

# Navigating 2022

## Plans and priorities for NZ in-house legal teams

*Findings from a survey of how New Zealand's in-house legal teams are adapting and transforming to business and economic challenges.*

Our survey results reveal that 75% of in-house legal teams are facing the crunch with time constraints, which appear to be forcing a focus on increasing efficiencies through the smart use of technology. Results show that 92% of survey respondents are focused on becoming more efficient, which is the clear driving factor of in-house transformation initiatives in 2022.

**52%** of in-house teams are prioritising **digitisation and efficiency** as a key strategic initiative

**Lack of time** is the main challenge for delivering transformation activity for

**75%** of in-house teams

**Increasing efficiency** is the key driver for transformation activity for

**92%** of in-house teams

Over **40%** of in-house teams are looking to **change how they work with internal stakeholders**, with a big focus on using toolkits and playbooks to create more of a self-service model

Two key themes dominate our 2022 survey results:

- More than half of all in-house teams (52%) are prioritising digitisation and efficiency as a key strategic initiative;
- Over 40% of in-house teams are looking to change the way they work with their internal stakeholders, with an increased use of toolkits and playbooks to create more of a self-service model for the business.

### Digitisation

Our survey revealed an increasing digitisation of in-house legal tools, and a strong focus on creating efficiencies through technology.

For example in our **August 2020 survey** only **4%** of survey respondents were looking at document drafting/automation. Less than two years later, we are seeing a five-fold increase, with **22%** of in-house teams planning to introduce some form of document drafting/automation technology.

There have been a number of high-profile examples of in-house teams across industries reaping the benefits of automating the creation of documents/contracts and we believe this is driving interest in this area. Benefits include saving in-house team time, increased accuracy of documents and an improved experience for all parties involved.

### Creating efficiencies

We're seeing a strong trend towards in-house teams looking to maximise productivity, with **41%** of respondents saying they are planning on passing certain legal work back to the business by creating playbooks, risk matrices, self-service portals and the like. This frees up in-house teams to become more efficient so they can focus on high value strategic work.

The number of teams looking to use new resource models has halved, with **85%** of respondents saying their team does not plan to use contract lawyers or any outsourcing of legal processes in the next 12 months. Teams are focusing instead on better, more productive use of their in-house skillsets to support businesses that are, in turn, looking to work smarter.

### Budget is less of a barrier

Securing budget appears to be much less of a challenge in 2022 than it was in our survey two years ago. Only **25%** of respondents reported it as an obstacle to delivering transformation activity compared with **57%** in 2020.

Having gone through two years of the global Covid-19 pandemic when businesses were forced to pivot swiftly to remote working, there is a general acceptance that tech and transformation activity needs investment and that the benefits will be reaped.

## We can help

For many in-house teams, the key to successfully implementing transformation activity and new tech is to start small. It's also key to ensure you properly understand the problems you are trying to solve and the benefits you are trying to achieve. Spending time to understand and document the needs of the in-house team and their

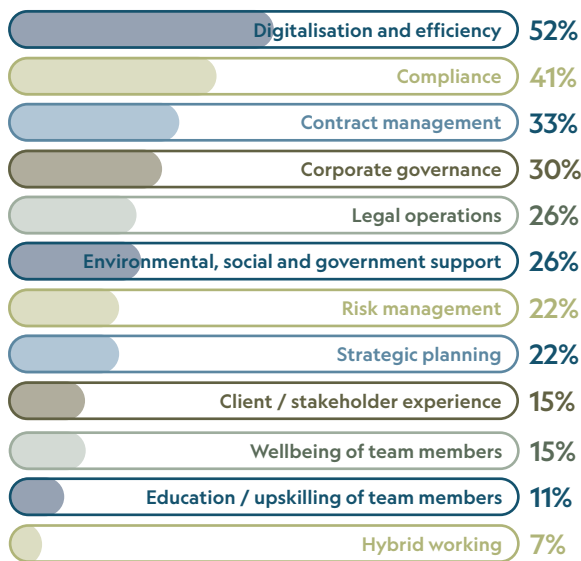
stakeholders, and mapping your processes, are two excellent ways to get clear on problems to solve and benefits to target.

Our Business Transformation and Innovation team are always keen to share methods and tips for identifying needs and mapping processes so be sure to get in touch if there is anything your team is keen to explore.

## Summary of survey results

This survey was conducted over two weeks from 18 March 2022. We received responses from members of 27 in-house teams across New Zealand representing a mix of sectors including business, education, energy, financial services, insurance and local government.

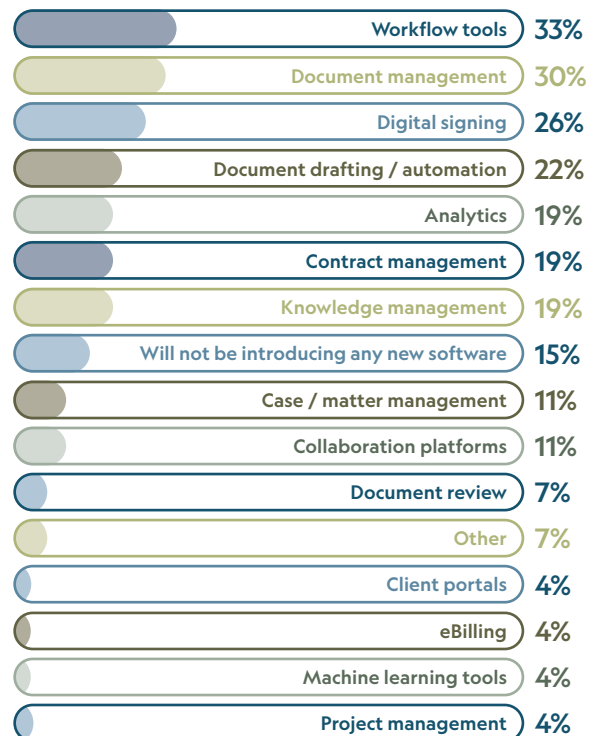
Q1. In the next 12 months, what areas do your team's top strategic initiatives fall into?



Q2. In the next 12 months, does your team plan to introduce new roles (for example, Privacy Specialist, Legal Operations Manager, Improvement Advisor, Technology Specialist)?



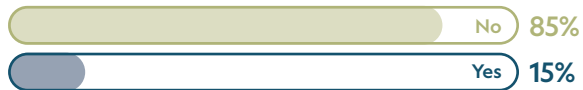
Q3. In the next 12 months, what new technology (if any) does your team plan to introduce?



Q4. In the next 12 months, does your team plan to implement new ways of delivering services to clients / stakeholders (for example, play books, self-service portals, risk matrices / flow charts)?



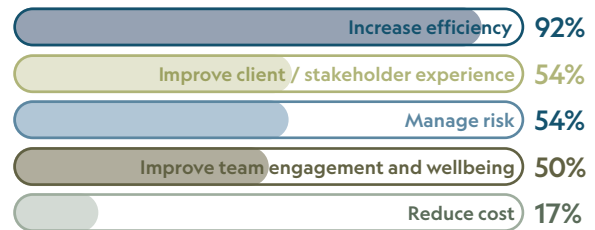
Q5. In the next 12 months, does your team plan to use new resourcing models (for example, contract lawyers, legal process outsourcers)?



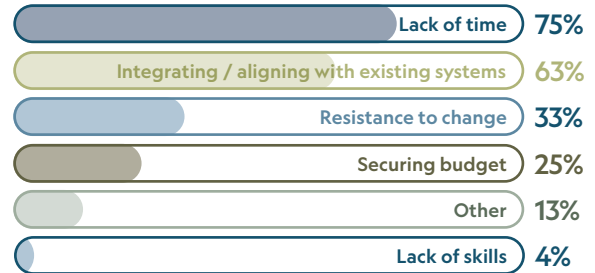
Q6. In the next 12 months, does your team plan to introduce new skillsets into how you work (for example, agile principles, lean methodologies, continuous improvement, design thinking)?



Q7. What are the key drivers for transformation activity?



Q8. What do you expect the main challenges to delivering transformation activity to be?



## Contacts



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