



Managing Outside Counsel Guidelines

Review and Compliance Support for Law Firms



Outside Counsel Guidelines (OCGs) govern the critical relationship between law firms and their corporate clients, outlining essential rules for billing practices, conflicts of interest, data privacy, diversity and inclusion, confidentiality, record retention, and more. Effective oversight of OCGs ensures compliance, safeguards client relationships, and helps to mitigate substantial financial and reputational risks, but with each client setting a unique set of requirements, managing OCGs can be daunting for even the most organized law firms.

The Challenge

For law firms, the sheer variety and complexity of OCGs across multiple clients can lead to missed obligations, inefficiencies, and potential noncompliance. Firms face significant challenges in:

- Ingesting, tracking, and monitoring terms across documents.
- Identifying and mitigating event-driven risks.
- Ensuring streamlined processes for compliance with widely varying client requirements.

QuisLex Can Help

Our managed service helps law firms simplify and centralize OCG ingestion, amendments, obligation tracking, reporting, and compliance, transforming an operational burden into an opportunity to create a competitive edge (and, most importantly, improve client satisfaction by removing unnecessary roadblocks from the provision of legal services).

What We Do

- 1 Centralized OCG Management**
Organize and store all OCGs in a central repository, with metadata profiling by region, law firm entity, and document type.
- 2 Obligation Mapping**
Identify, tag, and map each OCG obligation to specific, actionable steps.
- 3 Event-Driven Notifications**
Create alerts to highlight potential risks, ensuring proactive issue resolution.
- 4 Customizable Reports**
Generate detailed reports tailored to stakeholders, providing data insights for tracking and compliance, as well as identifying opportunities for process improvement.
- 5 Technology Integration**
We help our law firm clients evaluate and implement cutting-edge software, or simply integrate our services with their existing tools.

Case Study

A Scalable Solution for an Am Law 100 Firm: Human intelligence plus artificial intelligence (“HI + AI”) Accelerates OCG Negotiation, Execution, and Compliance

An Am Law 100 firm recently engaged QuisLex to review over 80 terms across their clients’ OCGs. We identified nuanced obligations including advance conflict waiver requirements, competitor restrictions, positional conflicts, security audits, breach notifications, cloud use, outsourcing restrictions, data privacy restrictions, and more.

LEGACY MIGRATION

- Migrated and centralized existing OCGs, enabling efficient identification and organization of obligations.
- Analyzed and tagged key terms for seamless post-execution compliance tracking.
- Categorized the OCGs and created reports to be routed to relevant stakeholders, pinpointing the specific obligations that they managed.

AI TRAINING AND INTEGRATION

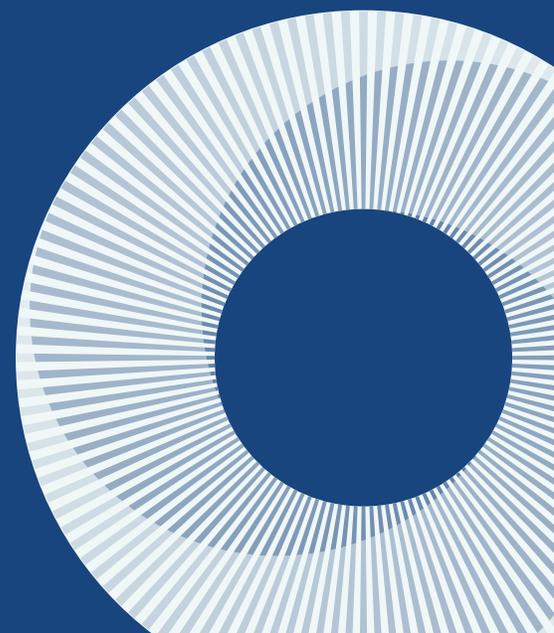
- Provided inputs based on the client’s OCG requirements to refine the terms.
- Tracked and provided feedback on AI’s performance on term tagging to improve the system’s automated outputs.

ENHANCED NEGOTIATION AND EXECUTION PROCESS

- By using the client’s selected system, we assisted with review and categorization of OCGs and created reports to notify relevant stakeholders of their obligations. This enabled a streamlined and more informed process for negotiating and executing new OCGs and updates.

QuisLex transformed a labor-intensive process into a scalable and efficient solution, providing long-term value and empowering the firm to manage OCGs with greater confidence, achieving the following results and value:

- **IMPROVED COMPLIANCE**
By implementing structured tagging, we enhanced tracking and monitoring capabilities and ensured better adherence to client requirements.
- **INCREASED EFFICIENCY**
Streamlined workflows for routing and approving obligations reduced negotiation time and eliminated bottlenecks.
- **ACTIONABLE INSIGHTS**
We delivered advanced reporting and metrics, enabling the firm to measure performance against their relevant KPIs.



Adding Value for Law Firms and Clients Alike

- **Faster Payments and Improved Realization Rates**
Streamlined OCG compliance reduces billing disputes, accelerates invoice approvals, and minimizes accounts receivable aging, ensuring quicker payment cycles and higher realization rates.
- **Scalability**
Seamlessly handle OCGs across multiple clients with ease and consistency.
- **Operational Efficiency**
Save time and resources with automated workflows, clear stakeholder reporting, and reduced unnecessary procedural steps.
- **Enhanced Compliance**
Reduce the risk of noncompliance with tailored, actionable insights.
- **Client Service Improvement**
Demonstrate professionalism and commitment to meeting client-specific requirements.
- **Data Visualization and Analytics**
Get ahead of risks and stay on top of trends and patterns by using data analytics to gain a competitive advantage.

Software Implementation and Ongoing Support

QuisLex also assists law firms with implementing document management and workflow tools commonly used to manage OCGs; a recent implementation in NetDocuments, for example, included the creation of software business requirements, data migration from legacy repositories, and organizing data in new folders/workspaces in accordance with specific law firm user personas. Our ongoing support for OCG management includes tasks such as system administration, access and permission management, document uploads, enhanced security measures, and continuously improving relevant system notifications and reports. QuisLex has experience with most of the leading software in this space, including Intapp, iManage, and a host of contracting and customer relationship management tools.

Common OCG elements that QuisLex teams track and analyze as a part of our service

Financial Management and Billing

- **Billing Practices and Procedures:** Rules for invoice submission, timing, format, and supporting documentation.
- **Hourly Rates and Fee Structures:** Approved rates, fee caps, discounts, or alternative fee arrangements.
- **Expense Reimbursement:** Policies for reimbursable and non-reimbursable costs, including travel and administrative expenses.
- **Matter-Specific Budgets:** Requirements for submitting and adhering to budgets for specific legal matters.
- **Prohibited Practices:** Explicit bans on specific practices, such as charging for administrative tasks or excessive research.

Relationship and Team Management

- **Staffing and Team Management:** Approval of team composition and use of non-partner roles.
- **Diversity and Inclusion Commitments:** Expectations for advancing diversity within teams handling the client's matters.
- **Communication Standards:** Requirements for regular reporting, updates, and prompt responses to client inquiries.
- **Training and Education:** Requirements for staff training on client-specific guidelines, technology, or compliance areas.

Compliance and Risk Management

- **Conflicts of Interest:** Requirements for disclosure and resolution of conflicts, including advance waivers and positional conflicts.
- **Confidentiality:** Protection of client information, including confidentiality clauses and non-disclosure requirements.
- **Data Privacy and Security:** Obligations related to cybersecurity, data breach notifications, and compliance with privacy regulations, including protocols for the redaction of personally identifiable information (PII).
- **Record Retention:** Guidelines for maintaining, transferring, and destroying client records.
- **Outsourcing and Subcontracting:** Restrictions on outsourcing work to third parties.

Technology and Operational Efficiency

- **Use of Technology:** Mandates for eBilling, secure file transfers, and other technology platforms.
- **Performance Metrics, SLAs, and KPIs:** Monitoring of key performance indicators and service quality standards.

Why Choose QuisLex?

As part of our broader expertise in contract management, we support the entire lifecycle of agreements—from clause library management to drafting and negotiating to post-execution compliance. Our software-agnostic approach ensures that we adapt to your systems, maximizing efficiency without disrupting your operations. We thrive on taming large, unruly data populations for legal organizations, and organizing and managing OCGs are a great example of how QuisLex's expertise can help law firms create a smooth, hassle-free experience for their clients.

WHAT MAKES US UNIQUE

- Founded in 2004
- 1,000+ Permanent Employees
- 60% of Project Leaders Are Women
- Six Sigma Certified Process Management Team
- 10-Year Average Tenure for Senior Project Managers
- Technology Expertise in Dozens of Legal Software Tools

WHAT WE HAVE ACCOMPLISHED

- Ranked "Band 1" in Chambers Contracts Support for 14 Years Running
- Two US Patents for Legal Quality Management Processes
- Five-time ACC Value Champion Award Winner
- World Commerce and Contracting Association Outstanding Service Provider
- ALM Intelligent Market Leader Award Winner

QuisLex

To learn more, please visit quislex.com/contact



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