

# NEWS RELEASE

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## **Legal Research Center Introduces Customized Knowledge Management Advisory Services**

**-- Two-Step Process, Led By “Dream Team” of KM Specialists, Leads to Specific Plan  
That Can Reduce Average Corporate Legal Spend By 5 Percent in 12 Months --**

**Minneapolis – September 24, 2003** – Legal Research Center, a leading provider of outsourced legal research, compliance e-training and knowledge management (KM) services, has assembled a team of nationally recognized legal KM specialists and thought leaders to help law firms and corporate law departments design and implement customized knowledge management programs.

The deployment of an aggressive KM cost improvement plan has been proven to deliver a reduction in the typical corporate legal spend by at least five percent within 12 months, and to generate \$1 million in savings for each \$4 million spent on legal research.

“Legal knowledge is the last buried treasure for law firms and corporate law departments wanting to cut costs and increase productivity,” said Jim Seidl, president of Minneapolis-based Legal Research Center (LRC). “Recent studies have revealed that 60 percent of legal professionals spend at least an hour a day duplicating work that someone else in their law firm or departments has already completed. By delivering improved access to previously created workproduct, legal KM is the magic bullet to increased efficiency, reduced redundancy and measurable cost savings.”

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According to Seidl, LRC set out to create a “best-in-class” team of legal KM advisors who could collectively assess, design and deploy customized enterprise-wide KM programs to improve their clients’ bottom lines. LRC’s team of legal KM specialists include: Jonathan Bellis, partner in charge of the Law Firm & Law Department Services Group of PricewaterhouseCoopers; Ron Friedmann, president of Prism Legal Consulting; and George Tziahanas, LRC’s vice president of KM Services. Tziahanas recently authored a White Paper, “Legal Knowledge Management: A Holistic Model,” which can be downloaded for free at [www.lrci.com](http://www.lrci.com).

“The approach we take with our KM Advisory Services is very focused and involves two basic components of consulting work,” explained Tziahanas. “First, we perform a thorough KM Needs Assessment, in which we conduct on-site discovery and produce detailed recommendations outlining the firm or department’s potential KM solutions. Second, we create a customized KM Design Plan, which consists of the specific design requirements for a unique KM solution that will produce cost savings and increased productivity for the firm or department.”

According to Tziahanas, these two components are fixed-price, fixed-duration studies conducted by LRC’s team of KM specialists. In addition, the KM Advisory Services team is available to help law firms and law departments with other KM needs that arise as a result of the two-step consulting engagement.

The introduction of LRC’s customized KM Advisory Services comes in the aftermath of a landmark legal KM study that surprised many legal observers. According to the 2003 *PricewaterhouseCoopers – Legal Research Center Knowledge Management Study*, the most comprehensive study ever conducted regarding KM trends in the worldwide legal profession, more than two-thirds of U.S. legal professionals who work in organizations that have implemented a KM system report that they use their KM systems either frequently or all the time.

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This empirical finding was particularly striking because many legal technology observers had predicted that KM adoption rates would be low for law firms and law departments due to a wide range of cultural organizational challenges.

“Moreover, of the survey respondents who reported a positive ROI from their KM program, 85 percent of the law firms and 78 percent of the law departments indicated that their KM program either meets or exceeds their targeted ROI,” said Seidl. “These metrics signal a very positive and reassuring message that KM can deliver high value and impressive pay-back to both law firm and law department end-users.”

The Study was conducted by Legal Technology Institute (LTI) at the University of Florida Fredric G. Levin College of Law. To order a copy of the complete *PricewaterhouseCoopers and Legal Research Center KM Study*, go to [www.law.ufl.edu/lti/research/KM](http://www.law.ufl.edu/lti/research/KM).

Legal Research Center has been helping corporate law departments and their outside counsel reduce their research costs and efficiently manage their legal knowledge for nearly 25 years. LRC’s primary services are outsourced legal research, knowledge management, and compliance e-training. LRC’s research attorneys are honors graduates who have practiced law for at least two years, and many for over twenty-five, in major law firms and corporate law departments throughout the United States. LRC’s corporate vision is to remain the nation’s premier provider of outsourced legal research, knowledge management, and compliance e-training services, culturally committed to operational excellence, customer intimacy and product/service innovation. For more information, please go to [www.lrci.com](http://www.lrci.com).

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