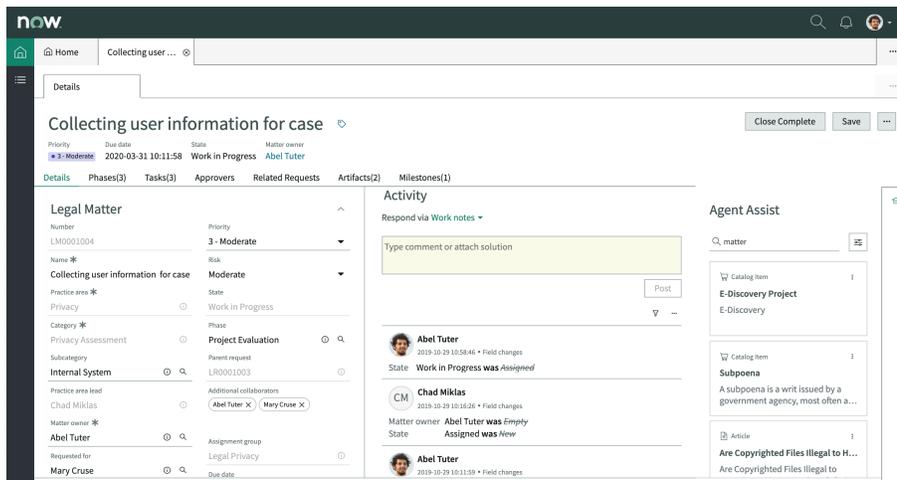# ServiceNow® Legal Matter Management

Escalate and track ongoing legal matters without spreadsheets

ServiceNow® Legal Matter Management removes the pain of email and spreadsheet trackers by providing a simple, secure and project centric approach to managing complex legal cases. Pre-defined and configurable matter templates help streamline the deployment process with defined phase, tasks, milestones and owners. Tasks can be distributed to individuals on a limited access basis as part of a discovery gathering process and removed upon completion, ensuring privacy and security is maintained throughout. Automated notifications and reminders are sent out to assigned task owners and business stakeholders ensuring everyone is kept informed throughout the process.

Out-of-the-box and custom legal matter templates allows legal operations to structure their complex legal matters in an organized manner while ensuring privacy is maintained

Digital Forensics Matter Template

Included as a bundled request and matter template with Legal Service Delivery, Digital Forensics provides a streamlined process for requesting and tracking eDiscovery custodial and non custodial queries across the enterprise. The workflow allows privileged departments such as HR, compliance, and workplace to efficiently request and append information in a structured way. The system can also reference 3rd party systems used by HR, Legal and compliance for required background details. The Digital Forensics app assigns and tracks each of the requests against an internal legal matter for complete visibility. The results are then used to continue the investigation to closure, providing legal teams with an efficient and secure way to assign and track digital forensic activity.

Key Benefits

• Deliver faster service with industry best practice workflows

• Organize matters by phase, task and milestones to ensure process is standardized and followed

• Track legal documents, notes and other matter artifacts to a secured storage area

• Ensure lawyer-client confidentiality by securing artifacts and notes from the underlying request

• Configure repeatable matter templates to codify standard operating procedures by practice area and matter type

• Gain real-time insight to balance legal demands against all other matters

Employee Workflows