

# Briefing

SMARTER LEGAL BUSINESS MANAGEMENT

## Legal IT landscapes 2018

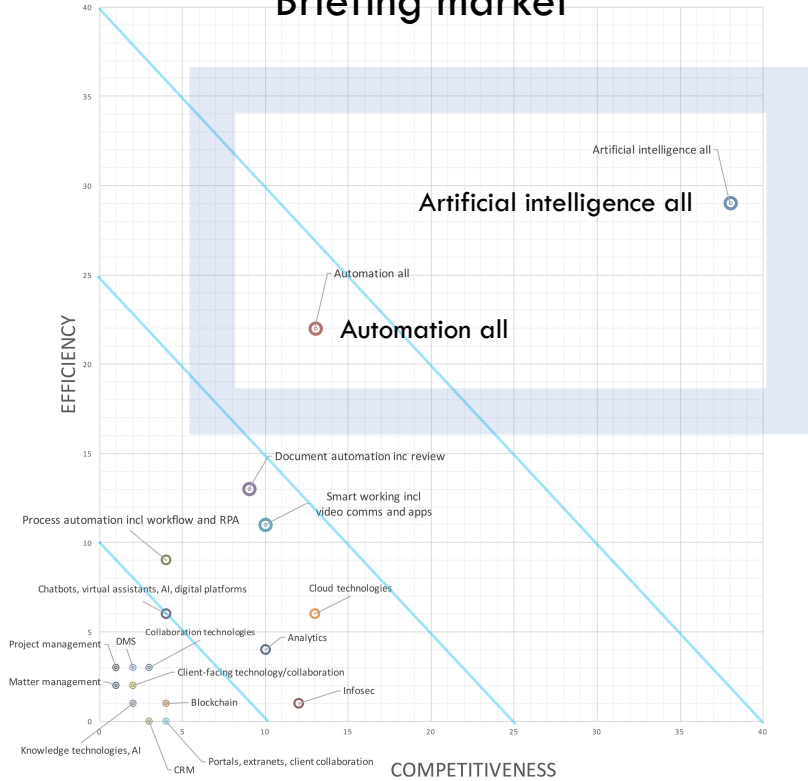
Drivers, trends and insight into attitudes to legal tech

Rupert Collins-White, Burlington Media

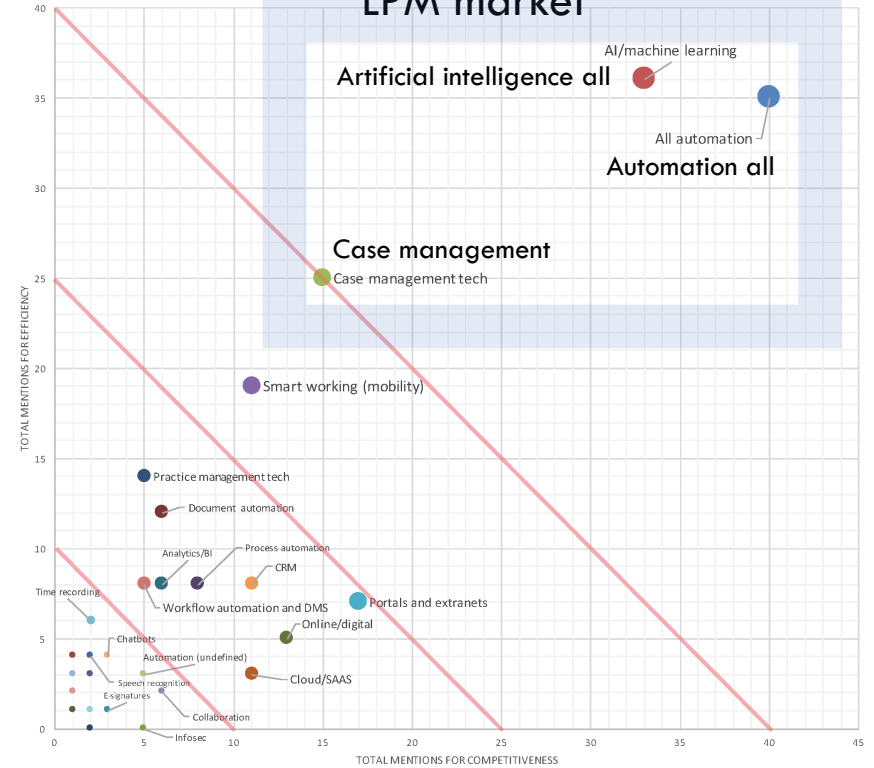
**The only whole-market research of  
attitudes to IT in legal**

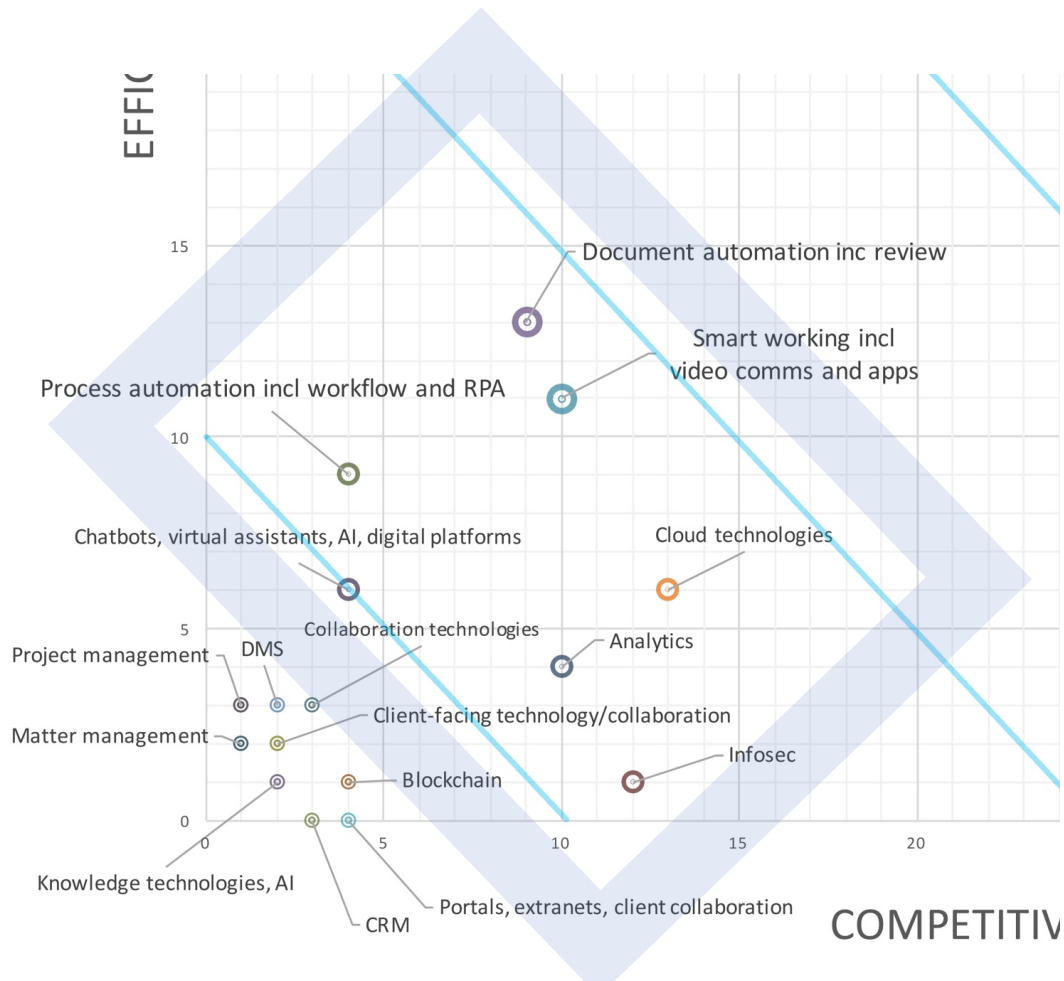
# The Big Questions – hot/hype zone

## Briefing market



## LPM market

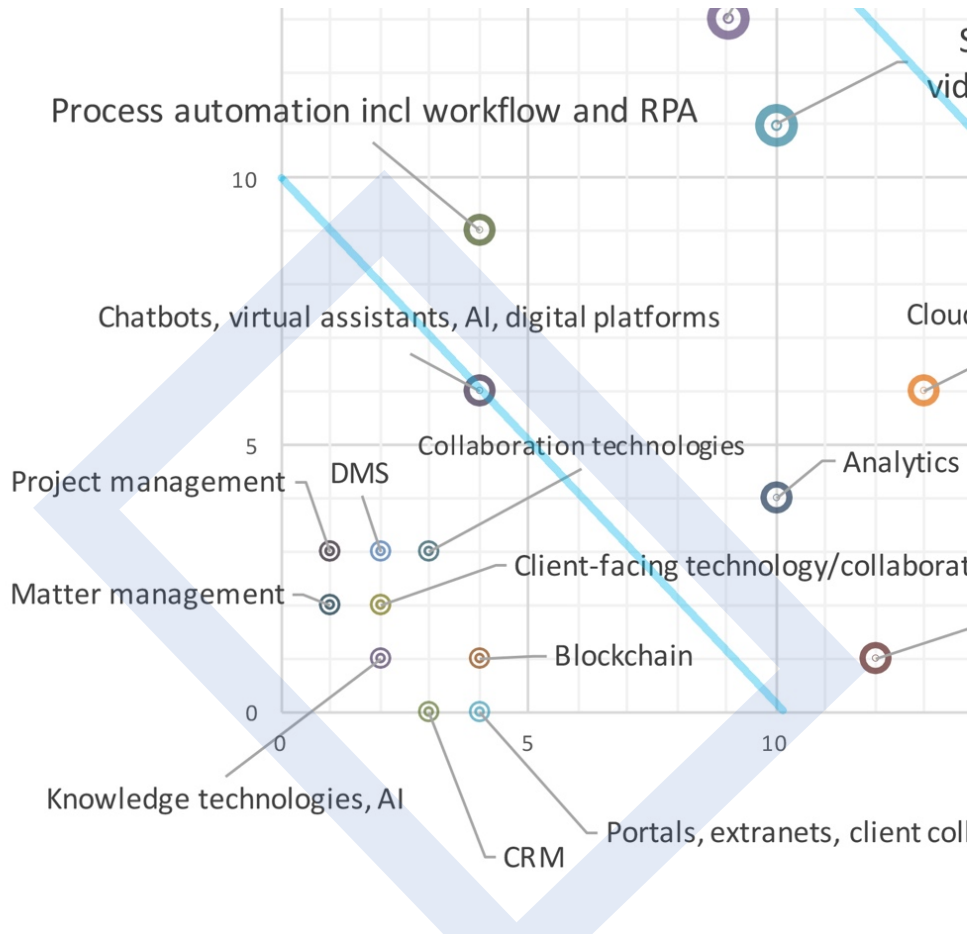




## The big questions

### The important things – the ‘live’ area

Document automation, smart working/mobility, cloud tech, infosec, process automation/workflow, chatbots, virtual assistants etc ... and analytics.



## The big questions

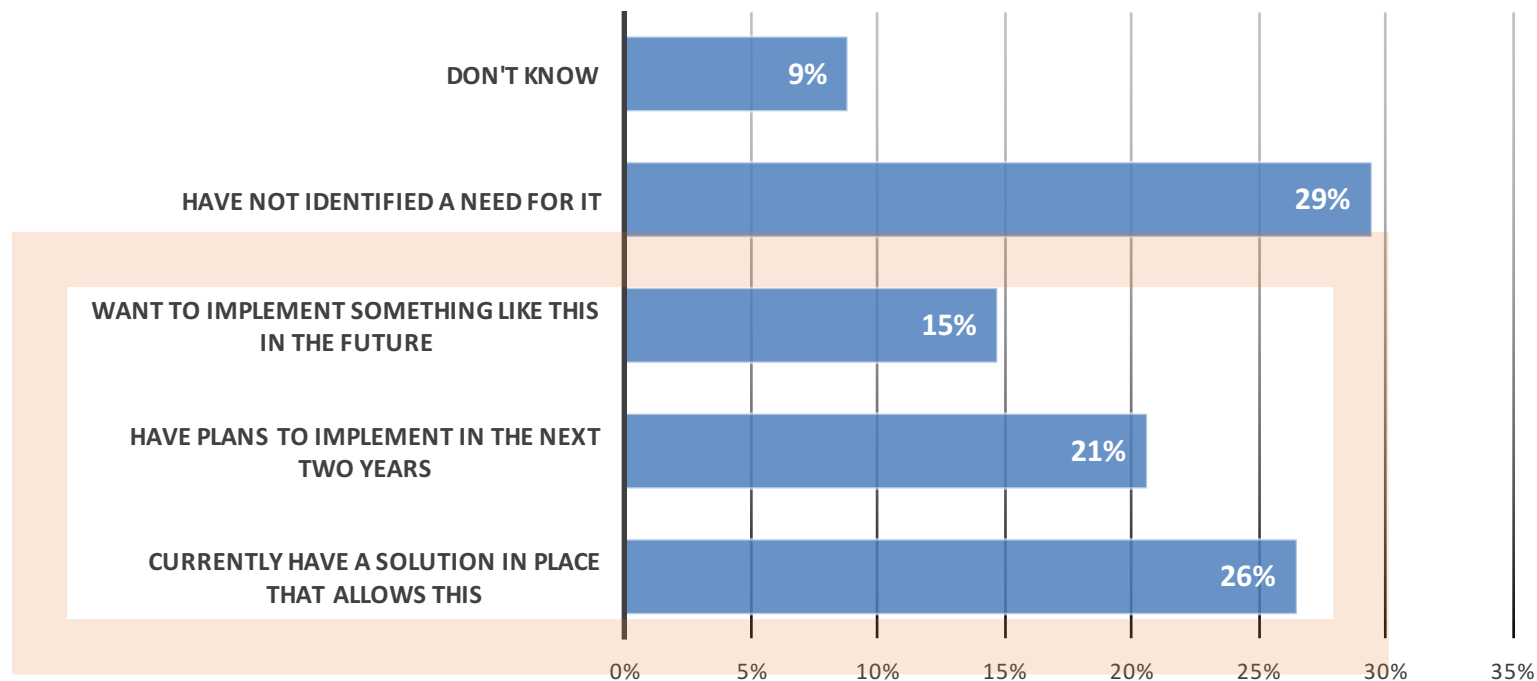
The nascent or inbound/outbound area

Knowledge techs, project management, matter management, CRM, portals/extranet, client-facing tech, collaboration, DM techs, blockchain.

Interesting stuff: everything's about internal efficiency or client connections.

## Over the horizon – client connection technologies

Thinking about technology that allows clients to start/  
re-scope/amend work directly within your firm – do you ...

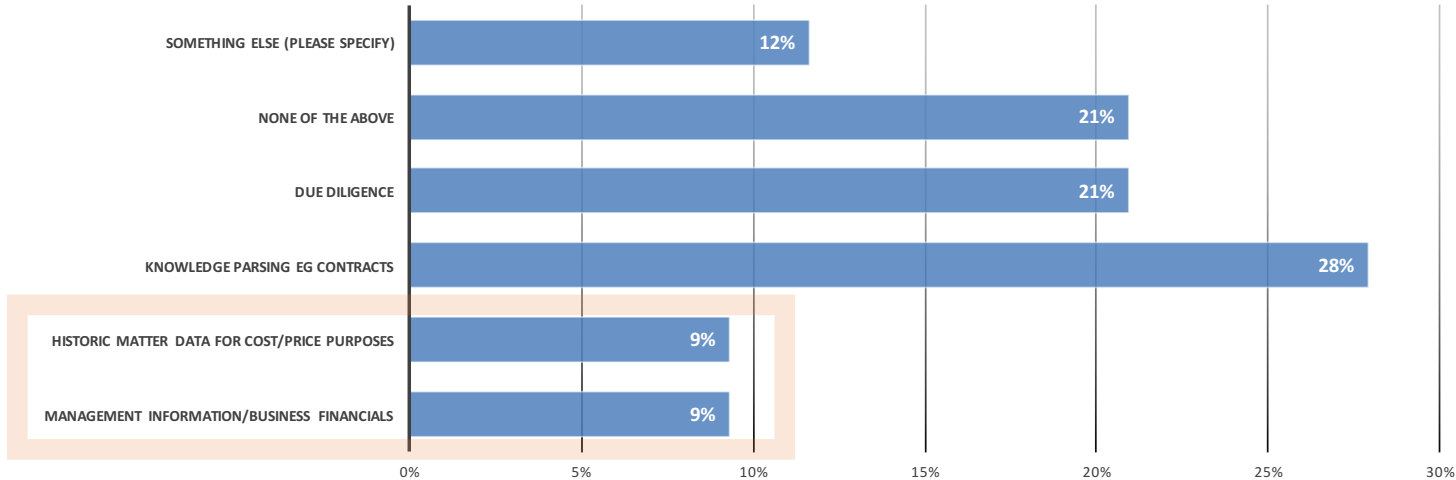


# AI/MACHINE LEARNING

**A little less talk, a little more action please**

# AI – how are firms using it?\*

Which areas of data is your firm applying machine learning/AI software to?  
(multi-answer)



*Something else?*

- Document formatting
- Not in use at present but actively engaged in this area
- Regulatory review inc Brexit; expert systems for process and knowledge automation
- (a) Contract reviews (not DD); and (b) investigations (ie competition, fraud, regulatory etc)
- Disclosure review

\* So they say ...



# AUTOMATION

## **The Big Kahuna of legal business efficiency**

Business efficiency across legal could be revolutionised  
by automation ... but when will it happen?

## Automation in top-end legal services

How automated is legal work in your firm (try to think about the business overall)?

3.2/10

0 is low, 10 is high

Could legal services be a LOT more automated than it is?

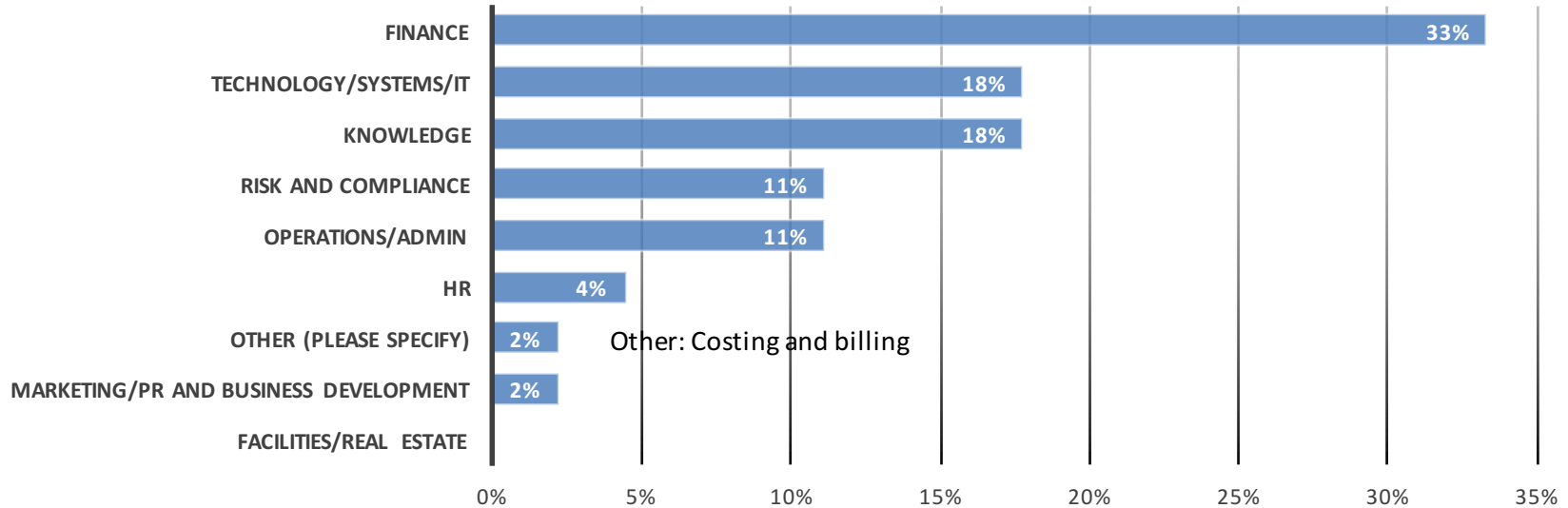
And how automated do you think legal work COULD be in your firm (try to think about the business overall) with technologies currently on the market?

6.9/10

Yes – twice as much

# Finance is the function most ripe for automation – an IT opportunity

Which support/business services area in your firm could benefit most from more automation?



# BECOMING DESK-AVERSE

## **Smart working, off-site/agile and mobile**

Core drivers: office space cost, need for mobility and flexible working,  
cloud's final widespread adoption

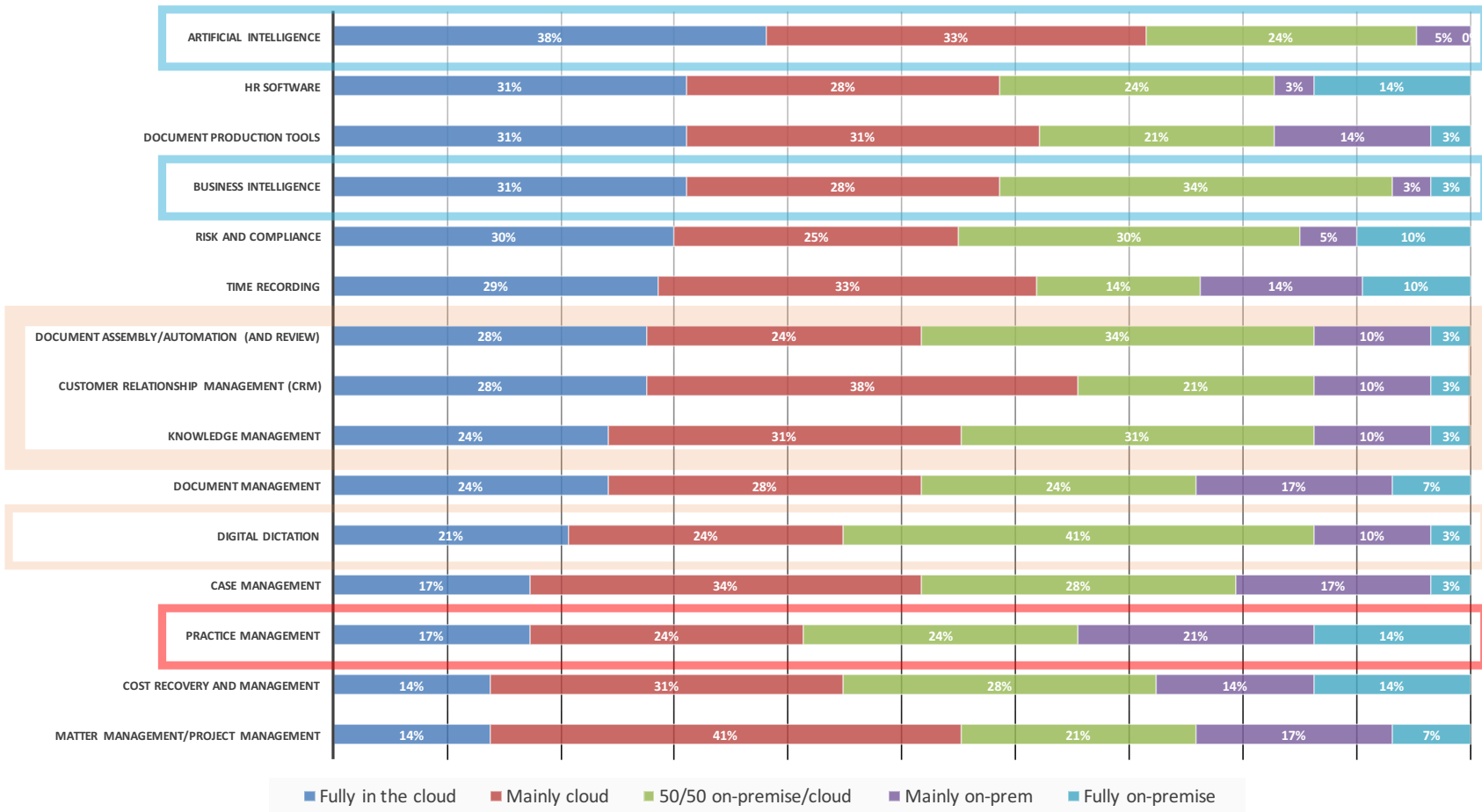
## How smart is legal working?

What percentage of your legal professionals would you classify as a truly enabled mobile workforce?

*(By which we mean the ability to work on any device, any time, anywhere on their main work tasks.)*

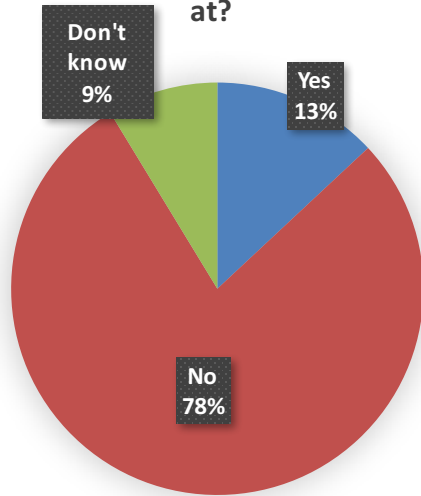
54.9%

## In five years' time, how do you think these systems will be used by your firm?

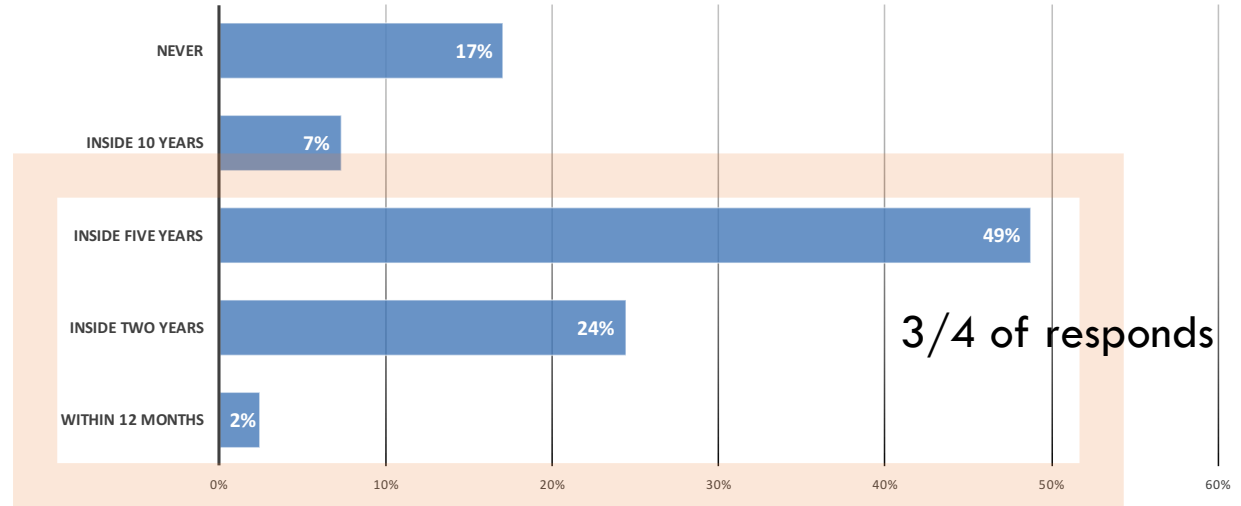


## Key drivers for moves to smart working in legal: £

Does your firm currently have significantly (>10%) more people than it has desks for them all to sit at?

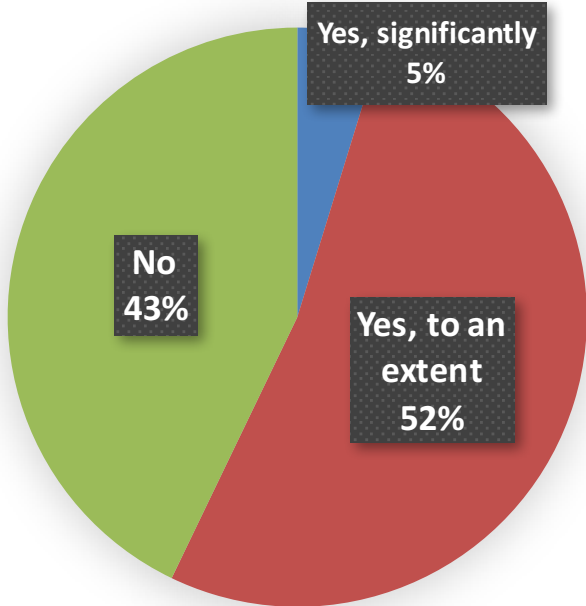


Over what timescale will your firm move to a point when it employs significantly (>10%) more people than it has desks for them all to sit at?

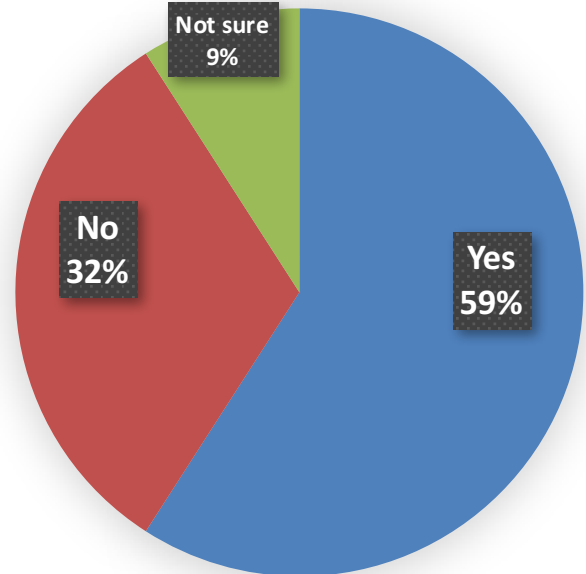


# What's stopping law firms from investing in technology?

Is your firm restricted by the way IT is financed by the firm?



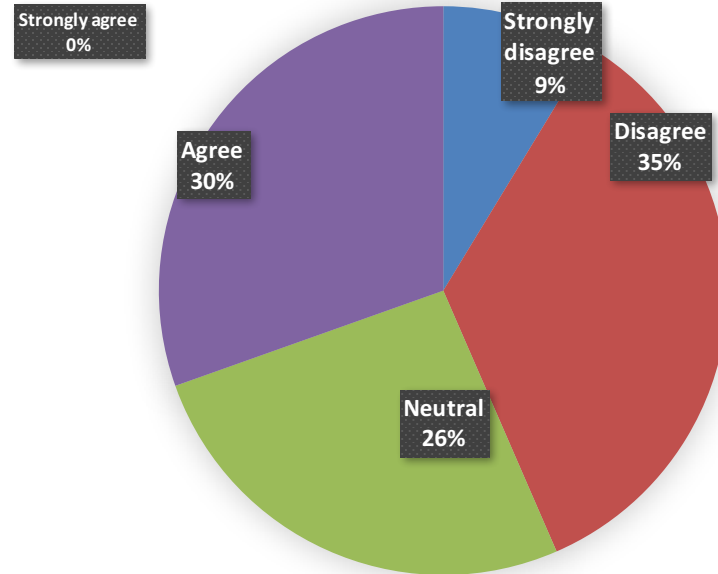
Is there sufficient budget available for non-operational/non-'business-as-usual' IT?





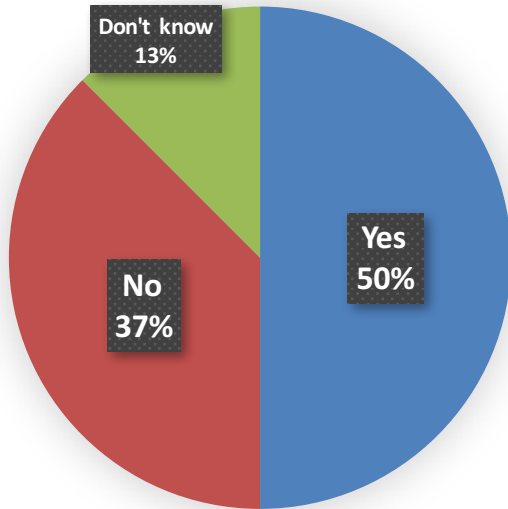
# How influential are IT leaders in legal?

Tell us whether you agree or disagree: "The IT leader's role in top-tier UK/international law firms has the same level of executive/decision-making power as IT leaders in other sectors."

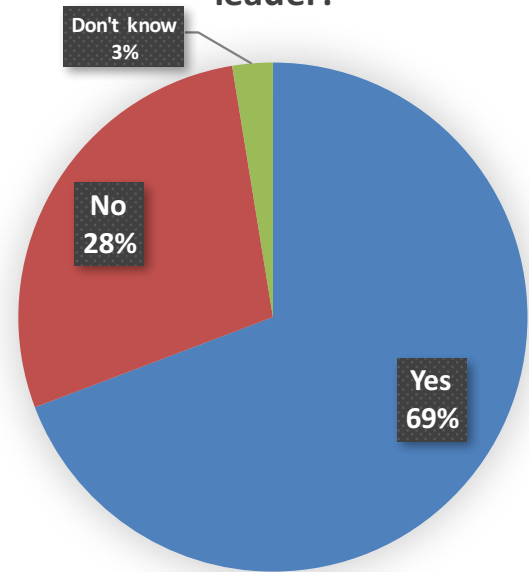


## Are they innovating hard enough?

Does your firm have an innovation/R&D budget?



Does your firm have an innovation leader?



# BEHAVIOURAL THEORY 101

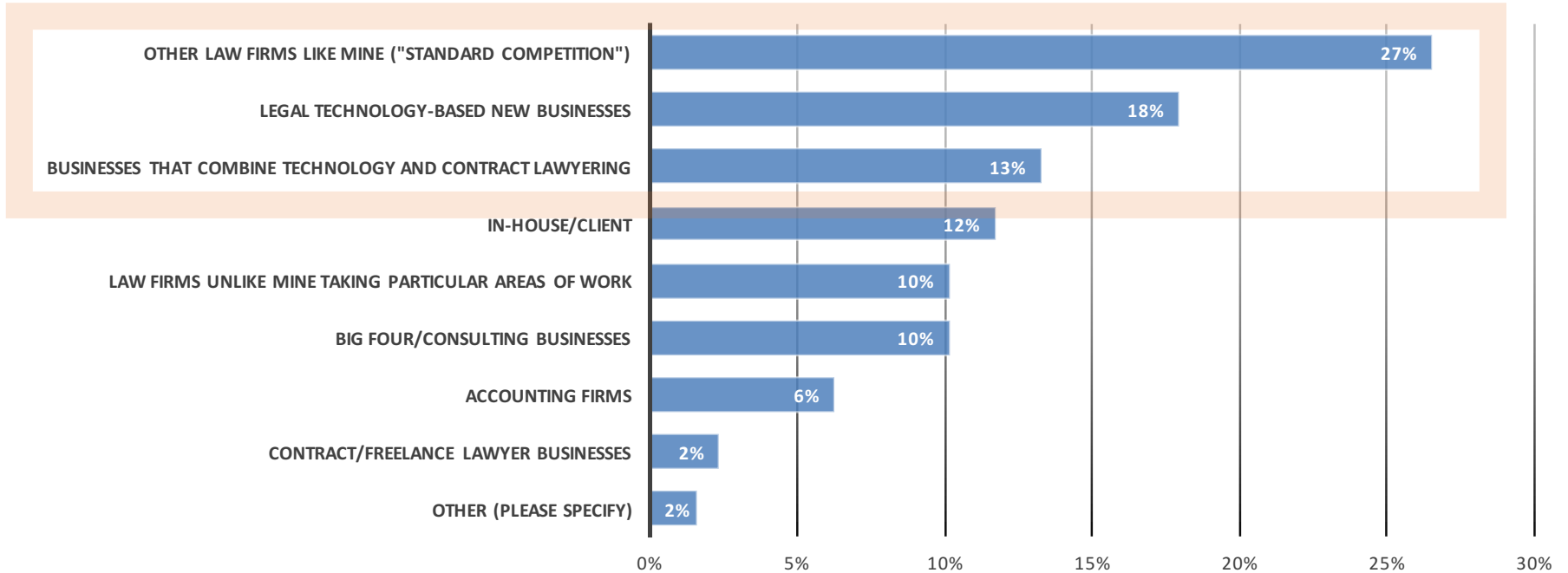
**How you behave depends on how you perceive threat**





## Briefing LITL results

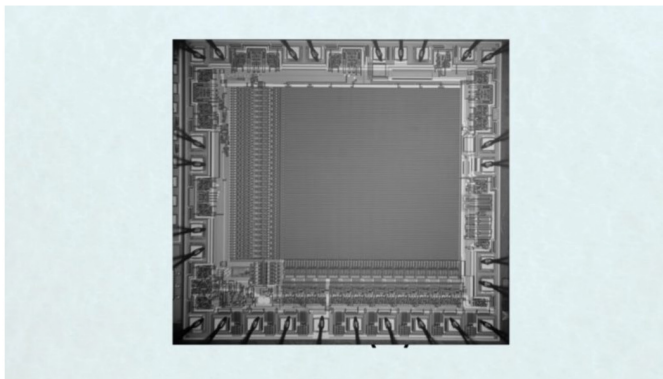
### What kind of business are most threatening to your firm's future?



# Intel just put a quantum computer on a silicon chip



by **TRISTAN GREENE** — 2 days ago in **SCIENCE**



**1,359**  
SHARES



<https://tnw.to/2EvbRmS>