

# Common Pitfalls in Legal Request Management — and How to Overcome Them



## About Beveron Technologies

Founded in 2014, Beveron Technologies is a leader in the LegalTech domain, specializing in providing innovative software solutions designed to automate and streamline legal operations. With a focus on delivering efficiency and quality, Beveron offers products such as:

- Smart Lawyer Office
- Smart Legal Counsel
- Smart Debt Collection

These solutions cater to law firms, corporate legal departments, and debt collection agencies, helping them improve their workflows and achieve greater operational effectiveness.

## Leadership and Expertise

Beveron is led by CEO Brijesh Chedayan, a recognized author in the field of LegalTech. Brijesh's groundbreaking book on LegalTech is the first of its kind in the region, underscoring his commitment to advancing the legal technology sector.

## Awards and Recognition

Beveron has received multiple accolades, including the Best LegalTech Company Award for its transformative impact on the legal industry. The company is also ISO certified, ensuring the highest standards of quality and security in its services and products.

## Contributions to the Legal Community

Beveron is deeply committed to sharing its expertise and knowledge with the legal community. The company regularly publishes whitepapers and research articles on LegalTech trends, offering valuable insights into the evolving landscape of legal technology. Additionally, Beveron conducts webinars to engage with legal professionals and foster collaboration across the sector.

### Contact Information

For more information, visit our website:

[www.beveron.com](http://www.beveron.com)



## Introduction: The Legal Department Bottleneck

In-house legal teams are increasingly under pressure to do "more with less." As businesses grow, the volume and complexity of legal requests—from contract reviews and compliance checks to general advice—skyrocket. Without a structured and efficient system, these requests become a bottleneck, leading to slow turnaround times, misaligned priorities, frustrated internal clients, and an inability to demonstrate the legal team's strategic value. Recognizing and proactively addressing the common pitfalls in legal request management is the first critical step toward transforming the legal department from a cost center into a strategic business enabler.



## Key Pitfalls in Legal Request Management

The most significant challenges stem from a lack of centralization, clarity, and automation.

### 1. Chaotic and Decentralized Intake

When requests arrive through multiple, unstandardized channels (email, Slack messages, phone calls, verbal requests), chaos ensues.

The Problem: The legal team wastes valuable time sifting through various inboxes, trying to gather complete information, and determining who owns the request. This leads to lost requests, missed deadlines, and a lack of clear accountability.

The Overcoming Strategy: Establish a Single Digital Front Door. All legal service requests (LSRs) must be submitted through one centralized platform, utilizing structured intake forms that mandate all necessary information be provided upfront. This immediately standardizes the process, saving triage time.

## 2. Ineffective Triage and Prioritization

A constant high volume of requests makes it difficult to distinguish between an urgent compliance matter and a routine contract review.

The Problem: Without a clear framework, lawyers default to working on the most recent or loudest request, leading to the misallocation of resources. High-value, strategic work gets delayed in favor of low-complexity, routine tasks.

The Overcoming Strategy: Implement an Automated Triage System. Use the centralized intake to categorize requests by type (e.g., Contract, Litigation, HR), urgency, and business unit. Define clear Service Level Agreements (SLAs) for each category and use an automated system to route the request to the lawyer with the right expertise and capacity, ensuring critical matters are addressed first.

## 3. Zero Visibility and Reporting

Legal departments often struggle to articulate their workload, efficiency, and impact to the rest of the business and leadership.



The Problem: Requests get lost in individual inboxes, leaving business units without status updates and the legal team unable to produce quantifiable metrics on their performance. This perpetuates the perception of the legal department as a "black box" that operates slowly.

The Overcoming Strategy: Leverage a Centralized Tracking Dashboard. A unified system should track every request from submission to resolution. This provides real-time visibility for both the legal team (monitoring lawyer workload and bottlenecks) and internal clients (checking status without interrupting the legal team). This data is essential for justifying resource needs and demonstrating the department's value.

## Expert Insights: The Shift to Smart Legal Counsel

Legal industry thought leaders emphasize the necessity of technological adoption to resolve these systemic issues.

Brijesh Chedayan, CEO of Beveron, and LegalTech Author, highlights this transformative need: "Legal requests don't get delayed because the team is inefficient—they get delayed because the workflow is unstructured. Modern legal operations must move away from scattered email and embrace platforms that provide a centralized, automated workflow to manage every touchpoint. This shift from manual chaos to structured efficiency is what defines a Smart Legal Counsel department, allowing lawyers to focus their skills on actual legal strategy rather than administrative follow-ups."



This perspective underscores that the solution is not simply working harder, but working smarter through the strategic application of legal technology.

## Beveron Smart Legal Counsel: Overcoming Pitfalls



The solution addresses core challenges in legal request management with the following key features:

### 1. Digital Legal Front Door

Pitfall Overcome: Chaotic and Decentralized Intake.

Benefit: Ensures complete information is gathered upfront, eliminating back-and-forth and standardizing the submission process.

### 2. Automated Triage & SLA Tracking

Pitfall Overcome: Ineffective Prioritization.

Benefit: Automatically categorizes and routes requests to the correct expert based on matter type and urgency, while enforcing defined turnaround times (SLAs).

## 3. Smart Workflow Automation

Pitfall Overcome: Manual Follow-Ups & Delays.

Benefit: Auto-assigns tasks, triggers deadlines, and sends automated notifications for pending approvals, keeping the request moving without manual chasing.

## 4. Real-time Analytics Dashboard

Pitfall Overcome: Zero Visibility and Reporting.

Benefit: Provides measurable data on request volume, cycle time, lawyer workload, and strategic impact, enabling data-driven resource allocation decisions.



## 5. Self-Service Knowledge Base

Pitfall Overcome: High Volume of Routine Requests.

Benefit: Deflects common questions and allows business users to self-resolve simple queries through accessible FAQs and legal templates, thereby freeing up lawyer capacity for complex work.

## Conclusion: A Strategic Future for Legal



The common pitfalls in legal request management—from scattered intake to poor visibility—are no longer inevitable administrative burdens. They are organizational inefficiencies that directly impact the speed and compliance of the entire business. By implementing a purpose-built system like Beveron Smart Legal Counsel, legal departments can establish the necessary structure to eliminate chaos, gain control over their workload, and shift their focus from clerical administration to strategic legal advisory. This transformation is not just about making the legal team's life easier; it is about providing the rest of the organization with faster, more reliable, and transparent legal support, solidifying the department's role as an indispensable partner in driving business success.