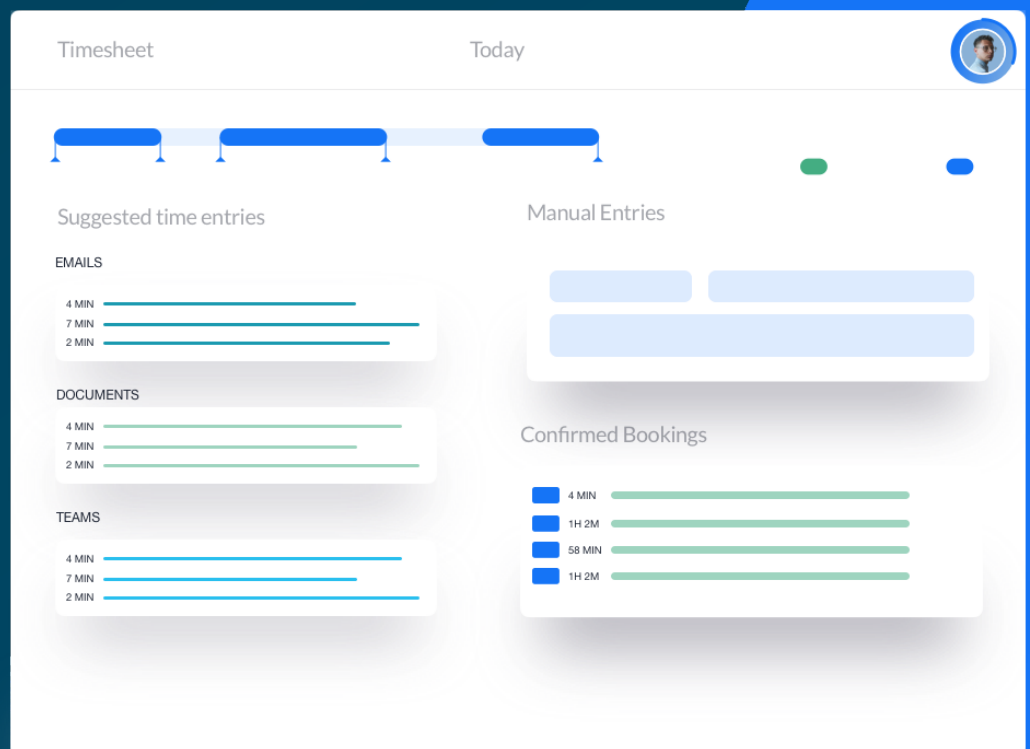




Law Firm Digitalisation 2.0: Incremental Changes, Extraordinary Results

This eBook explores the issues law firms will face over the coming years - and highlights how legal technologies are working to solve the anticipated pain points.





Introduction

2020 was a year like none other. The pandemic accelerated digital adoption at an unprecedented rate. This led to increased cybersecurity risk, mammoth changes to internal processes, and increased challenges managing the balance between work and downtime. More than anything, the pandemic highlighted the need for law firms to be agile and forward-thinking. This eBook explores the issues law firms will face over the coming years and highlight how legal technologies are working to solve the anticipated pain points.

About TIQ Time

TIQ Time is a best-of-breed time capture solution for legal professionals. Our integrated software helps lawyers build a complete and consistent timesheet, resulting in reduced leakage, increased profitability, customer excellence, and better data insights.

Table of contents

Part 1: Research & Trends in 2021

- Law Firm Tech & Legal Challenges: Where are we? 5
- Trends in Legal Tech: What we're seeing in 2021 6
- Increased automation 6
- The rise of self-service 6
- Privacy and cybersecurity as a service 7

Part 2: Impact of Legal Technologies in Your Law Firm

- Technologies hold the key to solving the issues law firms face today 9
- Strengthening human connections with technology 9
- Better data, better outcomes: drive productivity and profitability with technology 10

Part 3: TIQ Time & Your Firm's Processes

- Automated Time Tracking 13
- Narrative Billing 13
- Data Insights 14





Part 1: Research & Trends in 2021

READ MORE 

Law Firm Challenges & Legal Tech: Where Are We?

Law firms faced immense challenges in 2020. The pandemic caused the global economy to hold its breath in the first quarter, resulting in uncertainty and pessimism for the future. It also fuelled legal customer appetite for more competitive legal fees and increased efficiency. However, fluctuating demand and increased price sensitivity did not have the negative impact on profits that law firms initially braced for. In short, uncertainty and a continuing buyer's market are fuelling the need for change.

Digitalisation in law firms is widely accepted as a driving factor behind law firm agility, profitability, and future-readiness. In fact, close to one third of lawyers surveyed by Gartner for its 2021 Legal Planning and Budgeting Report indicated that acceleration of corporate technology use was going to have the most significant impact on legal work in the coming year.

Change is Challenging Law Firms

The changes demanded of law firms during the pandemic look set to continue into the future.

- A recent [Wolters Kluwer survey report](#) indicates that 52% of law firms will work from home more in the future. This tells us that law firms are building remote work capacity into their longer-term technology planning and will likely be rolling out more permanent work-from-home arrangements.

The same survey indicates that 66% of law firms are seeking to improve virtual and digital customer communications. This demonstrates that law firms imagine a future where clients attend legal offices less frequently and rely on e-meetings instead.

- Legal customers are increasingly demanding alternative fee arrangements and unbundled services in their quest to reduce legal spend. Law firms need to work out how to remain profitable while continuing to meet client needs and demands.
- Legal customers want efficient, cost-effective legal services and good communication from their legal providers. We wrote an eBook on the relationship between customer satisfaction, perceived value of services, and law firm profitability. You can [download it here](#) for an in-depth exploration of this topic.

Law Firms Must Innovate to Remain Competitive

These challenges all require innovation and intervention from legal technologies. In this climate, it's unsurprising that industry expenditure on legal technology is strongly predicted to continue to increase. A 2020 Gartner survey of legal leaders [predicts a threefold increase in legal technology budgets by just 2025](#).

Digitalisation Holds the Key to Post-Pandemic Profitability

48% of legal departments surveyed for [Gartner's 2021 Legal State of the Function](#) asserted that technology solutions and the level of adoption was a weakness going into 2021. With legal technologies impacting everything from client payments to predicting case outcomes, law firms understand that now is the time to start adopting technologies or get left behind...



Trends in Legal Tech: What We're Seeing in 2021

Technologies are developing at an unprecedented rate. In 2010, LexisNexis listed e-readers, smarter smartphones, smaller laptops, and the advent of cloud computing as the most promising trends in technology for the year. A decade later, the future has absolutely arrived. Blockchain, neural networking, computer vision, and extended reality all exist, with immense future potential.

While these developments certainly are exciting, they are not the trends that will shape law firms in 2021 – or even in the coming years. The proliferation of work from-home arrangements has already proved to many lawyers the value of digital solutions. These lawyers have started using scheduling and diary management tools instead of relying on their assistant. They have stopped printing reams of legal documents, preferring instead to edit online in Google Docs or Word. Meanwhile, documents are now being sent via DocuSign for e-signature more often than they were pre-pandemic.

It's these incremental changes in productivity that are going to make the biggest difference to law firms in the coming years:

Increased Automation of Repetitive Tasks

The legal technologies that hold the potential to have the biggest impact on firm productivity and profitability are those which automate repetitive and administrative tasks. The pandemic caused a jump in the uptake and interest in these technologies as firms across the globe initially tightened their belts and let go or furloughed secretarial staff and associates.

We expect to see increased interest in these technologies into the future, now that lawyers are more well acquainted with digitalisation and its benefits. In terms of the technologies available today, there's a growing list of tasks that can be automated with effective automation tools, including:

- calendar management and scheduling
- billing and payments
- document population
- workflow management, incl. email follow ups
- document signing
- time entry management.

Interestingly, [Thomson Reuters noted in its 2021 State of the Legal Market report](#) that many firms have placed increased emphasis on accurate daily time recording and general billing hygiene throughout the pandemic. The increased interest in time recording stems from the increased interest in maximising firm profitability in uncertain times. Leading law firms understand the relationship between billing hygiene and collection, and they sought to mitigate losses wherever possible.

More Reliance on Self-Service

Self-service tools are increasingly being adopted by large corporations. Generally speaking, these self service tools promote focus on legal issues instead of legal administration. For instance, Australian conglomerate Wesfarmers built a self-service tool that enables staff to comply with marketing laws, develop confidentiality agreements, and review contracts. This frees up time for its lawyers to focus on more complex legal matters.



With increasing technological intervention, there's no reason law firms can't benefit from self-service tools too. Legal clients are gaining increased access to self-service tools for client intake, data entry, and contract and document generation.

We expect to see greater adoption of these technologies into the future.

An Increased Focus on Privacy & Cybersecurity

The risk to law firms posed by privacy noncompliance and inadequate cybersecurity is growing every day. In recent years, we've seen growing interest and investment in Privacy-As-A-Service and Cybersecurity-As-A-Service. These services are of particular interest to lawyers for three reasons:

- Lawyers are ethically required to keep client data confidential;
- Lawyers are alert to their legal obligations under global privacy and cybersecurity laws; and
- The vast majority of cyber breaches are directly attributable to human error.

Law firms are demanding better security from their service providers too.

Law firm leaders know and understand that a data privacy breach that affects their third-party service providers has a ripple effect. While the service providers might be responsible for the breach, it's the firm's data that is exposed – which can result in reputational damage, financial losses, and legal liability in some cases.

As a result, law firms are now demanding that legal technology providers implement industry-leading cybersecurity protections. In doing so, law firms can minimise their cybersecurity expenditure while also gaining access to the benefits of digitalisation.

Privacy & Cybersecurity Checklist for Your Software Providers:

- Is the software application based in the cloud? Yes/No
- Does your software provider hold international security certifications? Yes/No
- Does your software provider hold industry-specific certifications? Yes/No
- Does your software provider comply with international regulations, like the GDPR? Yes/No
- Does your software provide use encrypted communications as standard? Yes/No
- Does your software provider minimise and delete stored data as standard to minimise your cyber risk? Yes/No

PROTIP: If you answered no to any of these questions, you may want to source alternative an provider.



Part 2: Impact of Legal Technologies in Your Law Firm

READ MORE 

Technologies hold the key to solving the issues law firms face today.

The [2020 Law Firm Business Leader Report](#) highlights that 47% of firms surveyed are planning to use technology to cut costs into the future. A staggering (but unsurprising) 94% of respondents outlined that increased reliance on technology was “a key step that they either definitely or probably would take to improve firm performance”.

The Irony: Strengthening Human Connections with Technology

At first glance, the growing legal customer demand for cost-effective legal services and customer excellence seems like an impossible problem. For lawyers, time is money – yet customers don't really want to pay top dollar for communications with their lawyer, just their work product. Technology is the only solution for strengthening communications between time-poor lawyers and demanding customers.

Discerning law firms are prioritising legal technologies that solve pain points for lawyers and for legal customers simultaneously. Law firms are starting to recognise the correlation between customer satisfaction and customer loyalty in an increasingly competitive legal environment. Technologies that achieve this balance include:

Online Portals

Online portals offer a secure communication channel where lawyers share documents, updates, and advice with their clients. Whenever a document is uploaded, the other parties receive a notification. This promotes efficiency in communication while saving lawyers from drafting short documents attaching any documents received.

In turn, this saves legal customers from paying for letters that don't bring them value. It's a win-win.

Document Management Systems

Document management systems make the handling of one of your law firm's most valuable resources more easily accessible and more convenient to manage. With advanced search functionality, version histories, and user access control, today's leading law firms rely on document management to increase productivity and reduce errors in communications with clients.

Since modern document management systems are in the cloud, document management systems increase accessibility and cybersecurity, while making work-from-home arrangements more convenient.

Time Tracking Technologies

TIQ's technology automates the painstaking process of tracking time for lawyers. It integrates with practice management software, document management systems, word processors, and email to automatically generate entries based on lawyer usage of those applications. Law firms often see improvement in client relationships as a result of the transparent, consistent and detailed time entries. At the same time, law firms benefit from lawyers spending less time tracking billable hours which frees them up to focus on anything from better balance to more complex matters.



Better Data, Better Outcomes: Harnessing Digital Solutions to Solve Legal Challenges

Law firms are generally accepted to be lagging behind when it comes to harnessing data and predictive analytics. Again, there are some advanced predictive technologies that can be harnessed as a significant competitive advantage. Artificial Intelligence tools that can predict case outcomes exist and are in use today. Similarly, there are data scraping tools that provide information about your opposing counsel and how they might run their case. Other advanced tools predict how long the case is likely to last.

But the data that is most likely to have a significant impact on your firm relates to your everyday processes, like billable hours, matter management, marketing, and other KPIs. This data allows your firm to make more informed decisions on a daily basis, which gives you access to benefits like:

- Sustainable growth;
- Continuous improvement to business processes;
- Consistency and confidence in decision making;
- Improved efficiency;
- Increased productivity;
- Employee satisfaction;
- Better accountability; and
- Greater transparency.

It is time for law firms to start leveraging the advantages of data and data-driven decision making in the pursuit of their goals.

How Data Can Help Your Firm Thrive

Law firms can leverage internal and external data to make better, more informed decisions that drive your competitive advantage. External data looks at industry trends and helps you analyse your competitors.

You've considered external data while reading this eBook – particularly about legal technology expenditure.

Internal data is used to enhance your practice and processes. Common processes, like billing, are considered by the Legal Executive Institute as the best place to start for compiling and leveraging data. (Assuming the time entries are accurate) Your bills contain a wealth of information about productivity, value, cost-effectiveness, creativity, and client outcomes. All that data can be used to inform decision making about pricing, matter allocation, managing capacity, and staffing levels.

Today's law firms can only access the benefits outlined above by relying on data, not gut instinct, to drive decision making. Wherever possible, look to your data before making decisions about investments in human capital and legal technologies.

Better Business Outcomes with Legal Technologies

Across other industries, it is widely accepted that digital transformation comes with significant benefits including increased profits and improved client retention. Better decision making and increases in productivity are responsible for these benefits. But digitalisation also comes with increased potential for diversity, inclusion, and equity – [which are associated with increased innovation, retention of top talent, profitability, and client loyalty.](#)



Artificial Solutions with Very Human Benefits

Legal technologies hold a lot of promise for promoting a more diverse and inclusive environment with potential to help lawyers become happier and healthier as they find meaningful work life balance.

Let's take a look at how automated time capture technologies help to solve issues related to mental health and wellbeing, as well as diversity and inclusion.

Better Work-Life Balance

Lawyers tend to work long hours in the pursuit of promotion-worthy billables. They also experience depression, burnout, and poor work-life balance at staggering levels as a result. We are seeing an increase in the number of governments introducing policies that address this issue – particularly for junior lawyers.

Law firm digitalisation can ease the burden of heavy lawyer workloads by automating repetitive and administrative tasks. With TIQ's automated time tracking, for instance, junior lawyers can more easily be encouraged to submit the number of hours they actually work, instead of the hours they think they should have spent on a task. This provides insight into the progress of junior lawyers, while also protecting them from extremely long hours at work each week.

TIQ's technology benefits experienced lawyers too. These lawyers often work long hours to achieve their billable targets. Automated time capture reduced time leakage by capturing all their work, not just the work they remember to enter. This helps lawyers meet their billable targets more quickly, promoting better work-life balance.

Better Workflows

With better data about how many hours go into matter management (on average), law firms are in a significantly better position to assess lawyer workloads and allocate new matters appropriately. This offers benefits to junior lawyers who tend to underreport their hours – as well as the law firm leaders who rely on this data to set pricing and manage workflows.

It is also beneficial for law firms looking to increase diversity, particularly at the partner level. This is because law firms which track time accurately are in a better position to reward creativity and efficiency, particularly where unbundled services and fixed fees are offered. By promoting efficiency, the playing field is levelled for marginalised lawyers who are otherwise held back by not being able to work long hours each week.



Part 3: TIQ Time & Your Firm's Processes

READ MORE 

TIQ Time Uplifts Your Law Firm's Processes & Profitability

We've hinted throughout this eBook that savvy law firms are investing in legal technologies that address multiple legal challenges. Here, we want to show you how TIQ's advanced time tracking solution is reducing leakage, improving client relationships, and providing data that can inform better decision making about staffing and investment in technologies. It does this while providing a return on investment from day 1.

TIQ Time Reduces Time Leakage & Increases Productivity

TIQ Time automatically captures the time your lawyers spend on tasks during their workday. The application integrates with the software your lawyers use, including most practice management systems, document management software, email, and online communication platforms. Then, TIQ logs the amount of time your lawyers spend using those platforms while also taking note of key details related to the usage. By noting details like who the email is being sent to, keywords used, or matter numbers contained in documents, TIQ is able to automatically populate your lawyer's timesheets with all the tasks they complete during the day. This significantly reduces the amount of time your lawyers spend tracking their time. It also reduces time leakage, since those quick emails sent between meetings are automatically captured, instead of forgotten.

TIQ has made a significant improvement for the lawyers in their time tracking. One issue for our lawyers was to remember all the small things, like responding to an email, in between the larger tasks.

TIQ Time automatically captures time entries, like when our lawyers send an email in between meetings. But the two biggest benefits we've noticed are that TIQ reduces the amount of time they spent tracking time and that the lawyers can review and approve all their time entries quickly at the end of the day.

Kristoffer Giro, IT and Administrative Support Officer at Molt Wengel.

Customer Satisfaction Through TIQ's Narrative Billing

TIQ Time reduces the time spent on filling out timesheets by using narrative templates. These narrative templates tell your customers the 'story' of your services, via consistent and detailed entries.

TIQ's Narrative Builder can be configured according to your firm's time and billing guidelines. You can include client and other stakeholder names, which reduces time spent creating entries while also promising fewer spelling mistakes and other billing errors. All templates can be set in multiple languages, making it an invaluable feature for firms operating across multiple countries.

With automated time capture and narrative billing, you can expect fewer corrections, greater consistency and predictability, and a decrease in billing rejections. Billing typically takes your finance department less time too. In short, TIQ Time saves lawyers time while facilitating better communication with your law firm's clients.



Access Data That Drives Decision Making

TIQ's software tackles data challenges from two angles. First, the automated time capture functionality and reduced time leakage give your firm a more complete picture of the time being spent on its matters. This means you have access to better data which drives better decision making.

Second, TIQ supports a suite of customisable reports that provide insights into your business performance. You can use the data insights to determine how long your team is taking to perform certain functions. This positions you to assess the value of investing in other legal technologies. You can check in on individual and department workloads to assess whether you need new staff to support growth or workplace wellbeing (or both).

We believe that in a futureproof office we have to put even more emphasis on the lawyer's work environment. We want our lawyers to be able to focus on the client and the case. TIQ Time is a win-win, it makes it easier for the lawyers to fill out the timesheets and on the other hand, the system provides more insight for both the firm and the client.

Knut Glad, Managing Partner at Føyen Torkildsen

An ROI on TIQ Time from Day 1

TIQ increases your firm's profitability and competitive edge from the moment you integrate the software.

1. Cut time spent on accurate time entries.

The average lawyer dedicates 50 minutes to managing their timesheet each week. While creating time entries with a clear narrative is essential, the amount of time many lawyers spend completing that task isn't. We typically expect a firm of 100 lawyers to receive a cumulative 33 hours of additional staff time each week following the integration of time tracking software.

TIQ's software also fully integrates with your firm's Practice Management Software, so there's no duplication of efforts. Any time entries your lawyers approve are pushed back to your PMS and billed as usual.

2. Reduce time leakage.

Lawyers who attempt to recreate their days often forget about the 5-minute phone call they had with the client while running to court, or the short email update they sent. While these might seem like minor oversights, the reality is that 12% of billable time is lost to leakage.

Given that approximately 17% of hours worked on a matter won't end up being billed and a further 12% of those bills likely won't be collected (according to the [2020 Legal Trends Report](#)), reducing time leakage can have a tangible impact on your bottom line.

With our previous system, we found that time management was very time consuming. It was a manual process - with manual search and manual entry. By automating the process of time tracking, TIQ saves our lawyer's time. More importantly, we've already noticed that our lawyers are tracking their time more consistent and we're expecting to see an increase in revenue as a result.

Paolo Grandi, Partner and Member of the Board
RP Legal & Tax



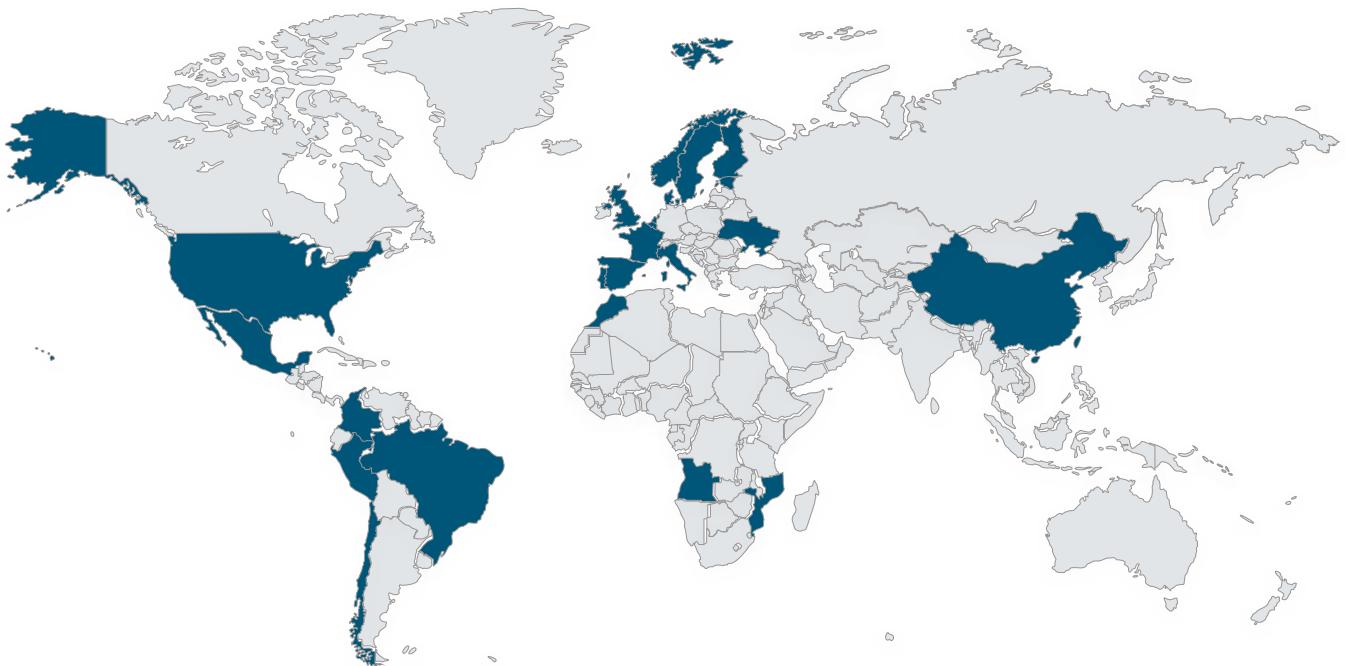
3. Improve Profitability on Alternative Fee Arrangements

To meet changing client demands, alternative fee arrangements (AFAs) have become increasingly commonplace in the legal industry. Yet, most law firms don't have the tools needed to confidently predict matter budgets. Lawyers tend to underestimate the amount of work that actually goes into resolving a matter. Lawyers who base the decision on data also tend to underestimate the amount of work, since the data doesn't compensate for the 12% of billable hours lost to leakage.

Accurate data about the amount of work that really goes into the average matter is essential for setting fixed fee pricing in a way that will be profitable. TIQ Time helps lawyers maintain a complete record of their time, thereby improving the quality and quantity of data available to inform your firm's AFAs. This leads to more profitable pricing schedules and more certainty for clients. It's a win-win.

TIQ Time Customers Geographically

TIQ's automated time tracking software helps legal professionals become more productive and get better insights in spent time. The best-of-breed solution constructs high quality and consistent narratives for time entries by using smart suggestions based on captured activities. On this day TIQ works with over 40 firms located in 20+ countries.





A New Way Of Tracking Time

Access the Benefits of Digitalisation with TIQ Time

- Increased Revenue
- Improved Productivity
- Better Data Insights
- Better Business Outcomes
- Happier, Healthier Lawyers
- Attract and Retain Qualified Staff
- Happier Clients

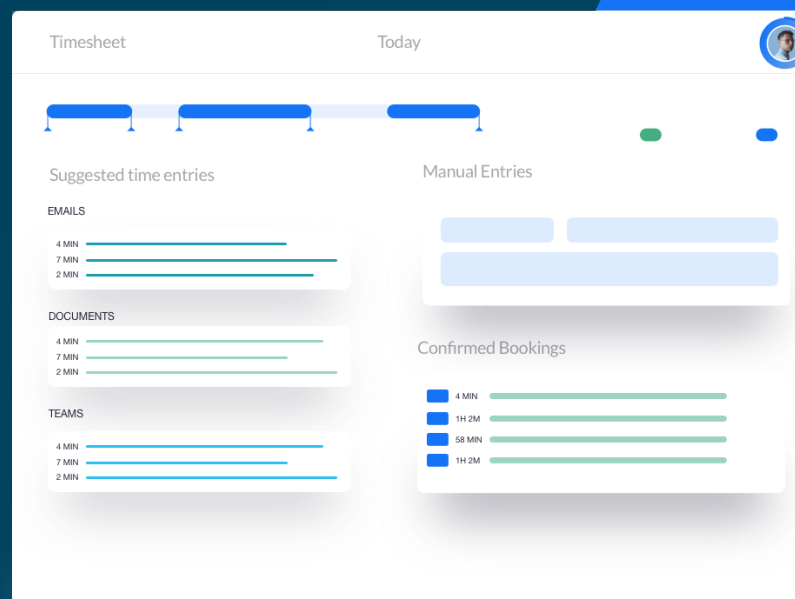
This ebook was created by:



Bas Roodbeen
Marketing Manager TIQ



Stephanie Ford
Copywriting



[SCHEDULE A DEMO](#)