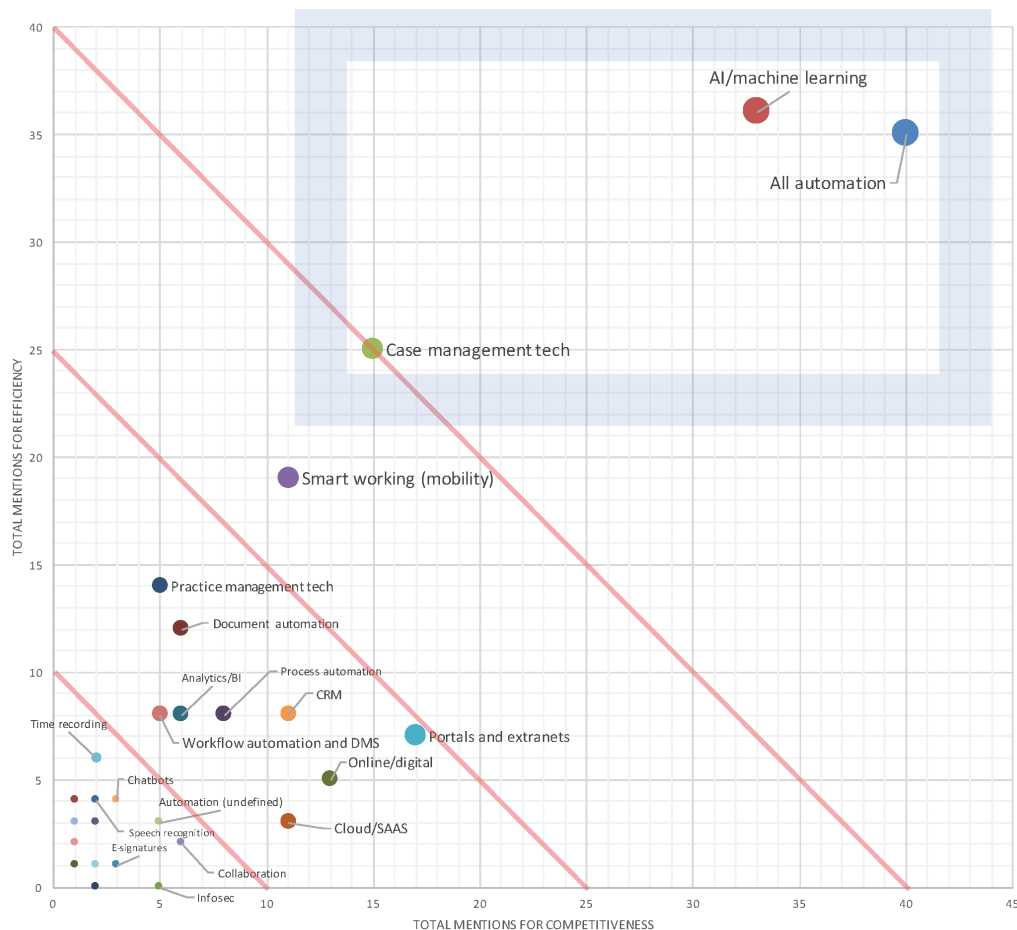




SME Legal IT landscapes 2018



Hot zone

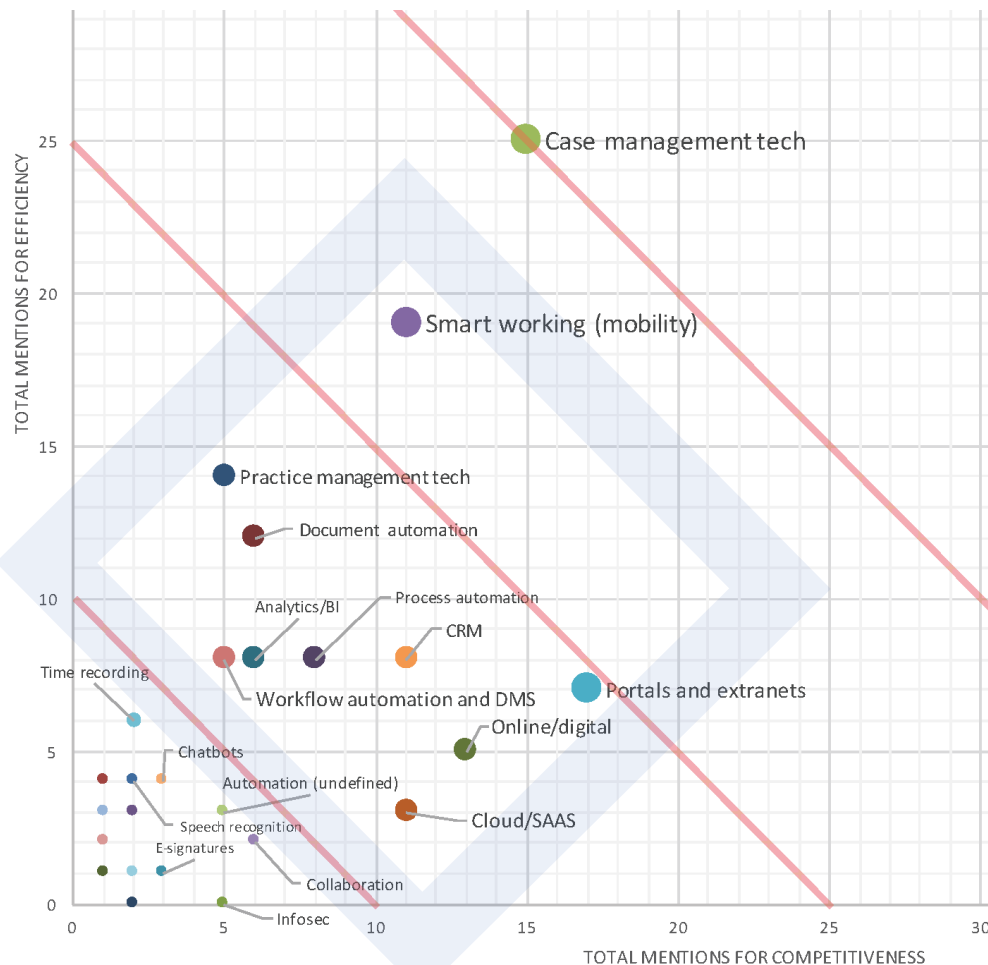
Artificial intelligence is top of mind share – but in a very undefined way, because almost no smaller firms have experience with it.

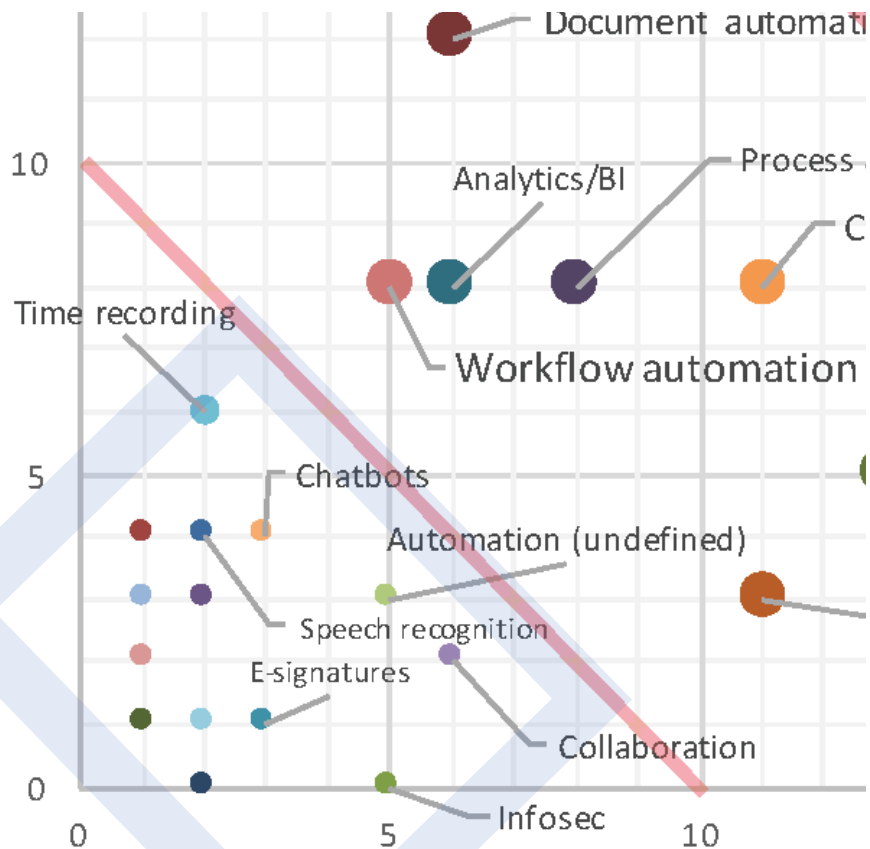
The truth, though, is that automation is dominant – even without including AI in automation.

If we lumped AI 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

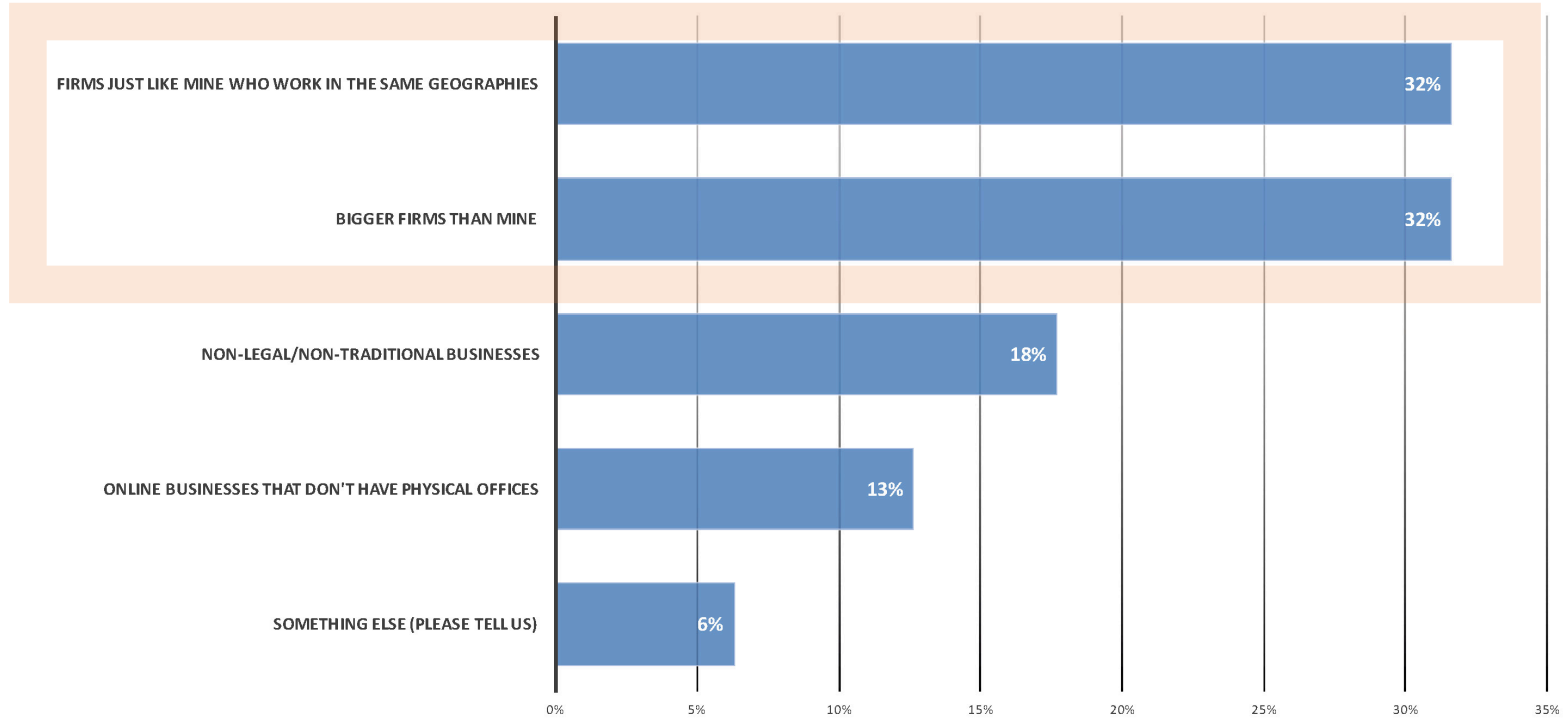
Are SME law firms moving
fast enough into the future?

BEHAVIOURAL THEORY 101

How you behave depends on how you perceive threat

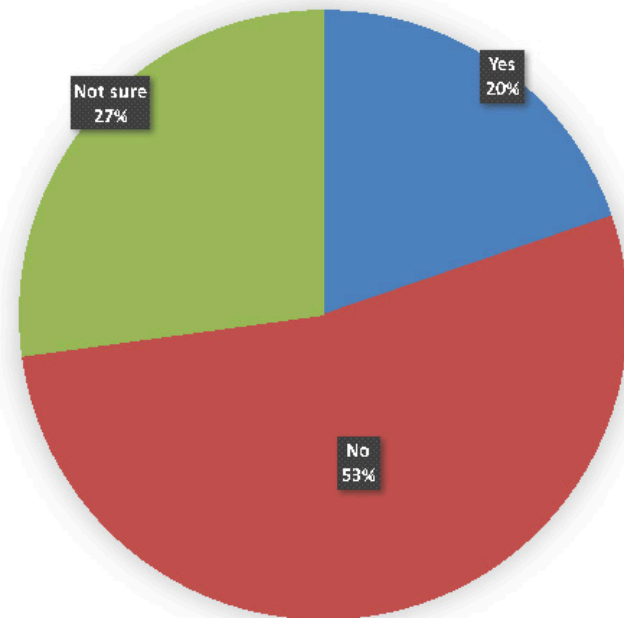
How you behave depends on how you perceive threat

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?

Is the amount the firm devotes to new or non-business as usual technology enough?



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

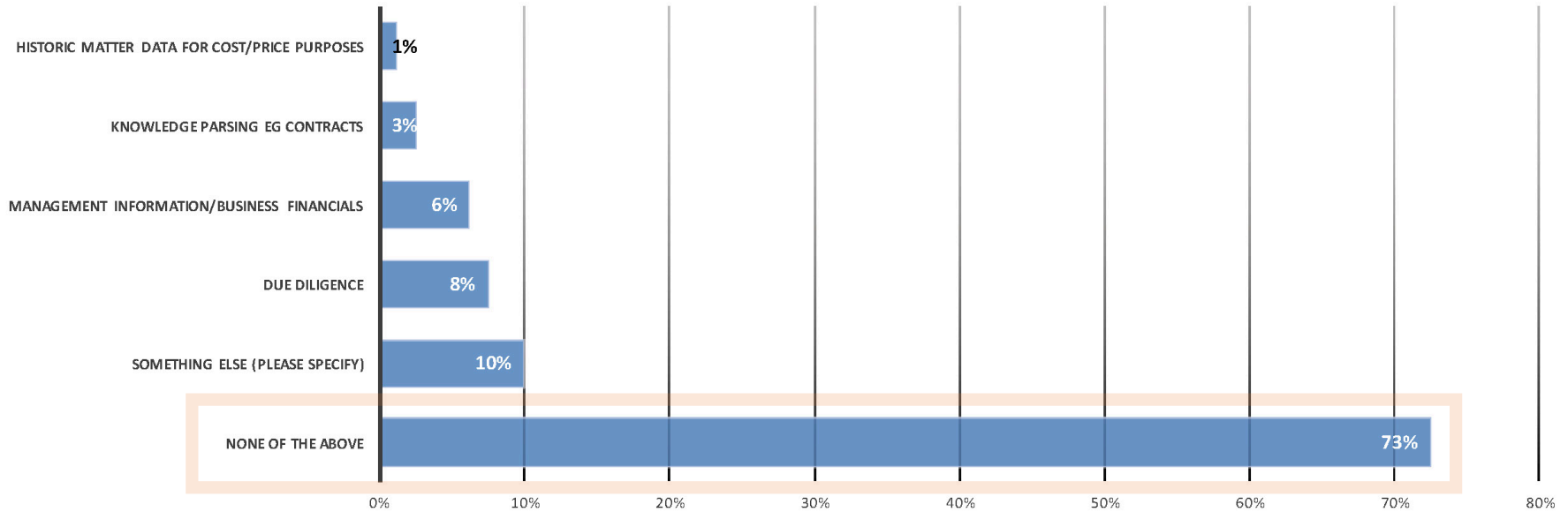
Just 1/5 say 'yes'. 'Not sure' is a non-positive.

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

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)?



* So they say ...

Automation in SME legal services

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

3.8/10

0 is low, 10 is high

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?

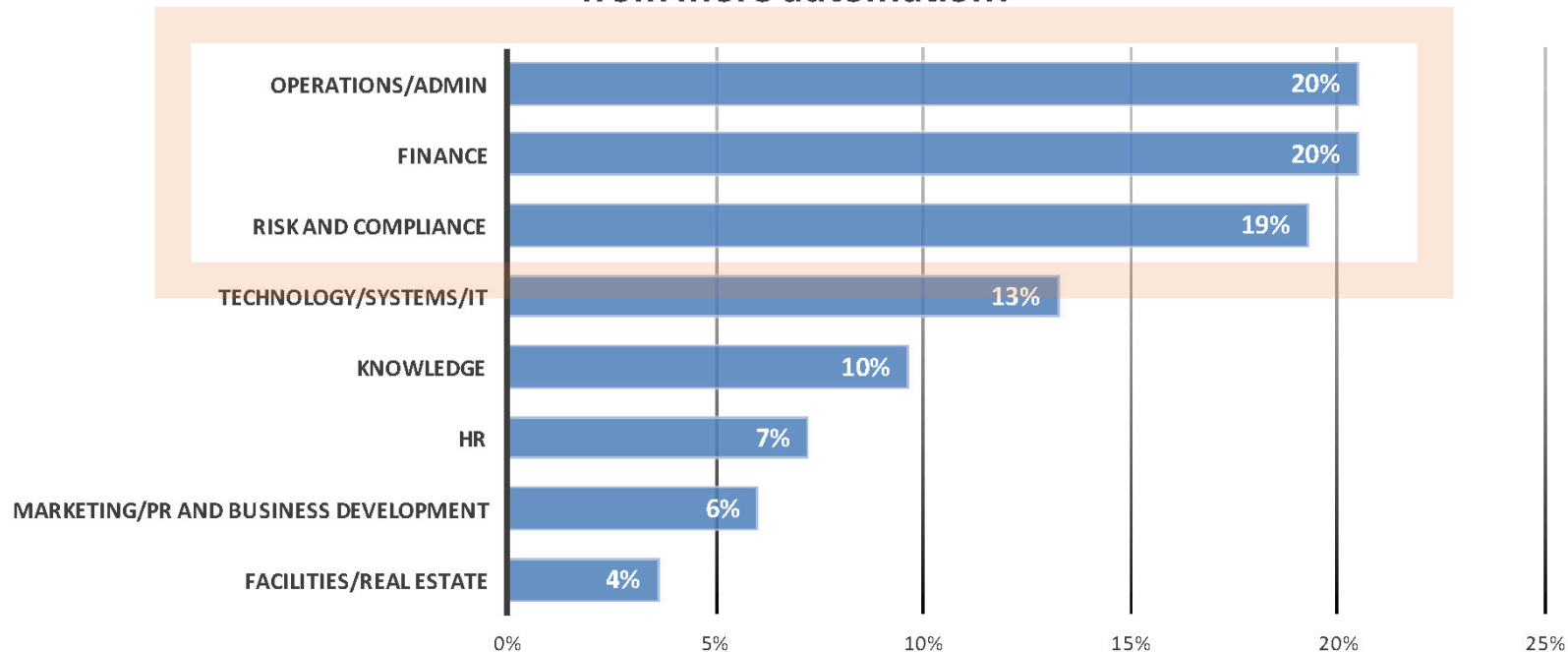
6.6/10

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 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?

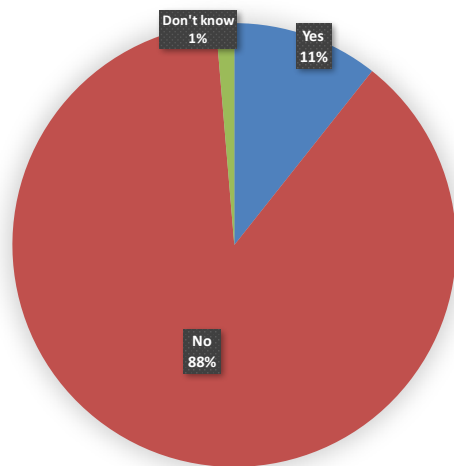
(The Martini Test: By which we mean the ability to work on any device, any time, anywhere on their main work tasks.)

A large, white, sans-serif percentage '45%' is centered within a solid black rectangular box.

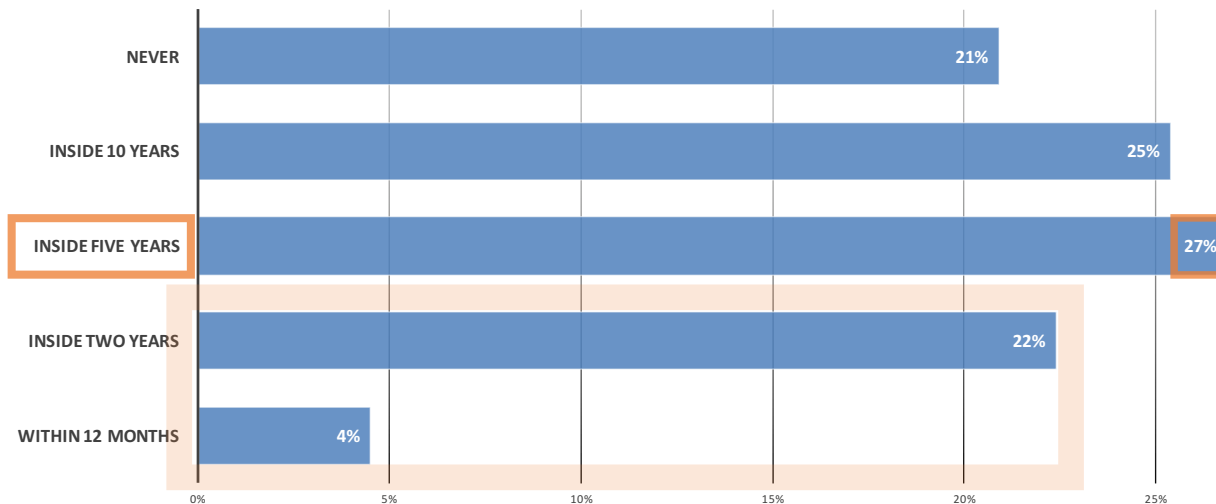
45%

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

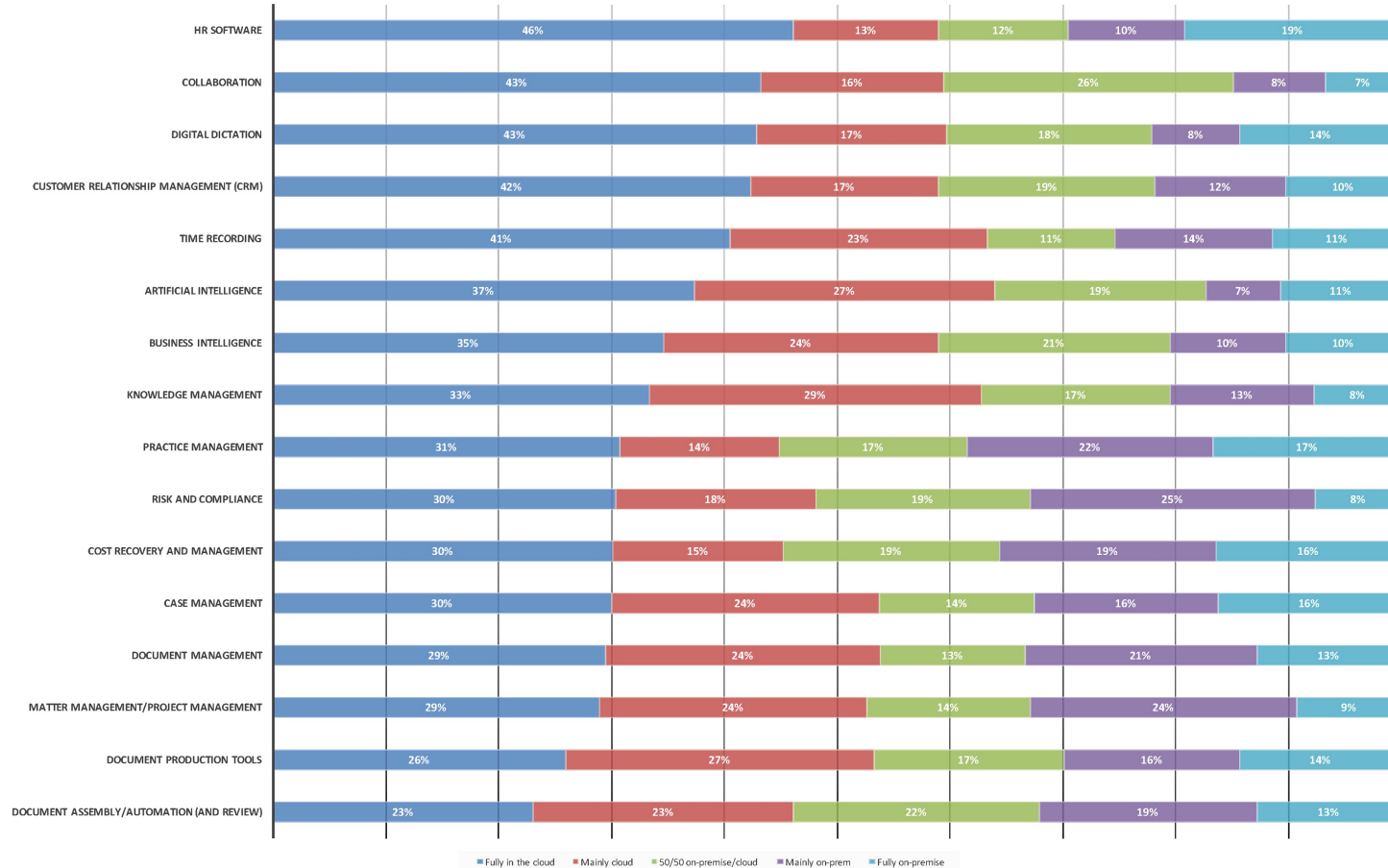
Does your firm currently have significantly (>10%) more people than it has desks for them all to sit at?



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?

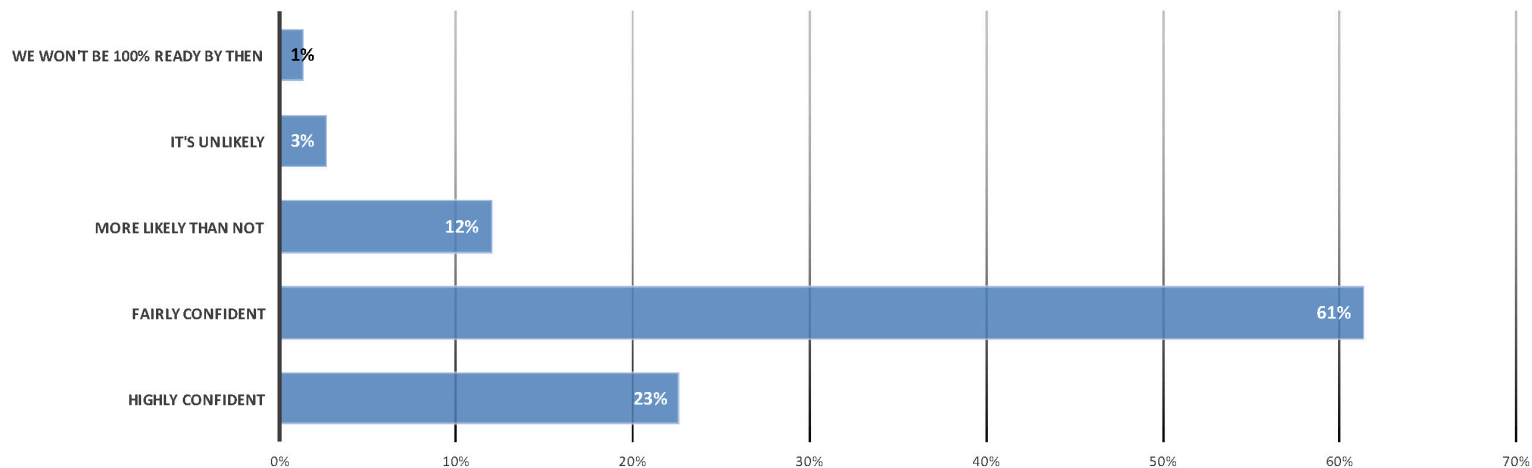


In five years, how do law firms expect to be using IT systems?



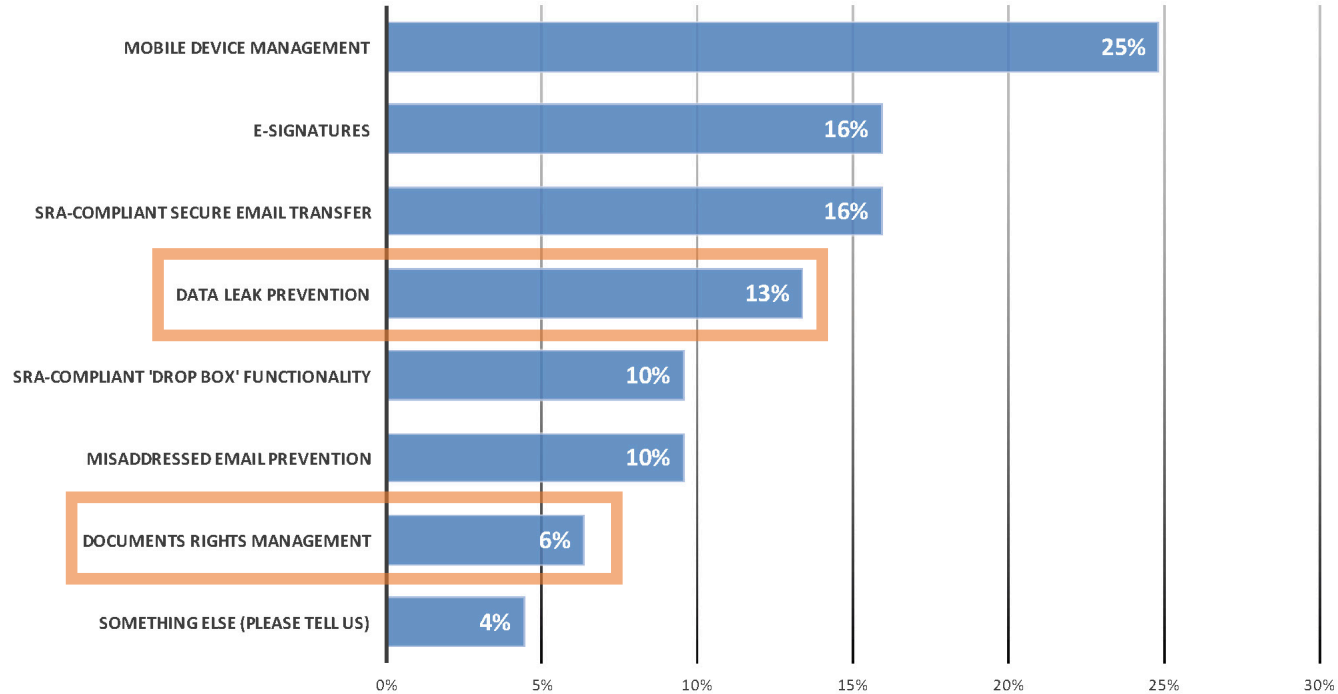
Are SME law firms ready for GDPR?

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?



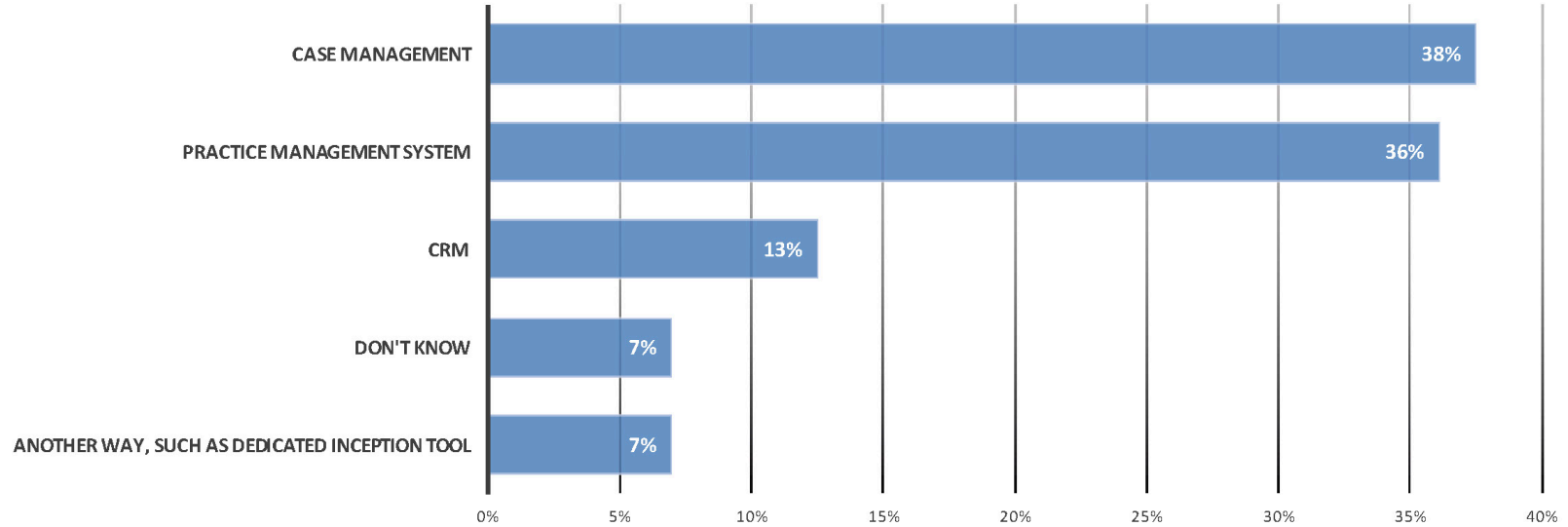
How security conscious are SME firms?

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

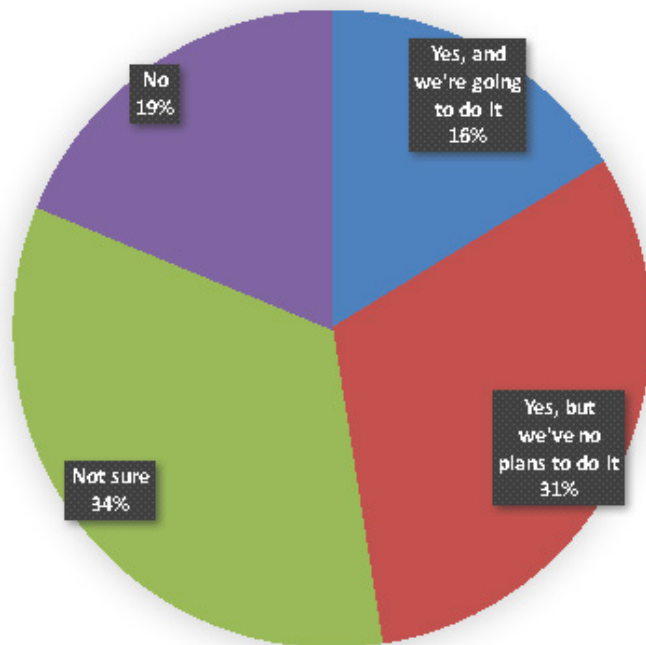


Do SME firms have data centrality?

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!



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