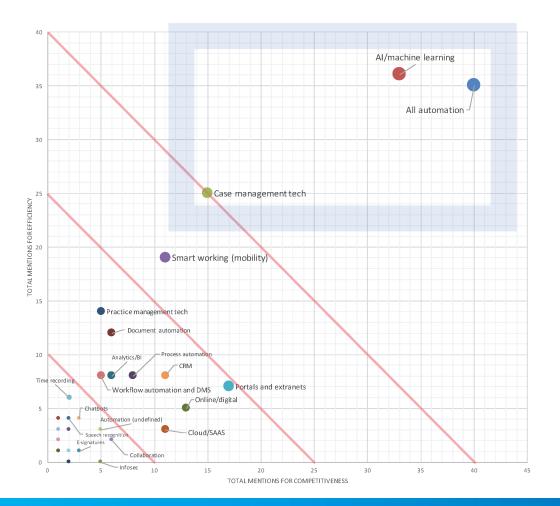




SME Legal IT landscapes 2018





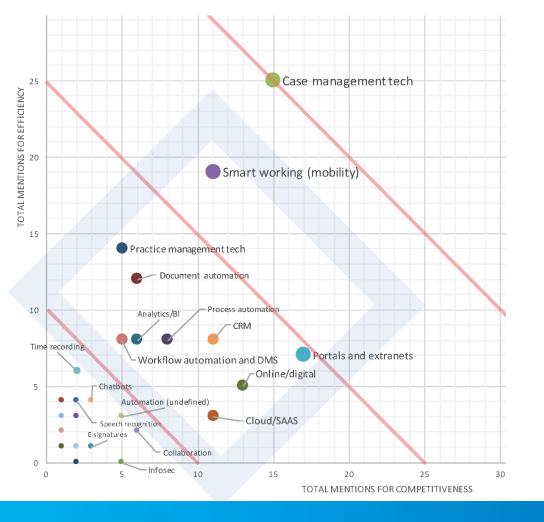
Hot zone

Artificial intelligence is top of mind share – but in a very undefined way, because almost no smaller firms have experience with it.

The truth, though, is that automation is dominant – even without including AI in automation.

If we lumped Al into automation, it would be halfway to the Moon on this chart.



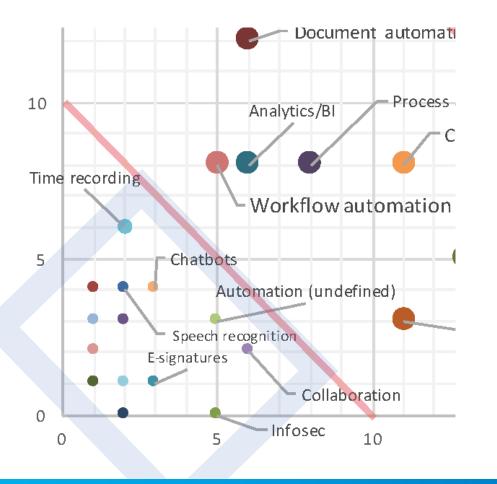


The 'live' area



- Smart working
- Portals/extranets (cusp of big)
- Customer relationship management
- Online/digital
- PMS
- Document automation
- Cloud/Saas
- Process automation
- Analytics
- Workflow
- DMS





Nascent

- Chatbots
- Infosecurity
- Speech recognition
- E-signatures
- Time recording tech

Plus:

- Collaboration
- Unified comms
- RPA
- Video
- Pricing tools







Are SME law firms moving fast enough into the future?





BEHAVIOURAL THEORY 101

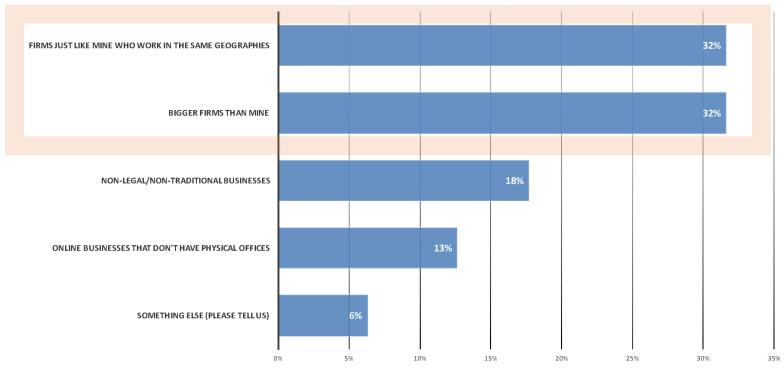
How you behave depends on how you perceive threat



How you behave depends on how you perceive threat



What kind of business is your firm's biggest commercial threat/competitor over the next FIVE years?







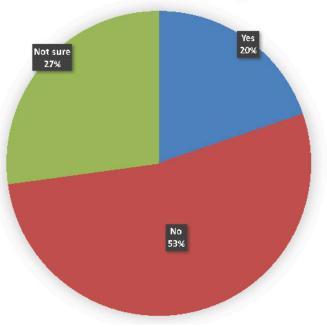
Are law firms spending enough on IT to succeed?

Significantly less happiness with non-BAU spend than Briefing market firms.

Just 1/5 say 'yes'. 'Not sure' is a non-positive.

1/2 say 'no' compared to just 1/3 of Briefing firms.

Is the amount the firm devotes to new or nonbusiness as usual technology enough?







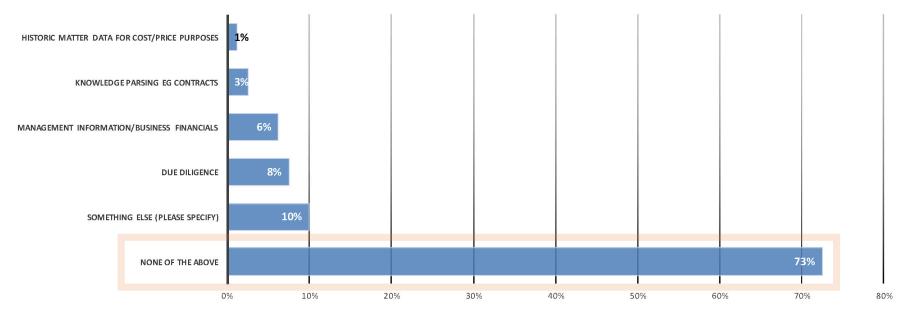
What needs to be invested in?





AI – how are LPM firms using it?*

Which areas of data is your firm applying machine learning/AI software to (if any)?







Automation in SME legal services

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



0 is low, 10 is high

6.6/10

Are smaller firms deluded about how automated they are? Or are they just more automated where they're doing more volume work (this is what our research suggests).



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?

Conveyancing	Accounts, inc billing	Oocument file nanagement		Matter management		Compliance		Data capture	
		Digital [vorking	Discovery	very E-bundles		Portals and extranets		Review	
Inception/ closure	Client comms								
		CMS	AML	Analytics	Criminal	Smart working	Data	Debt recovery	
	Wills and probate	E-filing	Disputes		cutry	Litigation	PI	PMS	
Document automation		Family	Service	Pred	cedents	Immigrat	ion	Property	
	DD		Private cli	ent Res	earch	Partnersh deeds	hip		
		Workflow nutomation	Speech recognitio	Speech Renewals recognition 1		Client acquisition and reporting		Quality Control	

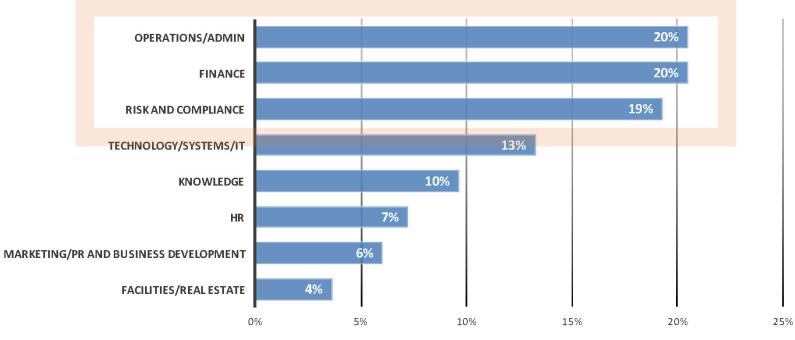






And it's not just service delivery ...

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







Becoming desk-averse: How smart working is changing the legal sector

LPM market

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

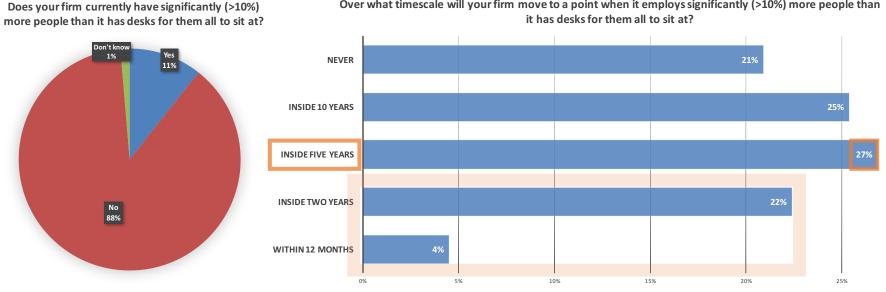
(The Martini Test: By which we mean the ability to work on any device, any time, anywhere on their main work tasks.)







Becoming desk-averse: How smart working will change the legal sector



Over what timescale will your firm move to a point when it employs significantly (>10%) more people than



In five years, how do law firms expect to be using IT systems?



	I I	1			1		1			
HR SOFTWARE		46%			13%	12%	10%	19%		
COLLABORATION		43%			16%		26%	8%	7%	
DIGITAL DICTATION		43%			17%	18%		8%	14%	
		479/			170	4.09/		420/	10%	
CUSTOMER RELATIONSHIP MANAGEMENT (CRM)		42%			17%	19%		12%	10%	
TIME RECORDING		41%			23%	11%		14% 11%		
ARTIFICIAL INTELLIGENCE	375	6			27%		19%	7%	11%	
BUSINESS INTELLIGENCE	35%			24%		21%	6	10%	10%	
KNOWLEDGE MANAGEMENT	33%			29%			17%	13%	8%	
PRACTICE MANAGEMENT	31%		14%		17%		22%		17%	
RISK AND COMPLIANCE	30%		18%		19%		25	%	8%	
COST RECOVERY AND MANAGEMENT	30%		15%		19%		19%		16%	
			15/0		1570				20/0	
CASE MANAGEMENT	30%			24%		14%	16%		16%	
DOCUMENT MANAGEMENT	29%			24%	i	3%	21%		13%	
MATTER MANAGEMENT/PROJECT MANAGEMENT	29%			24%	14	1%	24%		9%	
DOCUMENT PRODUCTION TOOLS	26%		27	%		17%	16%		14%	
DOCUMENT ASSEMBLY/AUTOMATION (AND REVIEW)	23%		23%		22%		19%		13%	

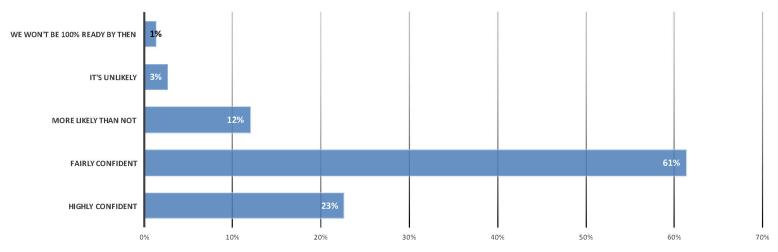
Fully in the cloud Mainly cloud 50/50 on-premise/cloud Mainly on-prem Fully on-premise





Are SME law firms ready for GDPR?

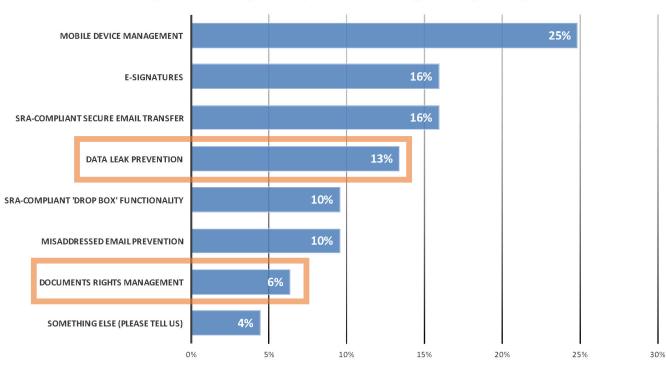
How confident are you that your firm will be fully ready to treat all personal/individual data in the 'correct' way in line with the GDPR in May 2018?







How security conscious are SME firms?



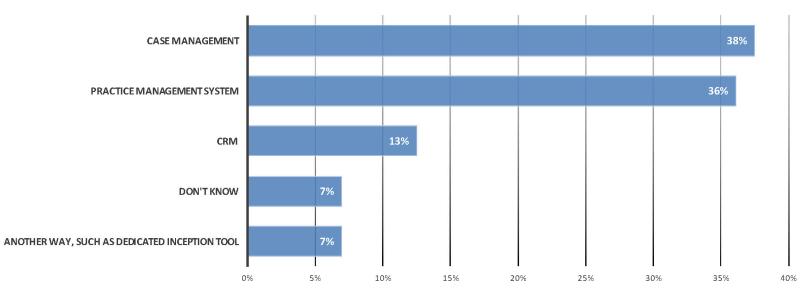
Has your firm adopted any of the following security tools yet?





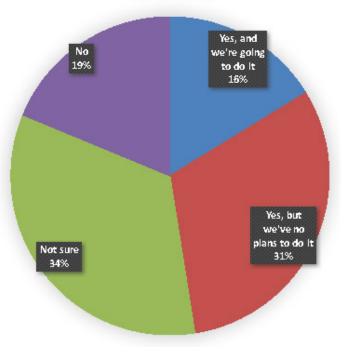
Do SME firms have data centrality?

Does your firm start matters or introduce clients via a customer relationship management system, or your PMS/CMS?





Do you think your firm should be enacting training schemes around coding or other technology skills for fee earners?





A leftfield opportunity

There is a nascent but growing push towards tech training for lawyers and others in the legal sector.

Embrace it!



Rupert Collins-White Editor-in-chief, LPM rupertw@lpmmag.co.uk

