

Transform your business for success

Beyond Consulting provides a suite of advisory services to help you identify, implement, and sustain practical solutions developed specifically to address your unique business challenges.

Our clients are often looking for ways to work more efficiently and to bring agile mindsets and new technologies into traditional processes – but this is often easier said than done. Effective implementation and maintaining momentum are essential to successful change initiatives. By collaborating to understand your pain points, we get to the root cause of your problems, and co-create customized solutions that are fit for purpose.

Find your better way to work

Beyond Consulting's team of professionals bring industry leading insights, methodologies, and technology to create impactful solutions that deliver lasting improvements. We enable our clients to better anticipate and manage risk, proactively address challenges that come with technology and process innovations, and improve project outcomes. Through streamlining of workflows, we can free up important internal resources to work on higher value projects and reduce the internal costs of routine tasks.

At Beyond, we don't just have the best lawyers; we have a best in class team of consultants, technologists, innovators, project managers and digital specialists who can advise your team. Although we excel in the legal profession, our expertise extends beyond legal to serving our clients in the transportation, oil and gas, manufacturing, professional services, financial services and public sectors.

Beyond Consulting will help you:



Improve your performance

Determine the critical factors to improve your department's productivity and co-create solutions that are sustainable and fit for purpose.



Go deeper with an informed viewpoint

Better understand how to drive greater business impact with problem-solving studies, market research and advice on matters influencing your success.



Solve your business' unique challenges

Drive innovation through your organization by working collaboratively with our team of professionals in the law, business, design thinking and more.



Optimize your implementation

Deliver your projects and programs on schedule and on budget with our robust project and change management expertise and resources.



Increase your capacity

Reduce costs and address capacity challenges by outsourcing operational / business-as-usual work to BLG, and enable your team to focus on more strategic work.

Beyond Consulting

Our Service Offerings

Management Consulting

- Process Redesign
- Facilitation & Design Thinking
- Talent & Learning Advisory
- Project Management
- Communications & Change Management

Return to Work Projects

- Workplace of the Future
- Workforce Transition
- Engagement Strategy
- Rightsizing the Workplace
- Business Continuity Planning & Risk Management

Specialized Projects

- Contract Remediation and Repapering
- Contract Lifecycle Management

Technology Advisory

- Cyber Security Planning
- AI & Machine Learning
- Robotics Process Automation

Legal Operations

- Intake and Triage
- Workflow and Matter Management
- Legal Tech Advisory
- Legal Operation as a Managed Service

Information Management

- Document Management
- Knowledge Management
- Information Governance & Records Management



Case Study

Beyond Consulting in action

Client Challenge

A new General Counsel wanted to demonstrate the value of the legal department to the CEO and address challenges provided from the business partners. With no formal intake or workflow process or tools, they also had no visibility to the volumes of work being managed or any key performance metrics. Process inefficiencies were therefore left undetected.

Our Approach

In order to help improve the client's legal department's efficiency and service to their internal business partners, Beyond Consulting worked with the client and:

- Provided insight into industry leading practices and prioritize key areas to address
- Identified KPIs to better understand the team's volume of work and manage priorities
- Redesigned the organization structure to increase role clarity, align responsibilities, and optimize span of control
- Developed a strategic roadmap with actionable deliverables to address priority issues in their legal operations
- Defined intake processes and corresponding system requirements, to track work requests and report on work queues and volumes
- Defined a performance dashboard to report on the various KPIs in support of managing their legal operations
- Implemented a legal intake and workflow system, to enable consistent intake and reporting
- Supported change management and adoption of the new software, for the legal team and business users
- Coached the client staff regarding legal operations on an ongoing basis

Client Results

- Visibility to how much work is being requested and by whom, upcoming key milestones, and how long work is taking to complete
- Ability to reallocate work as needed
- Data to find inefficiencies in their processes and appropriately resource the work. This data has also been instrumental in demonstrating the team's value to the executives, with a dashboard to show volumes, completion times, and the strategic alignment of their matters
- Enhanced credibility with company executives

Other Representative Work

Designed team structure and approach for change management at a major transportation company. Also completed a new organization design as they evolved their corporate structure and completed strategic planning to initiate a new department's service offering.

Managed IT Transformation projects for a major transportation company and for a leading manufacturing company, where we also served as business process and organizational change architects during implementation.

Managed a large digital transformation initiative for a leading Canadian law firm – redesigning processes and deploying tools to enable paperless ways of working.

Conducted health check for Intellectual Property group of leading law firm - diagnosed issues, defined opportunities and supported implementation of recommendations to improve productivity, retention, and morale.

Managed Finance Transformation for large Canadian law firm, including creation of a Center of Expertise

Implemented workplace of the future for leading professional services firm, supporting the transition to “paperless” ways of working and an agile workplace. Managed business readiness and change management, as well as leading the National Operations Strategies to drive a heightened client and talent experience nationally.

Facilitated strategic planning offsite for the leadership team of a Provincial Ministry



Beyond Consulting Leaders



Mary Ann Stallings

National Director,
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Mary Ann has more than 30 years of consulting experience across various industries, including professional and legal services, with expertise in business transformation, organizational effectiveness, and the future of work. With extensive leadership experience ranging from strategy through implementation, and including workplace transformation, business process redesign, organizational change, and technology deployments, she is uniquely able to relate to a variety of stakeholders, build strategic relationships, and understand and creatively solve complex problems across numerous facets of an organization. Mary Ann is also an experienced facilitator, leveraging Design Thinking techniques among others to design and conduct working sessions and programs focused on driving significant business outcomes.



Andrew Terrett

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Andrew has more than 25 years of experience in legal technologies, whether implementing large ERP-type systems for law firms or corporate legal departments or designing custom solutions from the ground up. He has extensive experience in design thinking, project management, Agile methods such as Scrum, process redesign, change management and catalyst leadership managing innovation teams. He is a qualified solicitor (England & Wales) as well as a Lean Six Sigma Black Belt.



Lisa Chamandy

Chief Knowledge
& Innovation Officer

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Lisa is an accomplished executive and trained lawyer who pivoted to practice management close to 15 years ago. As BLG's Chief Knowledge and Innovation officer, Lisa is responsible for driving BLG's overall strategy in the areas of practice innovation, client innovation, new services and centres of excellence and thought leadership – all with a view to driving exceptional and optimized client service delivery. She leads a team of over 35 lawyers and business services members and is responsible for the following verticals: Legal Operations, Non-legal Consulting, Legal and Business Tech, Learning and Development, and Information and Knowledge Management.

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