

Digital Transformation in the Legal Department

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Well-defined pillars to make the digital journey much more efficient

1

Implementing a data-driven approach

2

Define objectives and priorities

3

Identify tools to improve productivity and efficiency

BEWARE OF THE INNOVATION AND ITS CONNECTION TO THE BUSINESS

LatAm Digital Platforms Landscape

Document Management	Task & Team Management	Expertise automation	CLM and signature	Analytics & Prediction	Litigation Management	Document Automation & AI	Online dispute resolution
 <p>Ineditta</p>	 <p>Microsoft Forms</p>	 <p>elaw Business Process Outsourcing</p>	 <p>Adobe Sign</p>	 <p>Data lawyer Advocacia orientada a dados</p>	 <p>elaw Power of Attorney</p>	 <p>elaw Power of Attorney</p>	 <p>Com Acordo</p>
 <p>Microsoft Teams</p>	 <p>OneNote</p>	 <p>DOCS</p>	 <p>PEPSICO CONEXÃO LEGAL</p>	 <p>Power BI</p>	 <p>LMS Legal Management System</p>	 <p>LEGALCODE</p>	
 <p>SharePoint</p>	 <p>Microsoft To-Do</p>	 <p>LegalBot</p>	 <p>SAP Ariba</p>	 <p>alteryx</p>			
 <p>OneDrive</p>	 <p>Planner</p>	 <p>SAP Purchase order automation</p>					

Some technology tools used by LatAm



LegalBot



Artificial intelligence tool to explore settlements



In-sourcing of litigation using tech tools



Payment automation



Business Intelligence

LegalBot

Chatbot in Microsoft™ Teams

Scenario



Many repetitive operational questions



Limited human resources to meet the demands and focus on higher value-added issues



Created the need of a self-management tool to optimize resources and simplify processes

Opportunities



Use of technology to decrease repetitive questions and activities



Provide standard documents, information, and training



Tool is already included in Microsoft® Teams

Results



Implemented in all LATAM OUs



Estimated 10% less operational work



In-house development and ZERO COST for the implementation

Artificial intelligence tool to explore settlements

Scenario



Brazil has approximately 5.000 ongoing cases regarding Labor, Civil, Commercial and Regulatory

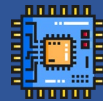


Law firms usually require a percentage as a success fee for settlements



Legal fees are paid on monthly basis and in Brazil, each case takes too long to close

Opportunities



Identify cases that could be settled through technology in a fast and low-cost way



Close cases spending less money than reserved



Decrease of the monthly legal fee's payments

Results



46% success rate of settlements related to 94 Commercial cases (negotiated vs settled)



69% on average payment vs. reserved (generating 31% upside)



Lower legal fees, since we have a fixed cost per settlement (USD 40,00)

Artificial intelligence to enhance the chances of reaching settlements

Legal Tech for online dispute resolution platform (ODR)



Com Acordo



Inhouse lawyer registers case on the platform



Platform searches information of contacts available on the Federal Bar



AI sends SMS to the lawyer with a link to start the negotiation

In-sourcing of litigation using tech tools

Scenario



High cost of legal fees related to Litigation



Approximately 350 (15% of total) labor cases with subsidiary liability spread throughout Brazil



Constant seek for management improvements without headcount and budget increases

Opportunities



Low visibility of active service providers that end up causing labor cases



Find technologies to enable the in-sourcing of labor cases



Boost internal user capabilities for the AI technologies

Results



50% reduction in the costs and a 28% decrease in the portfolio during 1 year



75% reduction of the lawyers time spent on each defense



First in-house legal department in Brazil to use the tool

AI-powered automation of documents and “uber” for hearings and other procedures

The insourcing of cases through AI

AI end-to-end claim review



AI generates first-draft of the defense



In-house counsel review and approve the defense



Legal Tech to easily manage hearings

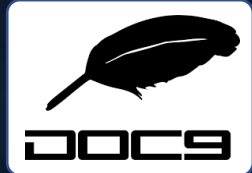
Requests are managed by platform



DOC9 performs the hearing with partner lawyers



Monitor issues through the platform



Payment automation

Scenario



High volume of payments



Each payment requires a lot of administrative steps that must be completed using different sources (e-mails, files and systems)



Limited resources who need to focus on other tasks

Opportunities



Workload reduction of repetitive tasks with automation



Optimize resources in order to spend time in other tasks

Results



88% reduction of the time spent for payment procedures



21 hours saved per month from the Legal Ops team



In-house development and **ZERO COST** for the implementation

Automating routine tasks and processes to elevate our productivity



Manual process

Receives pre-invoice and sends e-mails to approval by the Lawyer and Manager

12 minute

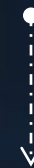
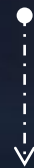
Receives the approval by email and Inputs the data into the system in order to open the Purchase Order (PO)

3 minute

Sends to the Law Firm by email the PO n° for Invoice creation

6 minute

= 21 minute



Automation process

Implementing an Agile methodology to manage task by breaking it up into several phases

2 minute

Automated input the data into the system to open the Purchase Order (PO)

25 second

Automated sends email to the PO n° for Invoice creation

2 second

= 2 m 27 s



Planner by Microsoft®



LatAm Business Intelligence

Microsoft™ Power BI Platform

Scenario



Each Business Unit prepares its own report by quarter and sends it to Global



Difficult visibility of the AOP, FCST, ACTUALS and BOY

Opportunities



The data should be updated monthly, in a single on-line database (SharePoint)



Always have the most up-to-date data in our hands and on multiple devices

Results



An easy and quick intelligence tool for effective visibility of Legal Fees for LatAm



Improvement on accuracy of legal budget including an easy AOP tracking



In-house development ZERO COST for the implementation

Latam Dashboard | Legal fees



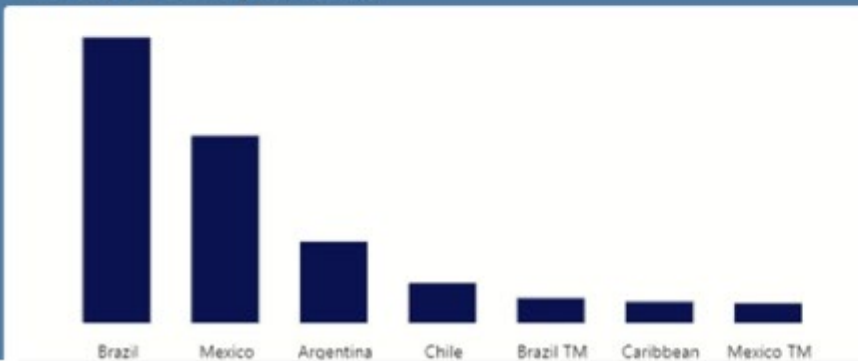
Division: Todos
Business Unit: Todos
Matter Type: Todos
Law Firm: Todos

SUMMARY

legal fees

AOP	ACT	BOY	# MATTER TYPE	# LAW FIRM
MM USD	MM USD	MM USD		

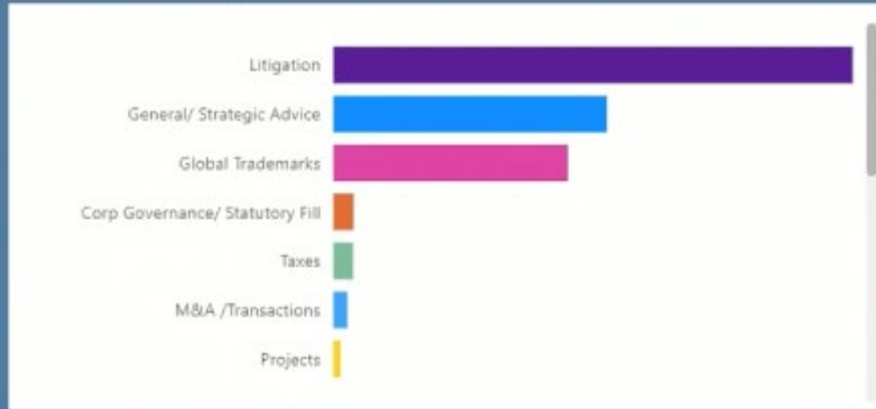
Total per Country (MM USD)



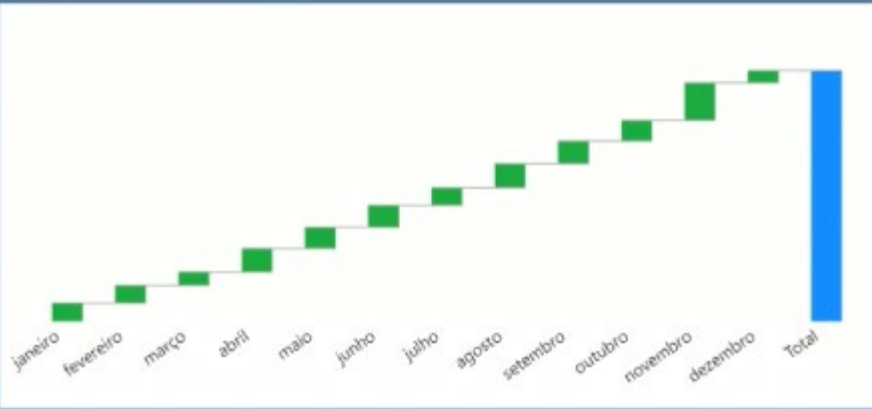
AOP/FCST vs. ACT per month (MM USD)



Total per matter type (MM USD)



YTD Per month (MM USD)



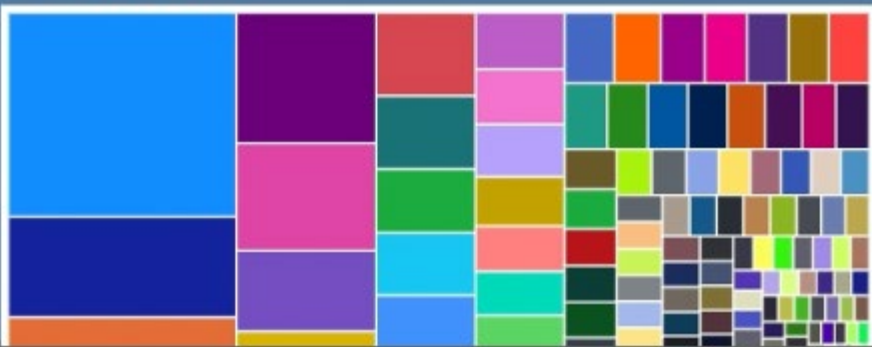
Legal Fees per type of cost



Map Legal Fees



Total per Law Firm



Looking ahead



Make use of technology and automation a strategic priority



Integrate technologies into the core Legal functions



Keep focused on building a model that can be expanded to other Countries or Sectors



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