



**BURLINGTON**  
MEDIA GROUP

# Legal IT landscapes 2018

Drivers, trends and insight into attitudes to legal tech

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

## **Briefing LITL 2018**

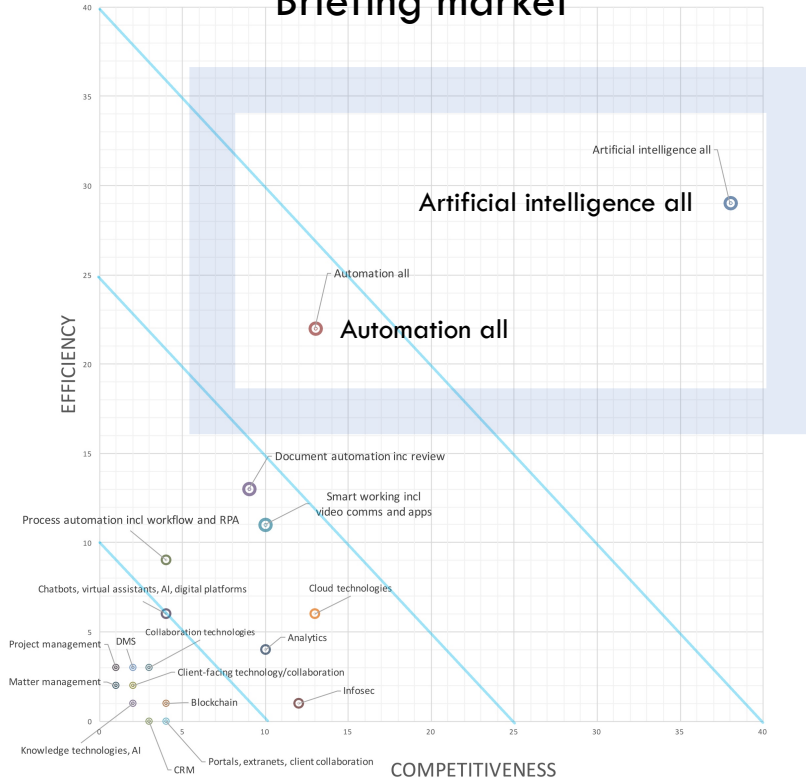
47 firms – 57 responds – UK top-tier and Am Law  
(UK and international firms with UK footprint, £20m-£2bn)

## **Legal Practice Management LITL 2018**

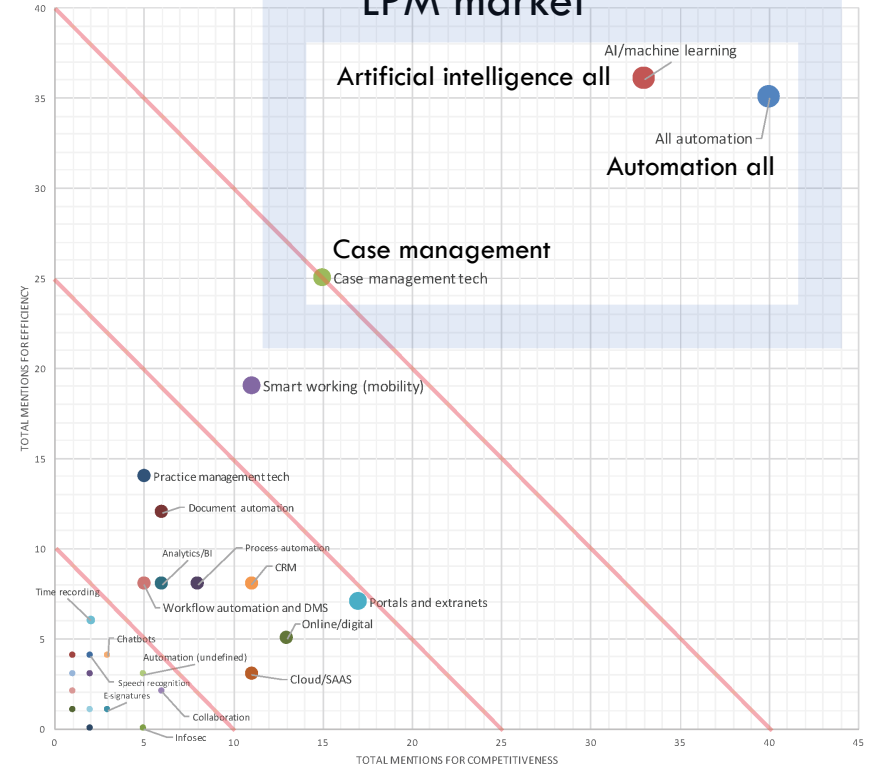
82 firms, 88 responds – UK SME/mid-tier firms £1m to £20m

# The Big Questions – hot/hype zone

## Briefing market



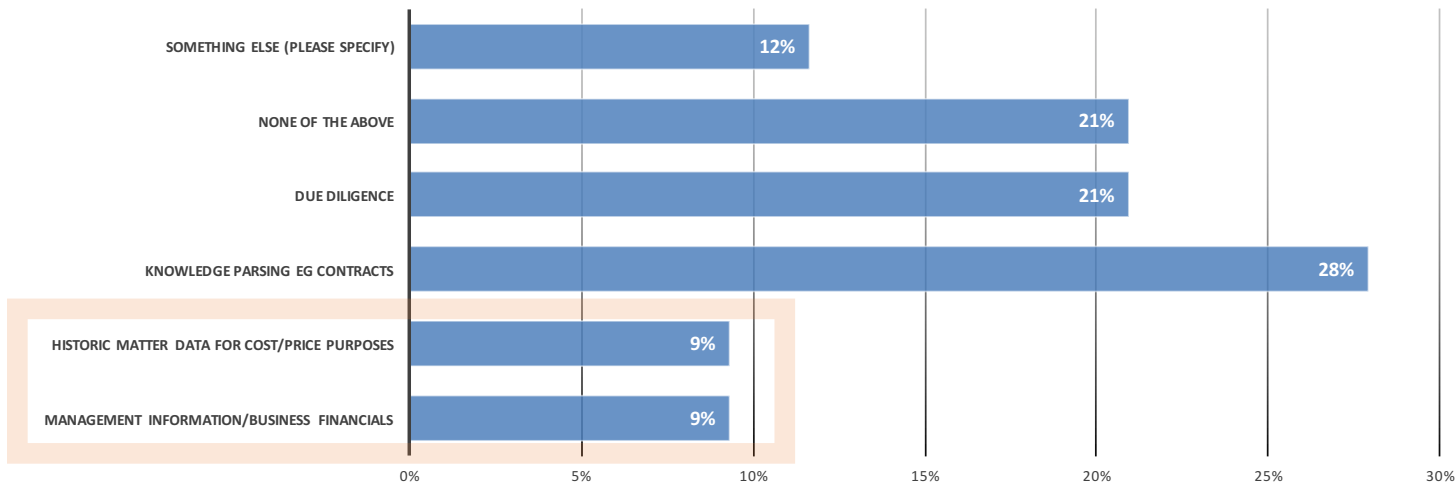
## LPM market



# AI – how are firms using it?\*

## Briefing LITL results

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



*Something else?*

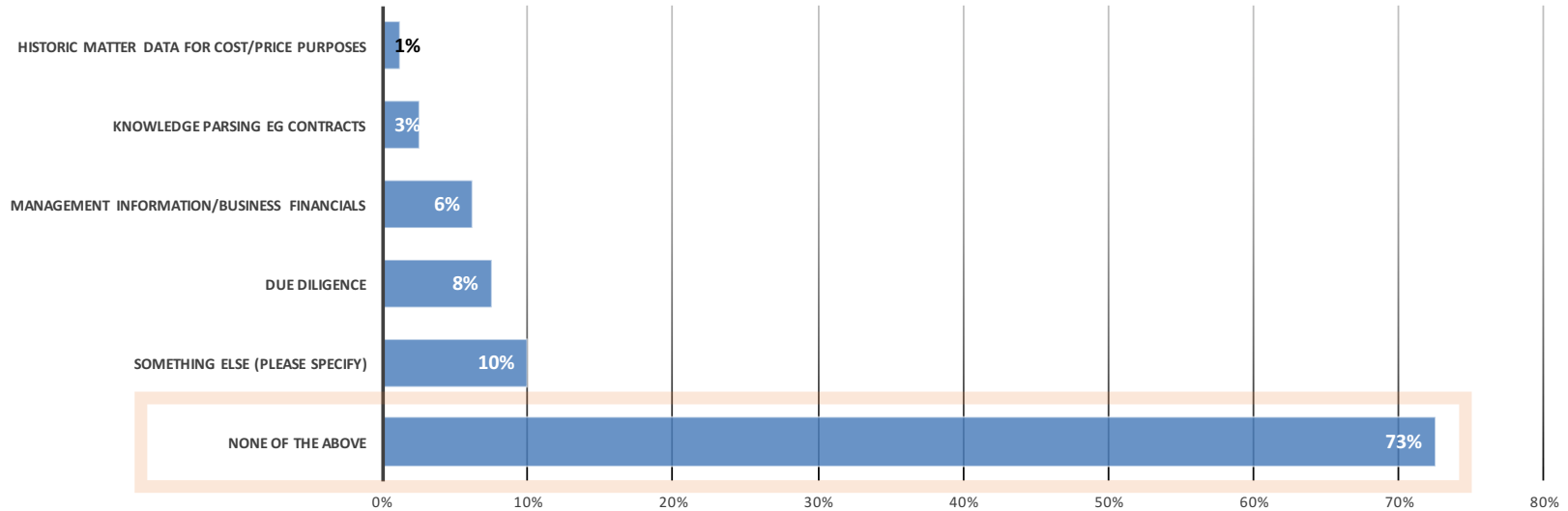
- Document formatting
- Not in use at present but actively engaged in this area
- Regulatory review inc Brexit; expert systems for process and knowledge automation
- (a) Contract reviews (not DD); and (b) investigations (ie competition, fraud, regulatory etc)
- Disclosure review

\* So they say ...

# AI – how are firms using it?\*

## LPM LITL results

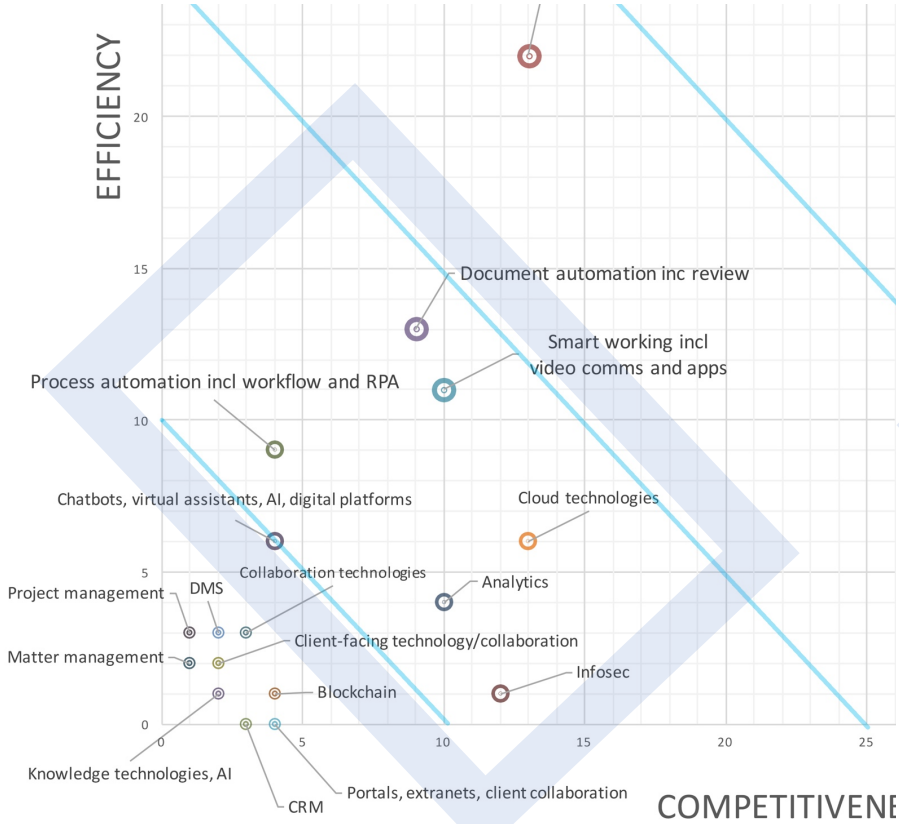
Which areas of data is your firm applying machine learning/AI software to (if any)?



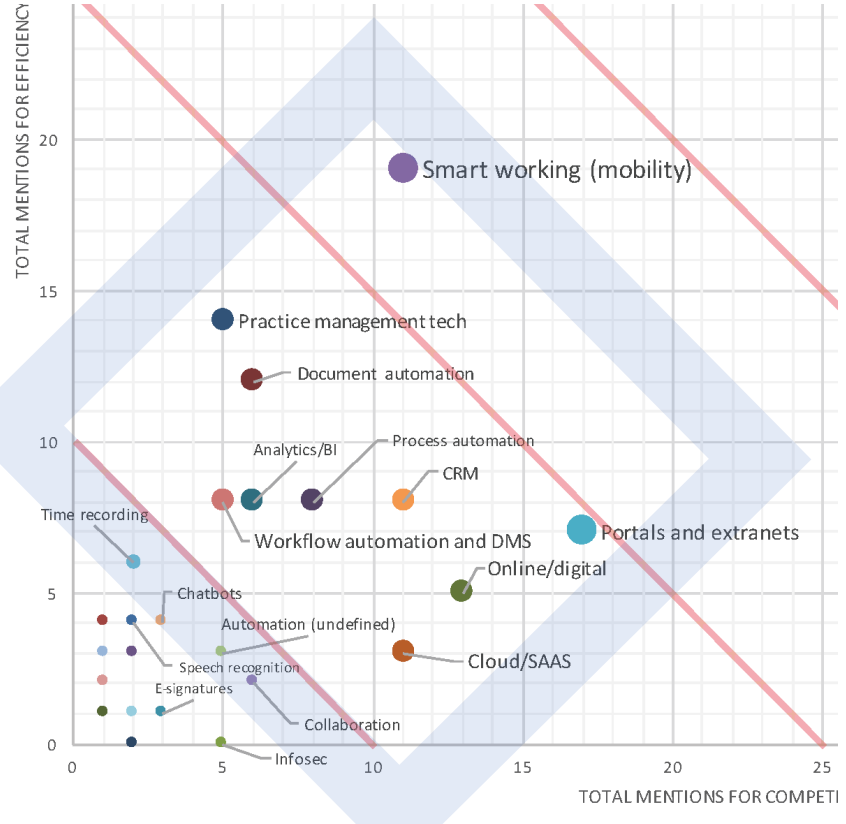
\* So they say ...

# The 'live' area

## Briefing market

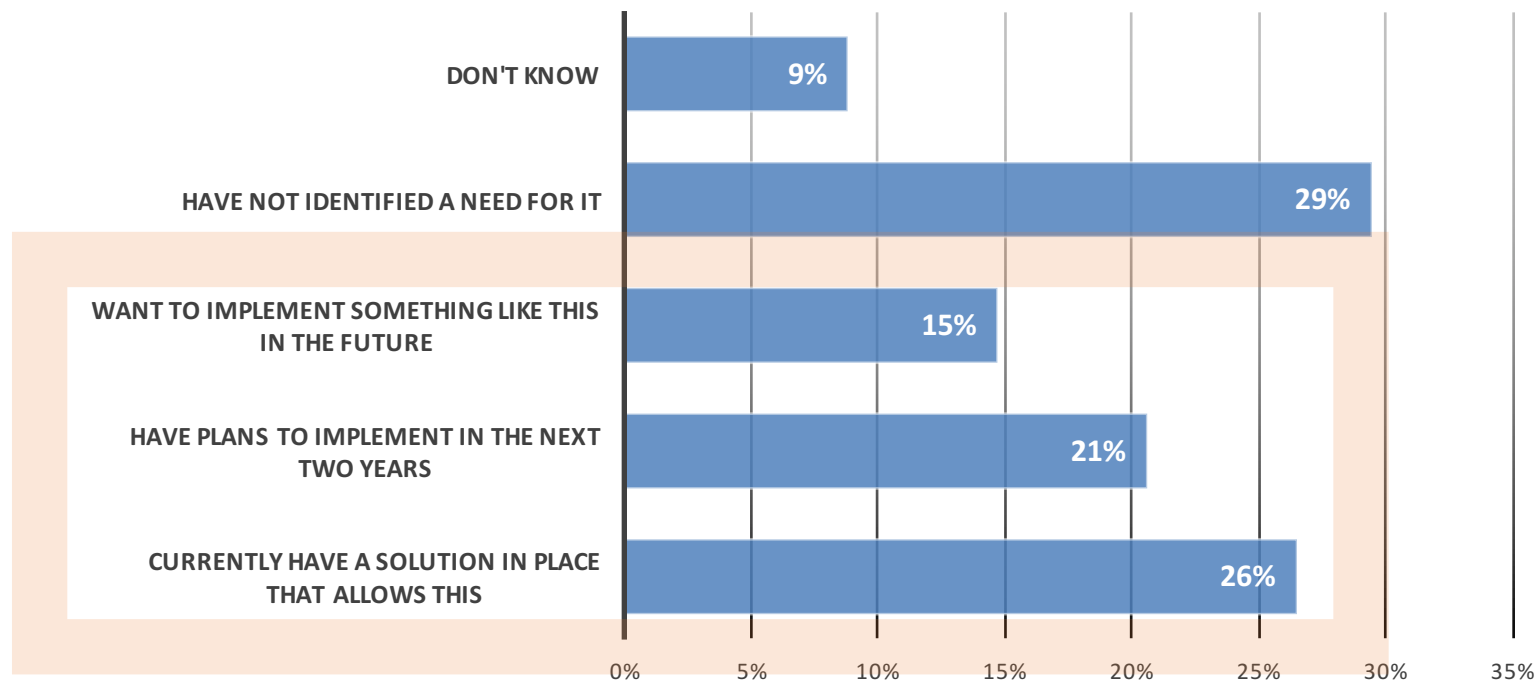


## LPM market



## Briefing: Over the horizon – client connection technologies

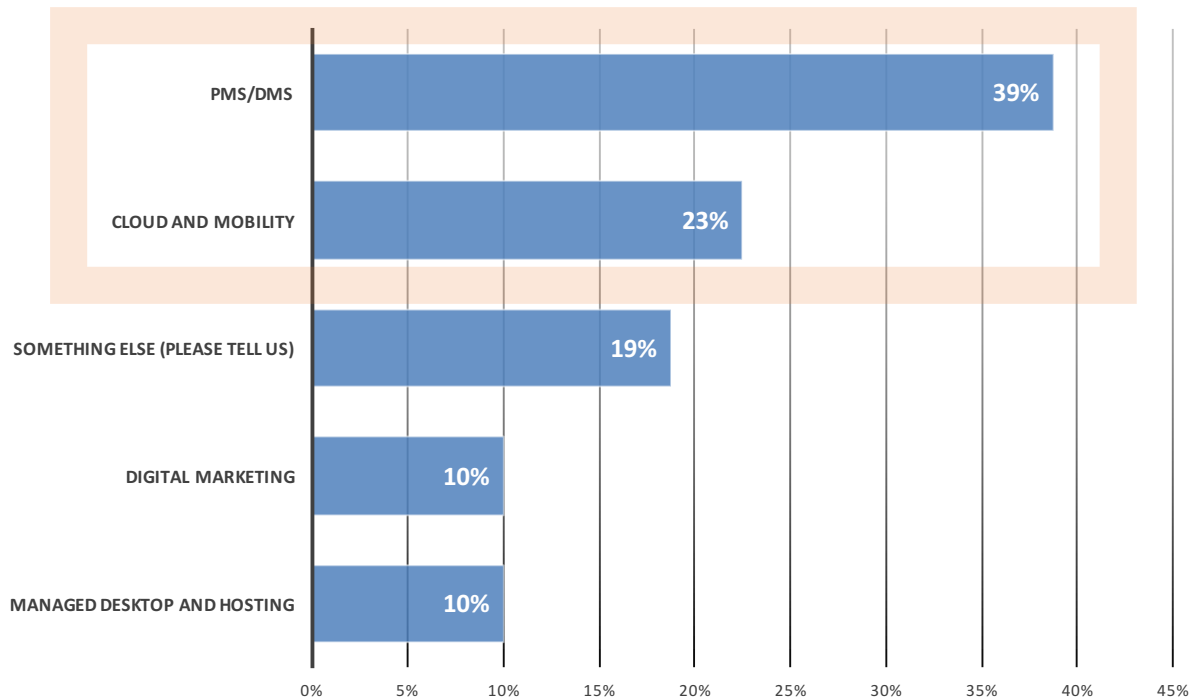
Thinking about technology that allows clients to start/  
re-scope/amend work directly within your firm – do you ...





# LPM: On the horizon – basic stuff, then cloud and smart working

Which area of IT will your firm be focusing on as a priority over the next 18 months?

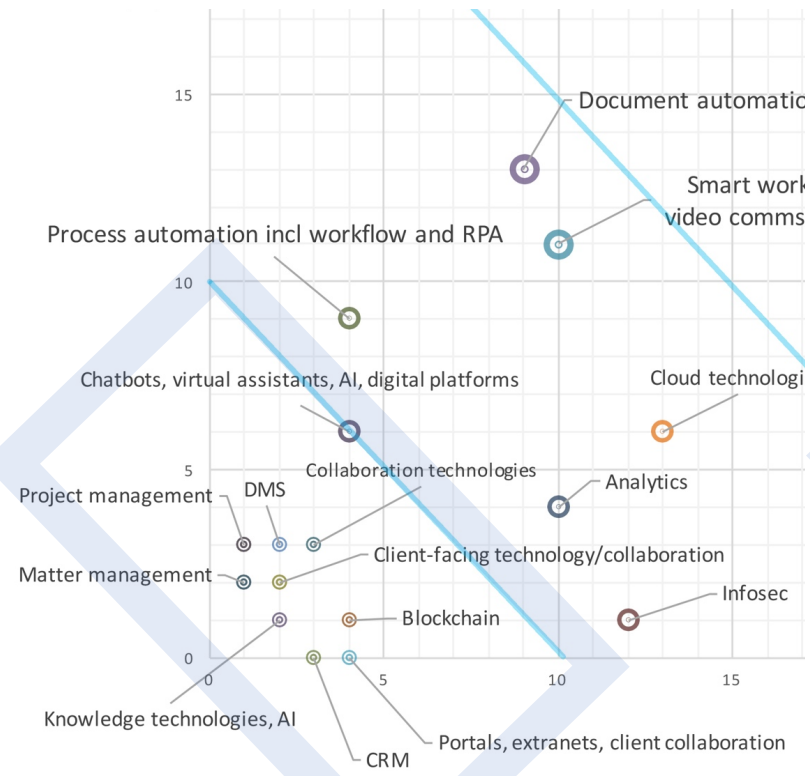


Other things:

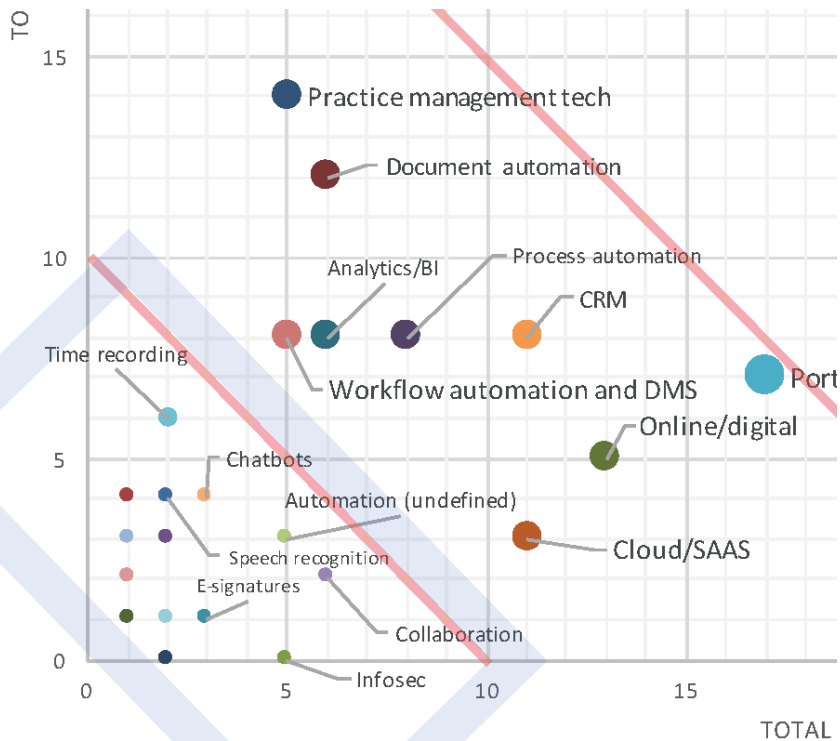
- Collaboration and project management
- CMS development
- Omni channel and AI/Robotics
- AI
- Virtualisation - Nutanix
- Disclosure/e discovery
- integrated client-/introducer-facing apps
- Potentially updated CMS to facilitate better automated processing with document production, comms handling and matter management/scoping/matter budgeting
- Infrastructure
- Client acquisition automation and deep CRM
- PMS/DNS & Cloud/Mobility
- case management
- cyber security
- hardware upgrades

# Nascent/outgoing

## Briefing market



## LPM market



## 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 'big' 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.

## 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?

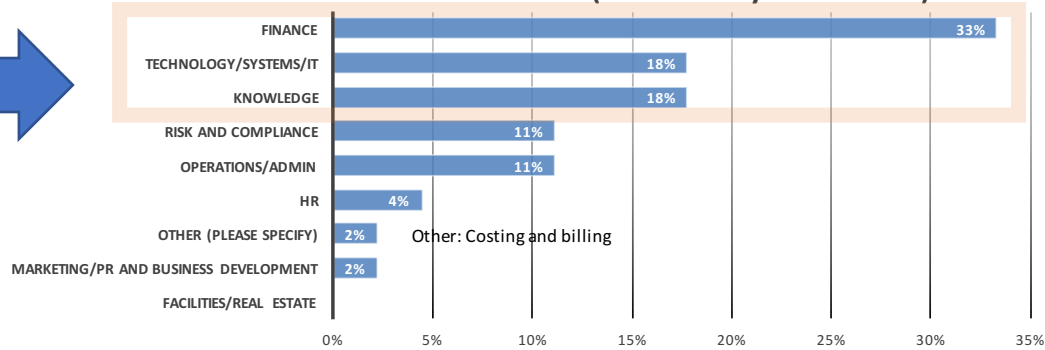
6.6/10

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).

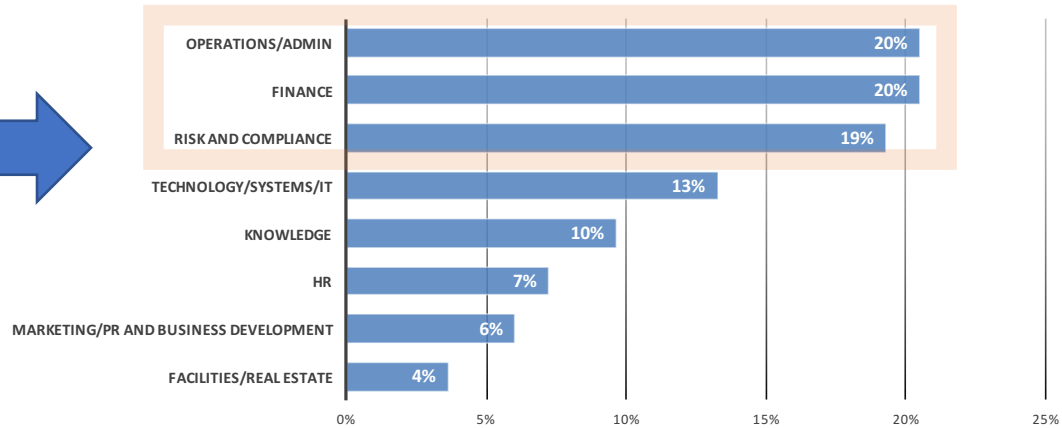
Briefing  
LITL  
results



### Which support/business services area in your firm could benefit most from more automation? (You can only answer one)



LPM  
LITL  
results



# Becoming desk-averse

## How smart working will change the legal sector

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

## How mobile is legal now?

### Briefing market

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

55%

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

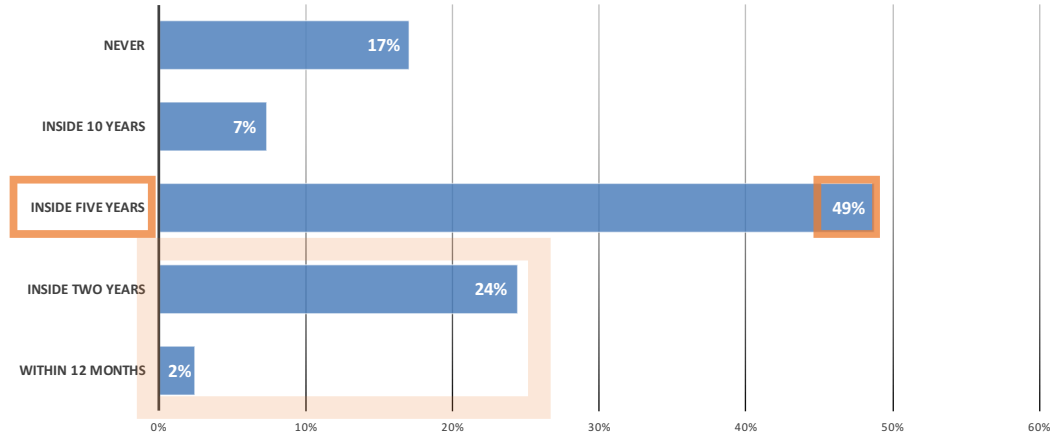
### LPM market

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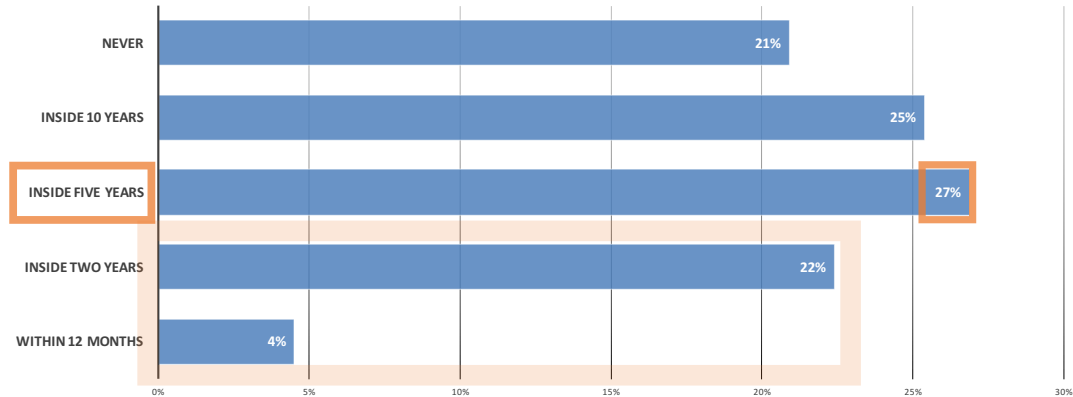
45%

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?

Briefing  
LITL  
results



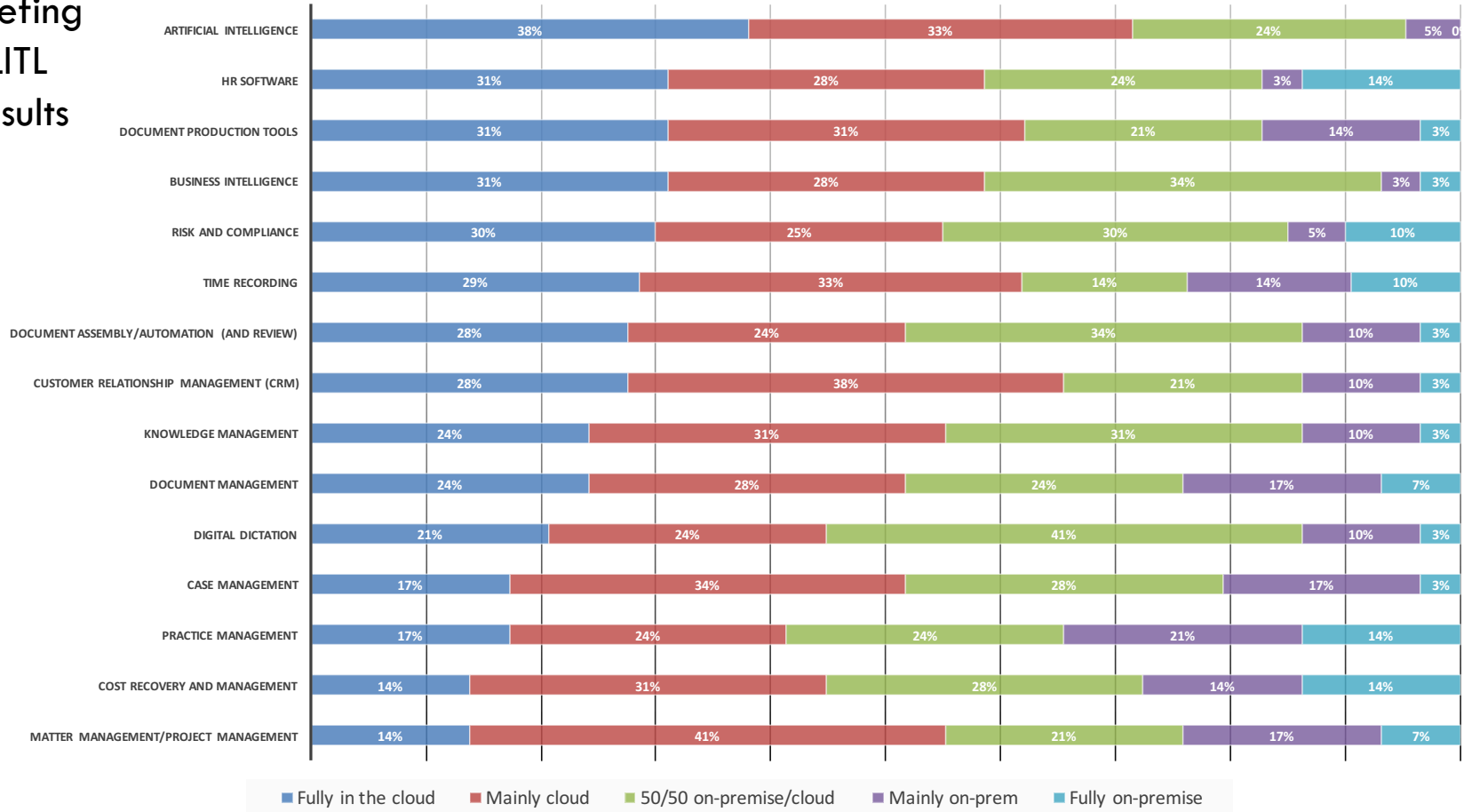
LPM  
LITL  
results



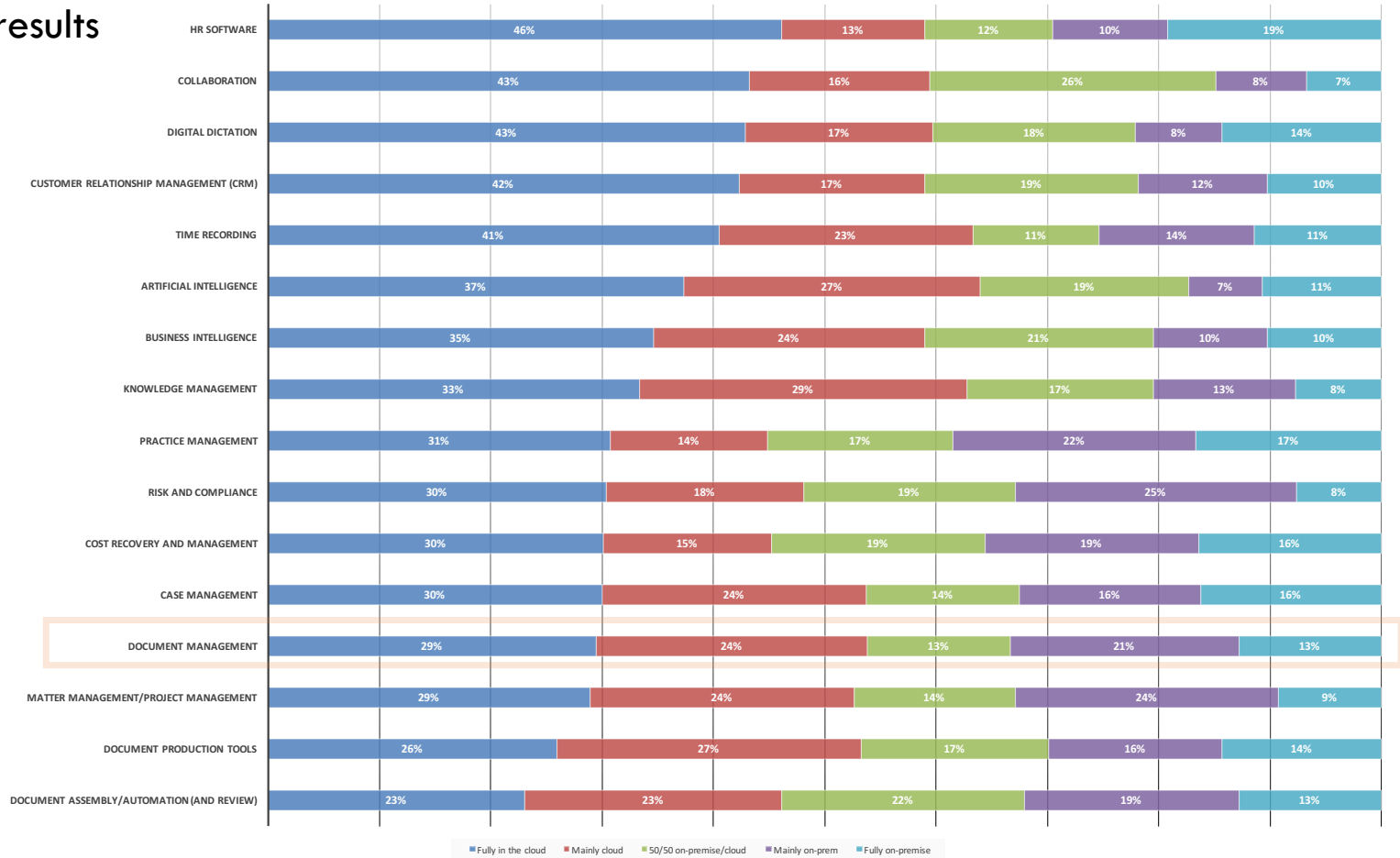


# Briefing LITL results

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



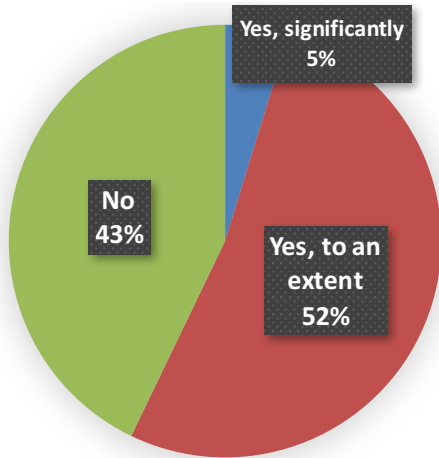
# LPM LITL results



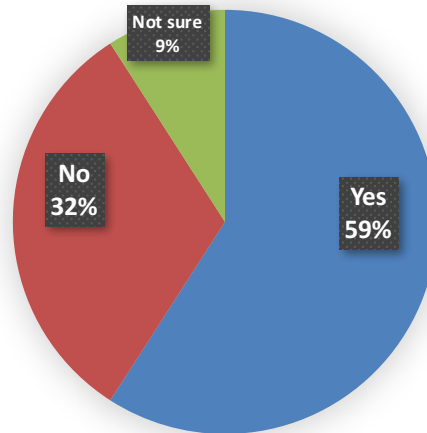
# What's stopping law firms from investing in technology?

## Briefing LITL results

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

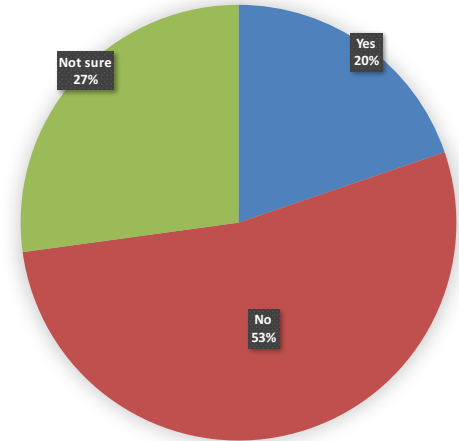


Is there sufficient budget available for non-operational/non-'business-as-usual' IT?



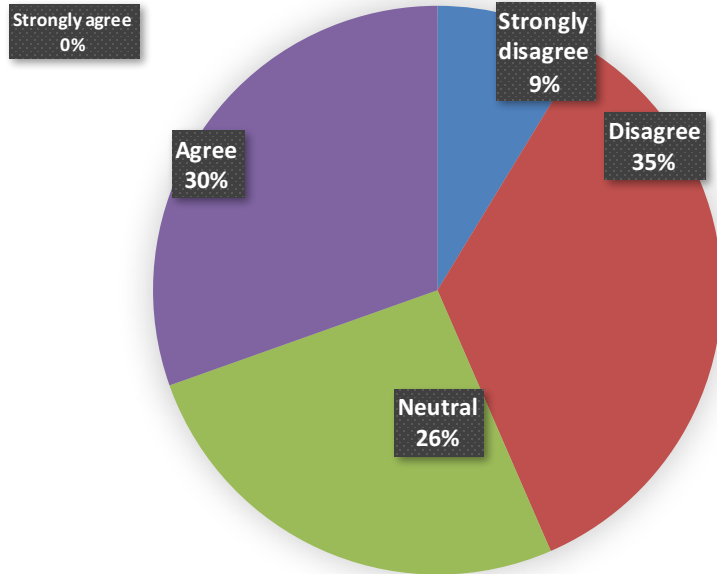
## LPM LITL results

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



# How influential are IT leaders?

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."



## Briefing market

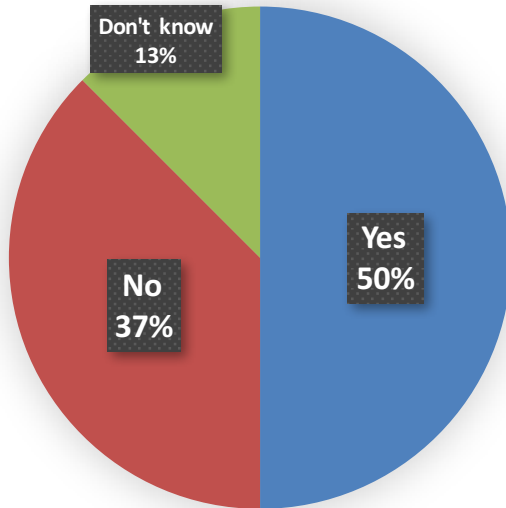
Takeaway:

Suppliers to the legal market should spread their contact with law firms across relevant business units eg finance, operations to ensure engagement.

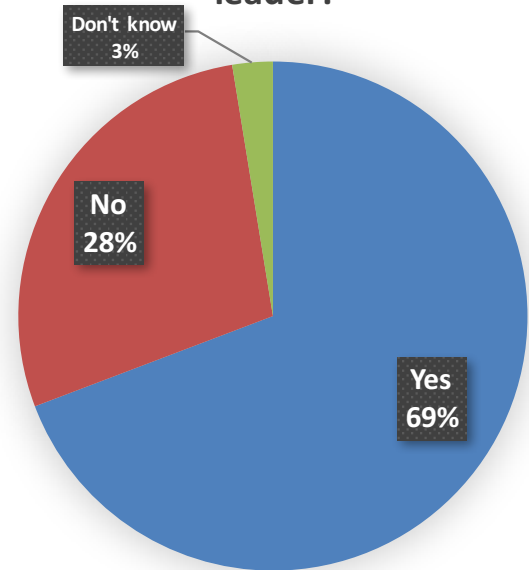
# Are they innovating hard enough?

Briefing LITL results

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



Does your firm have an innovation leader?



# **Evolutionary theory 101**

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

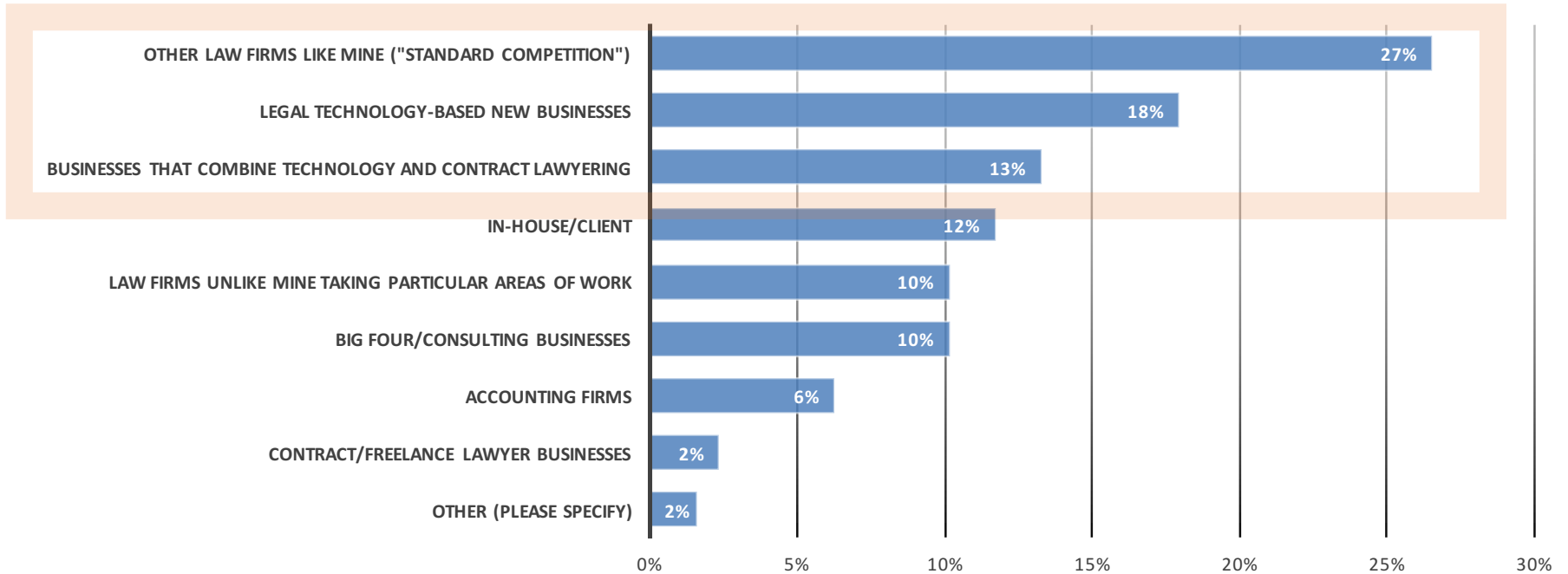






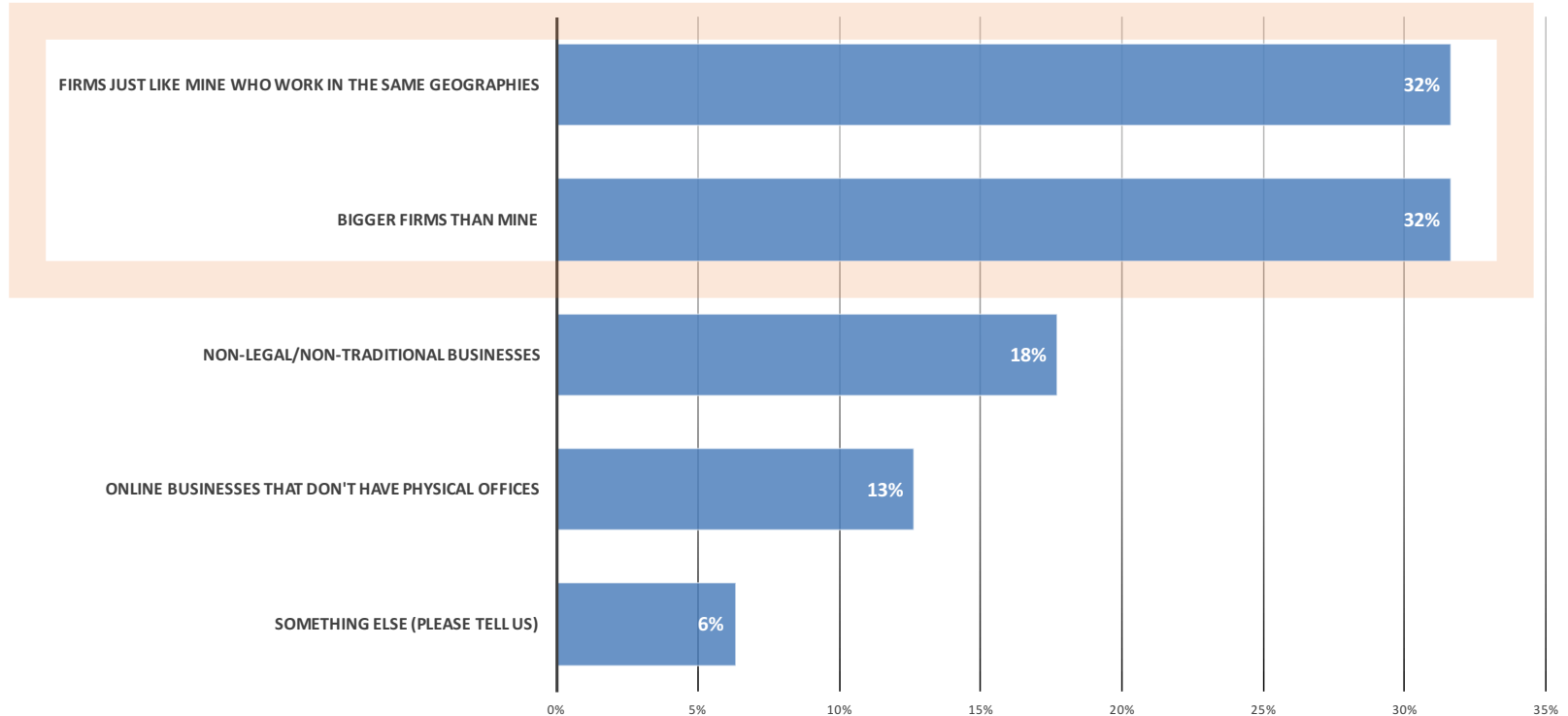
## Briefing LITL results

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



## LPM LITL results

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





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