

# Acritas Insight Report

ADVISORY BOARD AND PANEL  
2012 ONLINE ROUNDTABLE  
DISCUSSION SERIES



# One Step Ahead: Challenges Facing Your Peers

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On 19 July, Acritas hosted an online roundtable discussion for its Advisory Board members and Sharplegal respondent panel on the business challenges facing legal departments.

Unsurprisingly *‘regulation’* and *‘legislation’* are cited by global general counsel in the world’s largest companies as being the main business challenge facing their organization – however, Acritas’ Sharplegal survey reveals a range of other challenges referenced, which overall make up 72% of the total responses.

The challenges being faced varies by industry sector and geographic location and so during the call Acritas provided access to the most relevant and up-to-date peer insight. When armed with the latest benchmarking data, legal departments can then demand more from its law firms. This report summarizes the major themes and issues discussed.

Speaker and Co-Chair:

**Bruce McMillan, General Counsel at Legal Services Board**, and Advisory Board member shared his views and opinions on the issues in-house counsel are experiencing, together with thoughts on future challenges they expect to face in the near future.

Prior to working at the Legal Services Board, the oversight regulator for the English and Welsh legal profession, Bruce worked at Dell Computers where he was EMEA Senior Counsel for the Consumer, Retail and business distribution divisions. Prior to Dell, he was UK Head of Legal for telecoms groups Tele2, and Alpha Telecom.

### *“Doing more with less”*

Sharplegal 2011 revealed a significant challenge facing organizations around the world: achieving more with already stretched resources. Factors driving the need to ‘do more’ are specific to each sector, and are outlined in more detail below. However, what is clear is that many organizations are utilizing their existing resources in **new or increasingly complex areas**. One Board member commented:

*“How to match the growth of the company, and enable it, without expanding our department at the same pace as our top and bottom line revenues and profits is a challenge.” [TMT, US]*

Some organizations are moving into **international and emerging economies** which means that they are dealing with the legal challenges posed by unfamiliar regulation. An **increasing regulatory burden** is already being felt on a domestic level – this is the most commonly mentioned challenge facing buyers, followed by the economic outlook – particularly in the UK and the finance and energy sectors. One US general counsel said:

To continue reading this report you will need to complete Acritas’ Sharplegal survey.

### **Sharplegal: What is involved?**

The survey is conducted by phone. Your interview will take approximately 10 minutes to complete, depending on the length of your answers. Your responses will be gathered in line with the Market Research Society’s Code of Conduct ie Acritas will keep your individual answers strictly confidential and they will not be forwarded to any third party without your permission.

### **Take part**

To schedule a convenient time to be interviewed please contact Michelle [mnesbitt-burrell@acritas.com](mailto:mnesbitt-burrell@acritas.com) or call +44(0) 808 1783020

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SHARPER INSIGHT



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