



Carl White

Director, CX & Legal Transformation, PwC NewLaw

INNOVATION IN LAW

9:45am-10:45am

Legal Operations Part 1: Legal metrics and right resourcing

Legal operations is a term used to capture human and technical resources that enhance legal practice, either within a private practice or legal department, capability to produce better, faster, more efficient, cost-effective, and risk-mitigating delivery of legal services.

In this session, Mick will explore two of the hottest topics driving change in legal operations today: Legal Metrics and Right Resourcing. This is a session for legal department and law firm practitioners to learn how metrics and right sourcing are transforming the delivery of legal services.

Mick will cover turning data into metrics and metrics into insights that tie into strategy. He will also cover how metrics and process mapping empower lawyers to optimise their functions and make more effective resourcing decisions. These disciplines are rapidly changing the legal landscape and are critical for private practice and in-house lawyers to stay on top of.

About Carl White

Carl entered the legal profession with Ashurst (UK) in 2002 and founded CXINLAW in 2012. Since that time, he has led a passionate team of legal people and experience makers who develop the service culture and client experience advantage of law firms.

Carl has expertise in L&D and employee experience, OD and service design. He studied theatre arts and practice at the Royal Academy of Dramatic Art (RADA) in London before forging a unique career path in the services sector and law.

In 2019, Carl became a faculty member and Distinguished Fellow at the Centre for Legal Innovation. Carl has authored market-leading research supported by the College of Law and ALPMA and is now a recognised expert in law for Client Experience.