

# Reshaping UK legal.

## The top 5 innovation drivers

### Technology is impartial, just like the law

Changing market dynamics are forcing traditional law firms and legal service providers to compete and collaborate. The result is unprecedented pressures on established firms to demonstrate value, as technology-led clients insist on increased efficiency, predictability and cost-effectiveness.

**Five transformational changes shaping law firms.**

1



#### Advancing technology

Cloud-based convergence of communication, collaboration, messaging and AI is arguably the most significant opportunity for modernisation of legal services.

**81%**

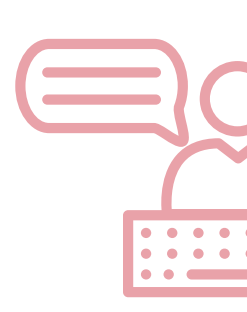
of lawyers feel technology is strategically important to stay competitive <sup>1</sup>

**27%**

of law firms spent 5% or more of their revenues on technologies in 2019 <sup>1</sup>

Forward-thinking law firms use cloud-based technology for flexible, collaborative workflows that deliver more client-centric services to unlock higher value from fee-earners.

**But much work is needed.**



#### Client Demands

Increasing client demands are changing the way law firms work.

Specific client expectations include real-time case visibility and sharing timely intelligence.

**Law firms must be more responsive.**

2

**80%**

of firms think their client service is above average <sup>2</sup>

**51%**

of lawyers say clients now demand better service levels <sup>2</sup>

**44%**

of clients are dissatisfied with their firm's response times <sup>3</sup>

3



#### Enhanced Competition

ALSPs are a fast-growing segment and an integral part of the legal services industry. They offer talent and technology to deliver legal services in modes that best suit their clients' needs.

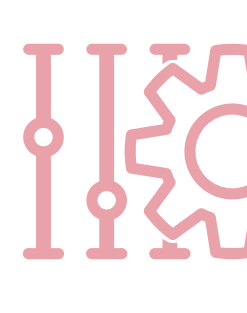
**Competition drives change.**

**55%**

corporate legal departments use alternative legal service providers (ALSPs) <sup>4</sup>

**83%**

of firms think competition from non-traditional (including non-lawyer) service providers will be a permanent trend <sup>5</sup>



#### Efficiency Initiatives

Pricing pressures, increased competition and evolving client demands mean firms must find new ways of delivering client services more efficiently.

**Reputation, price and specialism are vital factors influencing client buying decisions.**

4

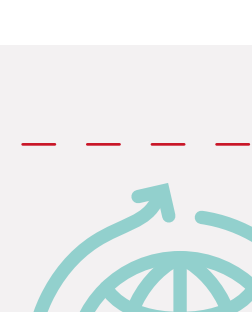
**42%**

of law firms say legacy IT infrastructure hampers business growth <sup>6</sup>

**36%**

of firms have IT systems that are not agile enough to improve operational efficiency <sup>6</sup>

5



#### Workplace Flexibility

Flexible working embraces both physical and digital workspaces by empowering fee earners to work where, when and how they choose.

**Firms must consider the best fit for their practice and their solicitors.**

**52%**

of solicitors work flexibly to some degree vs 63% of in-house lawyers and 66% of UK professionals <sup>7</sup>

**83%**

of solicitors would consider leaving a firm if it didn't offer working from home <sup>7</sup>

### Cloud communications help law firms modernise, adapt and differentiate to stay ahead

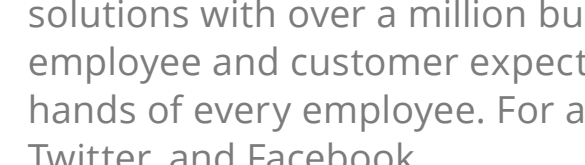
<p><b>Affordable cloud communications</b></p> <p>Up to 30% lower costs than traditional systems</p>	<p><b>Greater flexibility</b></p> <p>Modern mobile and desktop apps keep fee-earners productive</p>	<p><b>Secure and reliable</b></p> <p>End-to-end encryption for all communications and devices</p>	<p><b>Easy setup and configuration</b></p> <p>Simple, fast set-up with 24/7 customer support</p>
<p><b>Client analytics</b></p> <p>Analyse data for compliance, client insights and fee earners' performance</p>	<p><b>AI chatbots</b></p> <p>Streamline responses to client queries</p>	<p><b>Secure conferencing and collaboration</b></p> <p>Secure high-definition audio and video conferencing, file sharing and instant messaging</p>	<p><b>Call recording</b></p> <p>Listen to client calls during your discovery process</p>

Source: 1. HSBC Legal Tech Analysis 2019 - 2. Legal IT landscapes report 2018 - 3. Discerning clients are forcing firms whitepaper 2019 - 4. Alternative Legal Service Providers 2019 - 5. Altman Weil Law Firms in Transition Survey - 6. Redcentric Report - 7. Obelisk 2019 Whitepaper: Back To the Future: Reshaping law Firm Culture

**To learn more about cloud communications visit [8x8.com/uk/law-firms](https://8x8.com/uk/law-firms)**

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