documented requirements were meticulously reviewed and approved by the client-side leadership team. Subsequently, Nihilent designed and implemented a tailored LSD solution, ensuring alignment with the client's business objectives based on the formally sanctioned requirements.

3. ServiceNow LSD:

Nihilent has designed a distinctive, tailored LSD (Legal Service Delivery) solution and has progressively integrated ServiceNow LSD to improve legal operations significantly. This comprehensive solution includes:

- **Service Portal for Interaction:** A centralized service portal has been established as a primary point of interaction for employees seeking legal services and support.
- **Legal Requests and Support:** The portal allows employees to submit legal requests effortlessly, enhancing request visibility and tracking.
- **Internal Stock Trading Programs:** Automation of stock clearance, approvals, and selling processes has been implemented, ensuring compliance and reducing manual labor.
- **Document Management and Collaboration:** Optimized document management has been facilitated, expediting information retrieval and fostering collaboration among legal professionals and other employees.
- **Customized Legal Catalog:** A Legal Service Catalog with a user-friendly interface has been developed to streamline the process of requesting legal services.
- **Customized Record Producers:** Record producers have been tailored to create records in application-specific tables, ensuring a seamless data entry.

- **Customized Workflows:** Workflows have been developed to address specific needs, enhance approval processes, and ensure efficient auto-approval mechanisms.
- **Email Notifications:** Conditional notifications have been introduced to trigger emails based on predefined criteria, providing timely communication in response to dynamic events.
- **Customized Reports and Dashboards:** Customized reports and dashboards have been created to deliver comprehensive insights into legal matters, requests, and compliance within the organization.
- **Customized User Interface:** The user interface has been enhanced with additional buttons to streamline the approval and rejection processes, ensuring adherence to relevant limitations.

Benefits Realized:

The deployment of ServiceNow LSD at NTT Ltd. yielded numerous substantial advantages:

- **Efficiency Gains:** The optimization of legal workflows has led to enhanced operational efficiency, expedited document management, and more effective information retrieval.
- **Cost Reduction:** Automation has significantly lowered operational expenses, and reduced errors have contributed to cost savings within legal processes.
- **Enhanced Collaboration:** The introduction of real-time communication via the service portal has improved collaboration among legal professionals and other employees.
- **Comprehensive Insights:** Tailored reports and dashboards have facilitated deeper insights, thereby supporting improved decision-making and compliance monitoring.
- **Increased Responsiveness:** The legal team has been able to deliver timely and strategic counsel, thereby enhancing responsiveness to organizational objectives.
- **Enhanced Employee Service Offerings:** The system has broadened the scope of employee services by providing a single, transparent platform for the efficient management and oversight of approval and fulfillment processes within the trading framework.
- **Streamlined Approval and Fulfillment Processes:** The transition from manual and unstructured email procedures to an easily accessible self-service interface has resulted in a more seamless and efficient workflow.
- **Broad Visibility on Legal Service Requests:** The system offers a comprehensive overview of legal request statistics, improving visibility and monitoring capabilities.



Conclusion

The deployment of ServiceNow Legal Service Delivery (LSD) by Nihilent has significantly enhanced the legal operations at NTT Ltd., establishing an advanced digital infrastructure that refines document management, expedites information retrieval, and fosters collaboration. This solution has streamlined operational processes, achieved cost reductions, and heightened overall responsiveness. Consequently, it has enabled NTT's legal team to concentrate on strategic advisory roles, supporting the organization's objectives.

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