



News

Hinshaw Chief Knowledge Officer Vishal Agnihotri Discusses KM Theory and Practice on Technically Legal Podcast

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Hinshaw's Chief Knowledge Officer [Vishal Agnihotri](#) was the featured guest on a recent episode of Chad Main's *Technically Legal* podcast. Chad is an attorney and the founder of Percipient, a tech-enabled alternative legal services provider. The *Technically Legal* podcast was recently named one of the legal industry's most "entertaining and informative" legal podcasts by the *ABA Journal* in its [2018 Web 100 list](#).

In the podcast, Vishal provides her definition of Knowledge Management (KM), along with the benefits of a KM program.

Here are some excerpts of Vishal's remarks from the podcast:

- *"Knowledge Management is the ability to identify the critical knowledge in an organization and then leverage that information to serve it up at the right time for the right purpose."*
- *"KM is about raising the corporate IQ and the ability to build on each other's ideas. [As lawyers] what we sell is what's between our ears."*
- *"Today, we create, curate and share digital knowledge in many more forms than ever before. So firms need a helping hand with managing that in the service of their clients."*
- *"KM is a lot about change management, being a futurist... We don't live in the same world of 20 years ago: client expectations have moved, marketplace dynamics have changed so we really want to focus on what the marketplace is like today, what works and what doesn't work."*
- *KM is ultimately about "boosting productivity and improving client service."*

>>>>[Listen to the podcast](#) (audio only)

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