



# ServiceNow LSD (Legal Service Delivery) Implementation: Streamlining Enterprise Legal Operations

## Overview:

A leading global technology services organization sought to modernize and digitize its legal operations environment. With a broad portfolio spanning managed services, cloud, network, and cybersecurity solutions, the organization required a scalable and structured legal service ecosystem capable of supporting complex global operations and improving operational efficiency.

## Challenges:

The legal function relied heavily on manual and fragmented processes, including:

- Paper-based workflows and spreadsheet-driven tracking
- Legal requests received through emails, calls, messaging, and in-person interactions
- Manual handling of internal stock trading approvals and clearances
- Limited visibility into legal matters and resource allocation
- Inefficiencies in document management and compliance tracking

These constraints resulted in reduced traceability, delayed response times, and increased operational overhead.

## Objectives:

- Modernize and streamline legal service delivery
- Build a secure, integrated digital environment
- Improve document handling and information retrieval
- Enhance collaboration between legal teams and employees
- Reduce operational costs and manual errors
- Improve responsiveness and decision-making support

## Solution Approach:

Working in collaboration with Nihilent, the organization implemented ServiceNow Legal Service Delivery (LSD) to automate and optimize legal workflows

## 1. Planning & Assessment:

- Conducted stakeholder workshops to capture requirements
- Assessed current processes and systems
- Developed implementation roadmap and project plan

## 2. Design & Implementation:

- Documented functional and technical requirements
- Prepared use cases and architecture artifacts
- Designed and deployed a tailored LSD solution aligned with business goals.

## 3. Platform Capabilities Delivered:

- Centralized service portal for legal interactions
- Simplified legal request submission and tracking
- Automated stock trading compliance workflows
- Enhanced document management and collaboration tools
- Customized legal service catalog and record producers
- Tailored workflows and approval mechanisms
- Conditional notification system
- Custom dashboards and reporting insights
- Improved user interface for streamlined actions

## Benefits Realized:

- **Operational Efficiency:** Optimized workflows and faster information retrieval
- **Cost Reduction:** Automation reduced manual effort and error rates
- **Improved Collaboration:** Real-time interaction through a unified portal
- **Enhanced Visibility:** Data-driven dashboards and reporting insights
- **Faster Responsiveness:** Timely legal guidance aligned with business needs
- **Expanded Employee Services:** Transparent and centralized approval processes
- **Streamlined Workflows:** Transition from fragmented communication to structured self-service
- **Better Monitoring:** Comprehensive oversight of legal service requests



## Conclusion

The implementation of ServiceNow Legal Service Delivery significantly transformed enterprise legal operations by establishing a modern digital foundation that improved visibility, efficiency, and collaboration. The solution enabled the legal function to shift focus from administrative overhead to strategic advisory contributions that better support organizational priorities.

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