

## Can your IT Department be a profit centre, not just a cost?

Over the last 3 months your IT department have done a fantastic job, almost overnight they made it possible for the whole firm to work from home. OK they have spent the last 5 years putting in place the infrastructure and software to make it possible. This has cost £millions and has now really made a return on that investment. For how many years have the naysayers rejected the idea of remote working, virtual meetings with clients and collaboration tools? How easy was the transition and what other changes are possible?

There are problems on the horizon - cyber-attacks are on the increase, is there a 2<sup>nd</sup> wave coming and budgets on all departments are being squeezed.

But as we start thinking about a recovery from Covid, is it an opportunity to think about changing the services your IT Department can deliver?

We have seen the challenge of the Big 4 Accountancy firms moving into the legal market to cherry pick client work and the struggle of which innovations law firms can make to fight that market squeeze? Clients like the fact that the Big 4 have multi-disciplinary approaches and the fact that they look at legal problems as business problems. What's more, they are cost-effective and more willing to invest and innovate. Decades of audit price pressure taught the Big 4 how to deliver at lower cost. This includes investing in tech, process improvement, project management, and knowledge management

Maybe it is time to take a leaf out of the Accountancy firms' book. They have a track record of building up their consultancy arms to produce alternative income streams other than just audit.

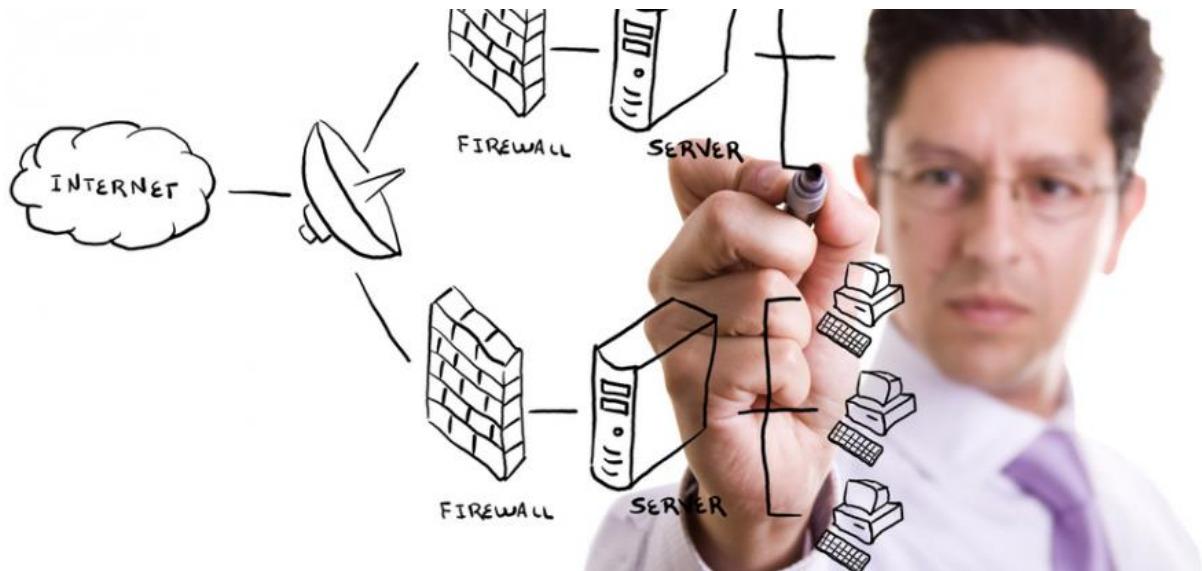
Can your IT department become a fee earner?



While we are seeing several firms, getting involved in Law tech. That is not what I am talking about here. It is direct IT services and consultancy, we have seen RPC

consulting and Kennedys IQ with their software offering for the insurance market and Mishcon de Reya with MDR Discovery, MDR Cyber and offer of Virtual DPO for GDPR.

As a commercial firm's trusted advisor, can you cross sell that relationship into providing other non-legal consultancy services that your IT can deliver? Your clients are trusting you with their data, they must trust your cyber security, remote working solutions, your suppliers, and your data protection processes. Does your firm do Private Client work, are those clients worried about Cyber security? Do they own firms which would benefit from using a trusted high-quality IT service provider?



The Covid pandemic will be putting a lot of stresses on all areas of your business, but also could be an opportunity to innovate some of your business model to look at turning parts of your support functions into a profit centre.