



MONTHLY METRICS - A CLOC SURVEY SERIES

PREFERRED PROVIDER PROGRAMS

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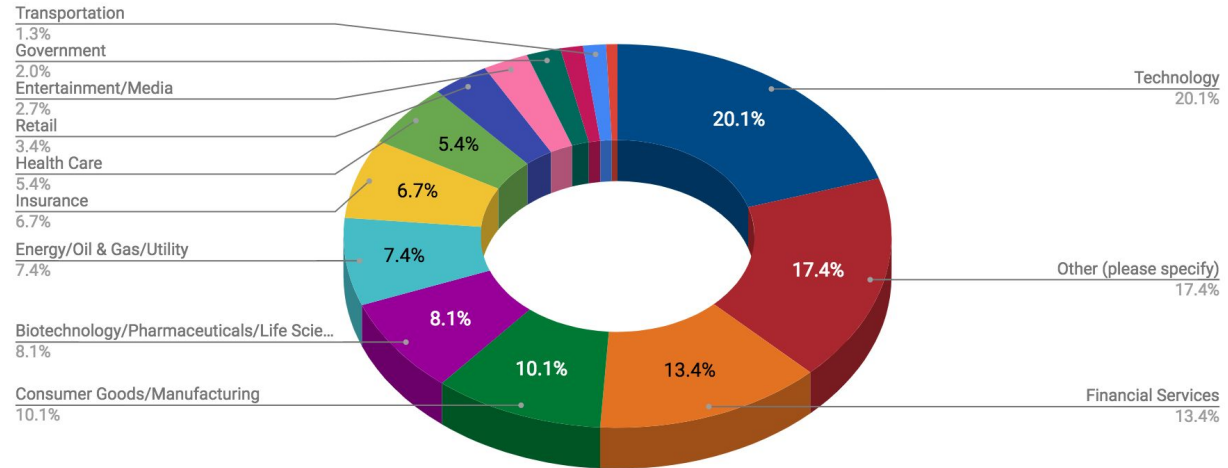
13 Satisfaction with Program

Survey Representation

149 members represented

18% of CLOC Member Companies

Industry Representation



Quick Stats

50%

Of law dept's have a preferred provider program

3

median number of years law dept's have had a preferred provider program

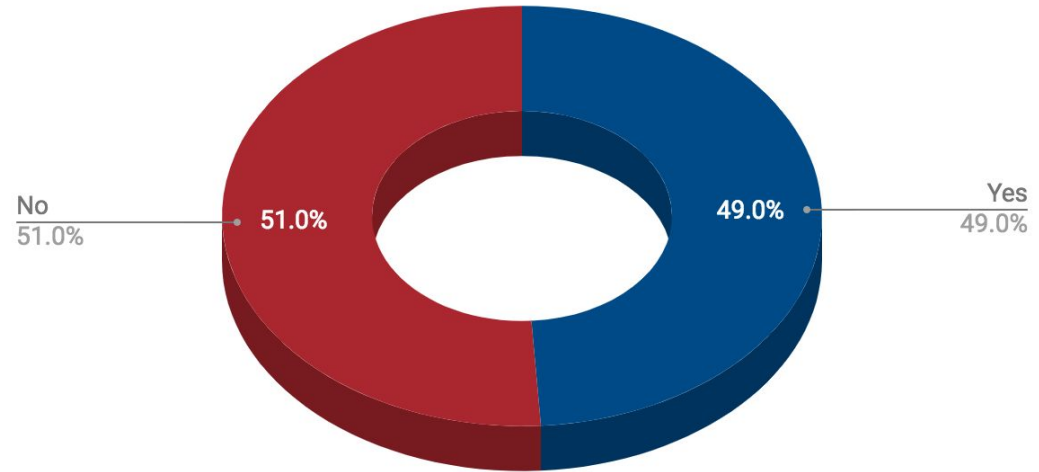
12%

Of law dept's work exclusively with firms in their preferred provider program

23%

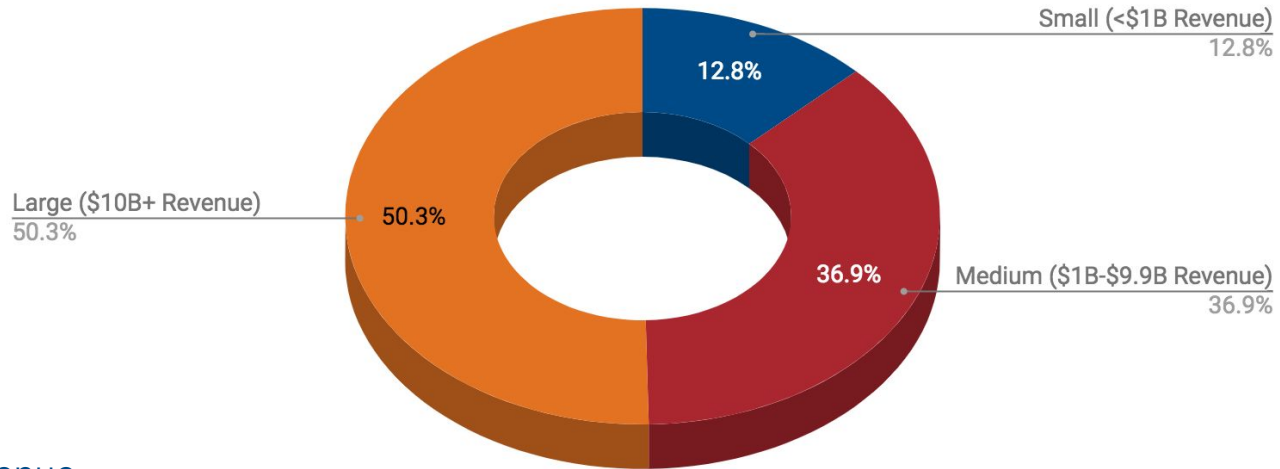
average estimated savings for law dept's with a preferred provider program

Do you have a preferred provider program?



Company Size

Respondent Company Size Breakdown



Small: < \$1B revenue

Medium: \$1B-\$9.9B revenue

Large: \$10B+ revenue

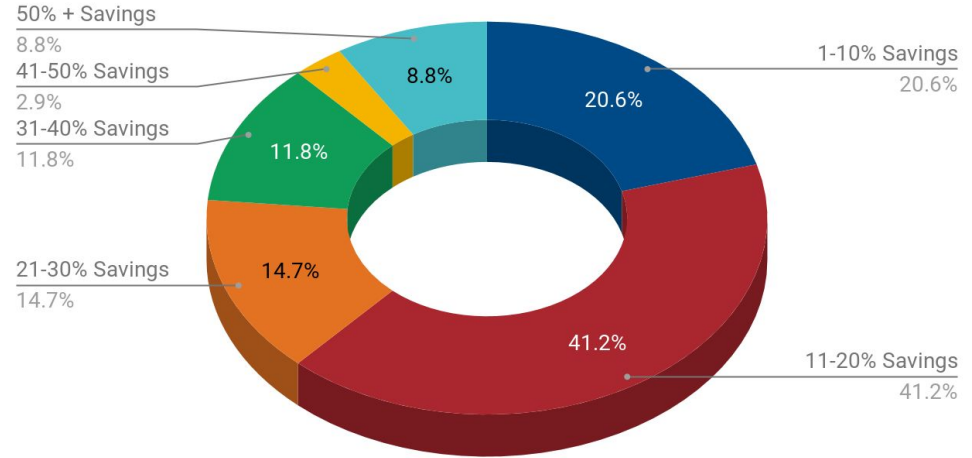
Cost Savings: Motivation for Preferred Provider Program

Top three reasons for creating preferred provider program:

- 1) To secure better rates
- 2) To save money
- 3) To secure better spend predictability

OVERALL, RESPONDENTS LEVERAGE **74%** OF THEIR OUTSIDE SPEND WITH PREFERRED FIRMS

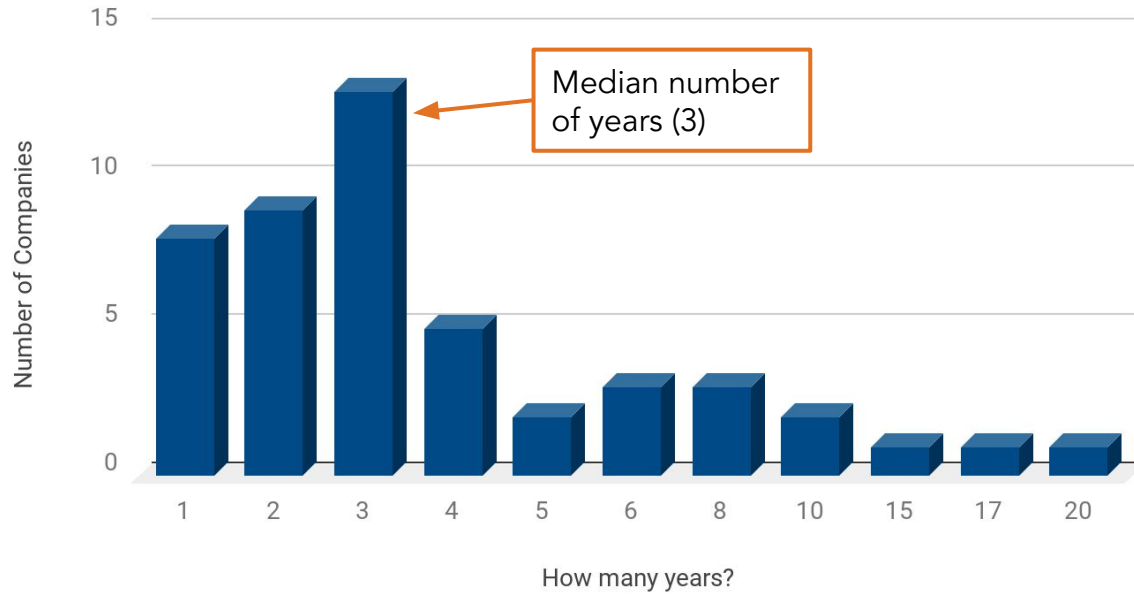
How much do you estimate you have saved (% of spend) through your preferred provider program?



38% of respondents have saved 20%+ through their preferred provider program.

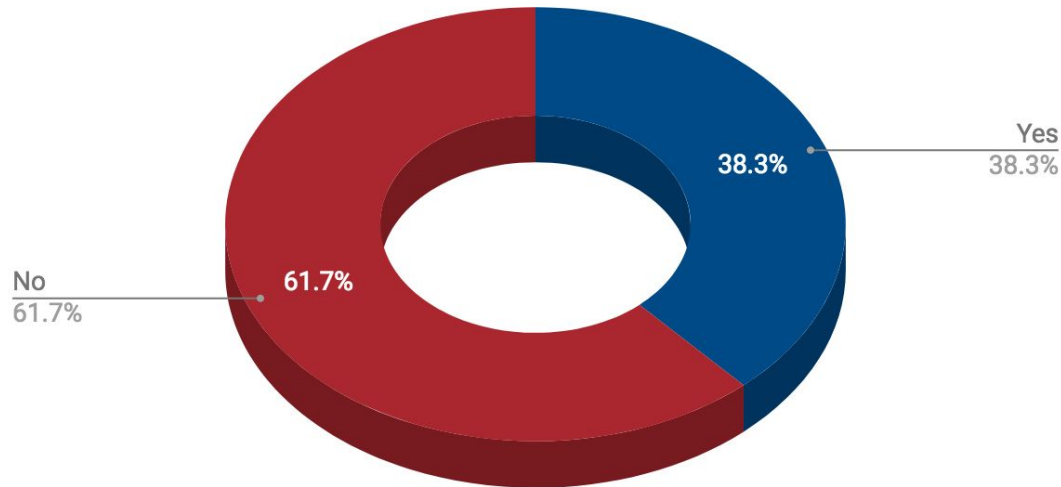
Length of Preferred Provider Program

How many years have you had a preferred provider program?



RFP Tools for Preferred Provider Selection

Did you use an RFP tool to select your firms?

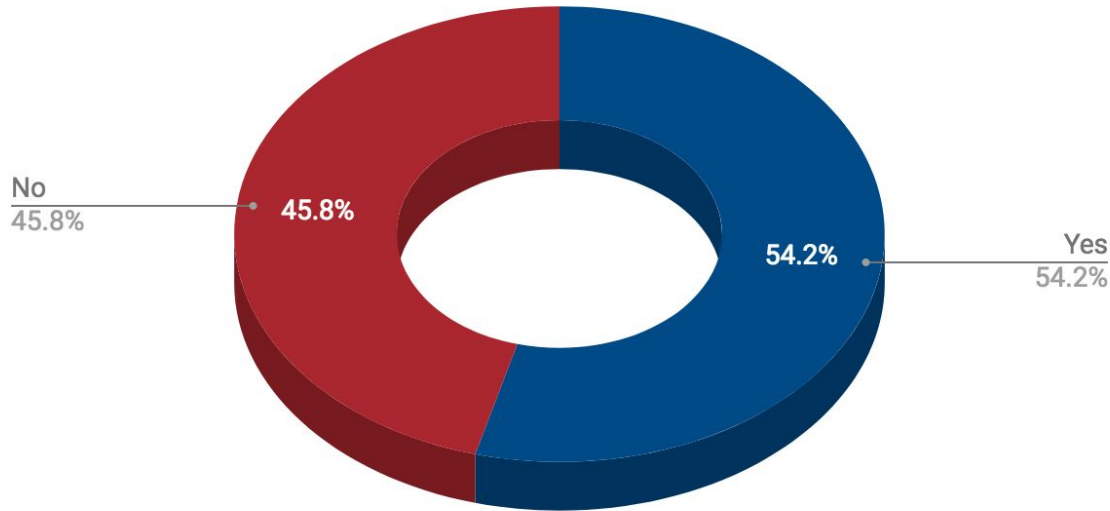


A majority of respondents use an in house or internal RFP tool to select firms for their preferred provider program.

7 in 10 respondents indicated law firm diversity accounted for at least 50% of their decision to select firms for their program.

In House Firm Selection Requirements

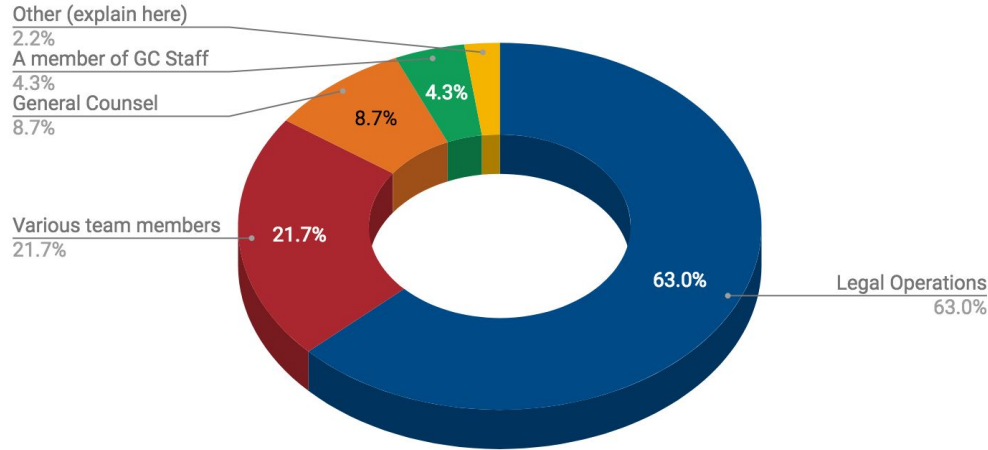
Do you have a policy defining when your preferred panel firms **must** be used?



56% of respondents have a policy defining when firms *outside of their preferred provider program* can be used.

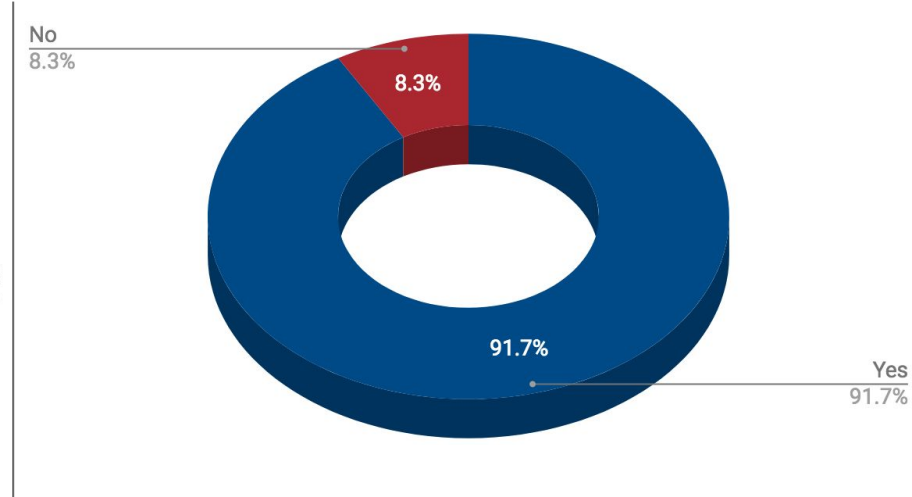
Preferred Provider Program Management and Support

Who manages your program?



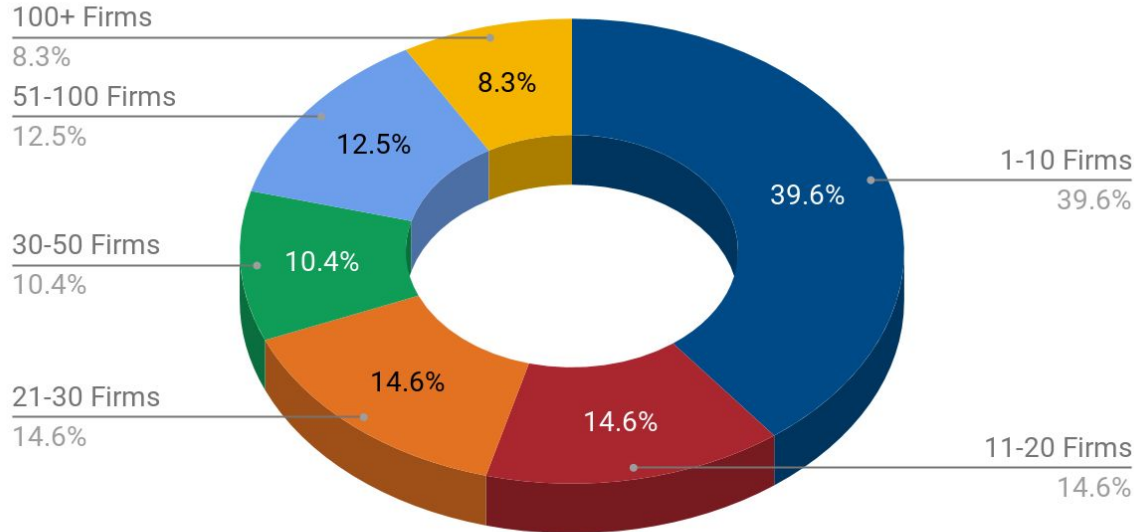
Legal Operations teams manage 2 in 3 preferred provider programs.

Does your General Counsel actively support your program?



Number of Firms in Program

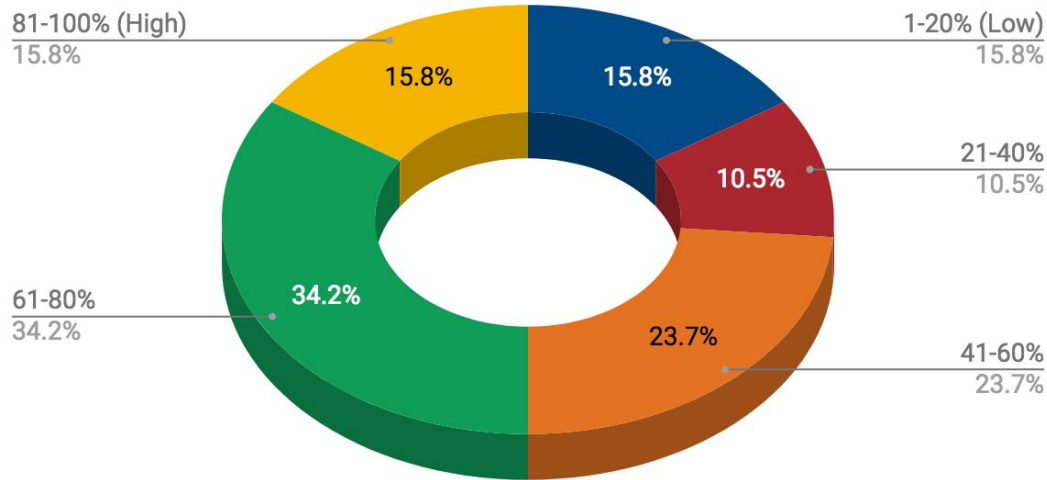
How many firms are in your program?



13
Average number of substantive areas of law covered by preferred provider firms

Satisfaction with Preferred Provider Program

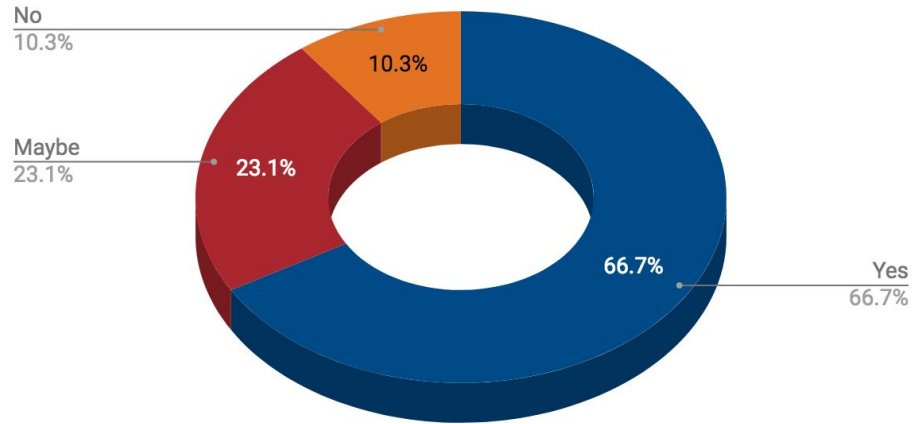
On a 1-100 scale, how happy are you with your program?



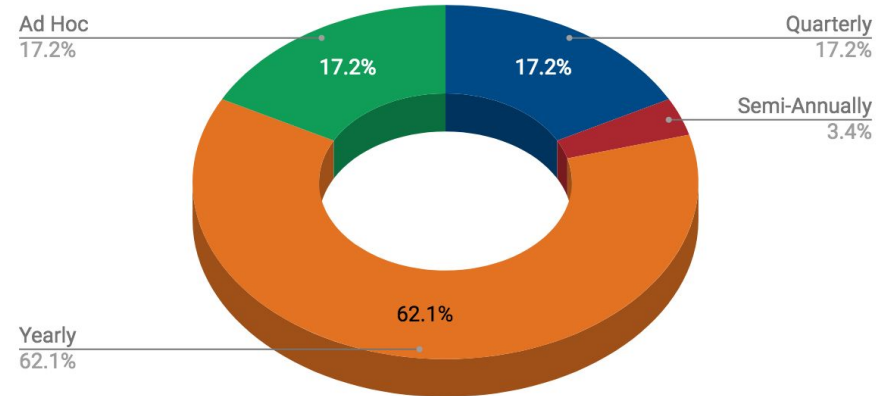
92%
of respondents would create a preferred provider program, knowing what they know now

Business Reviews of Preferred Provider Program Firms

Do you perform business reviews with firms in your program?



How often do you review firms in your program?



Be on the lookout for CLOC's next
monthly metrics in September!