

The impact of the COVID Crisis on the Legal Sector

Legal Tech Summit 2020

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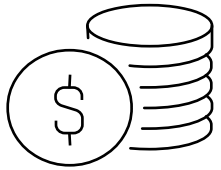


We are committed to supporting legal professionals globally
with a clear focus on Europe

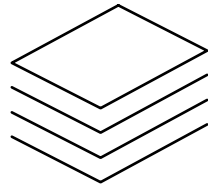
We are committed to helping you efficiently succeed
in managing your core legal duties

We want to share our key findings on the 2020 Covid Crisis
and it's impact on the legal profession

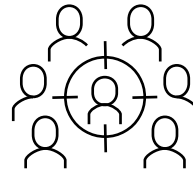
NEW AND EXISTING FORCES DEMAND CHANGE AND ARE 'TURBOCHARGED' AS A RESULT OF THE COVID CRISIS



ECONOMIC



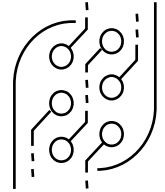
REGULATORY



COMPETITIVE



DEMOGRAPHIC



TECHNOLOGY

We investigated* how the crisis has affected legal professionals today, and what the implications are for law firms over the next year.

Business Impact



Managing costs

Working in new ways



Techn. & Investm.

* Future Ready Lawyer 2020, WK survey 2020 / Impact of the COVID Crisis on the Legal Sector, WK survey 2020 / Legal Departments in a Digital Era, WK and ECLA survey 2020

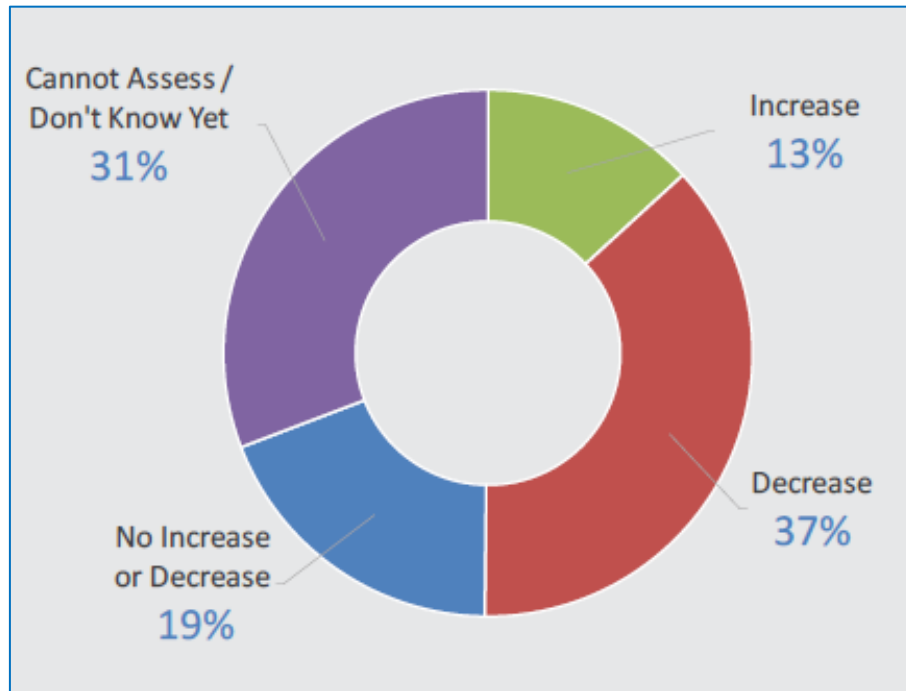
FOCUS ON

Law Firms

COVID BUSINESS IMPACT



Business outlook over next 12 months



51 % is unsure, or expects no impact

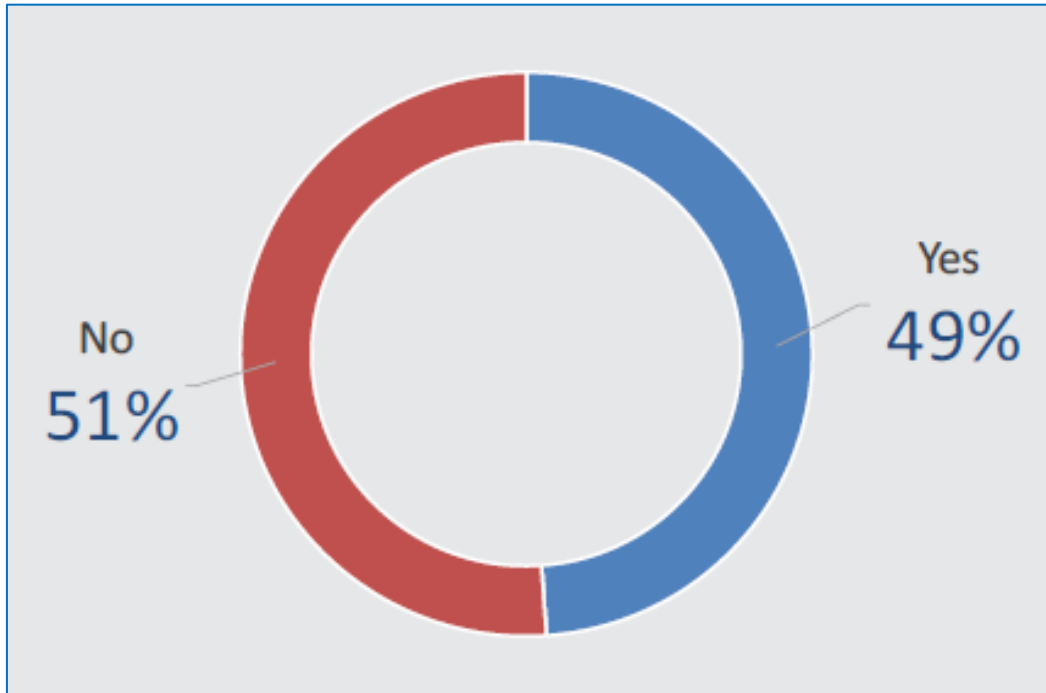
37% expects a decrease in business

- for those predicting a decrease, most (51%) expect a decrease of more than 30%

COVID & Managing Costs



Legal Staffing / Support optimization



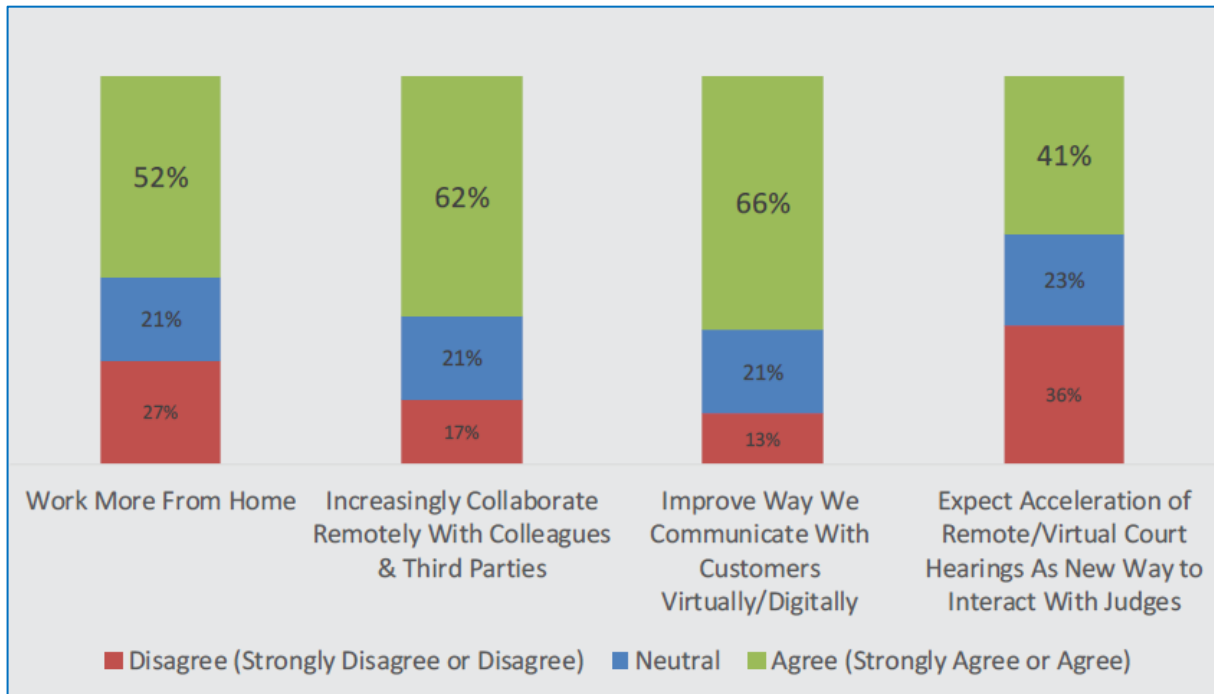
For those that expect to optimize:

- 38% anticipates a reduction in office rent
- 41% expects to reduce costs on office supplies
- 60% will reduce staffing or legal support

COVID & Working in new ways



Changes in way of working

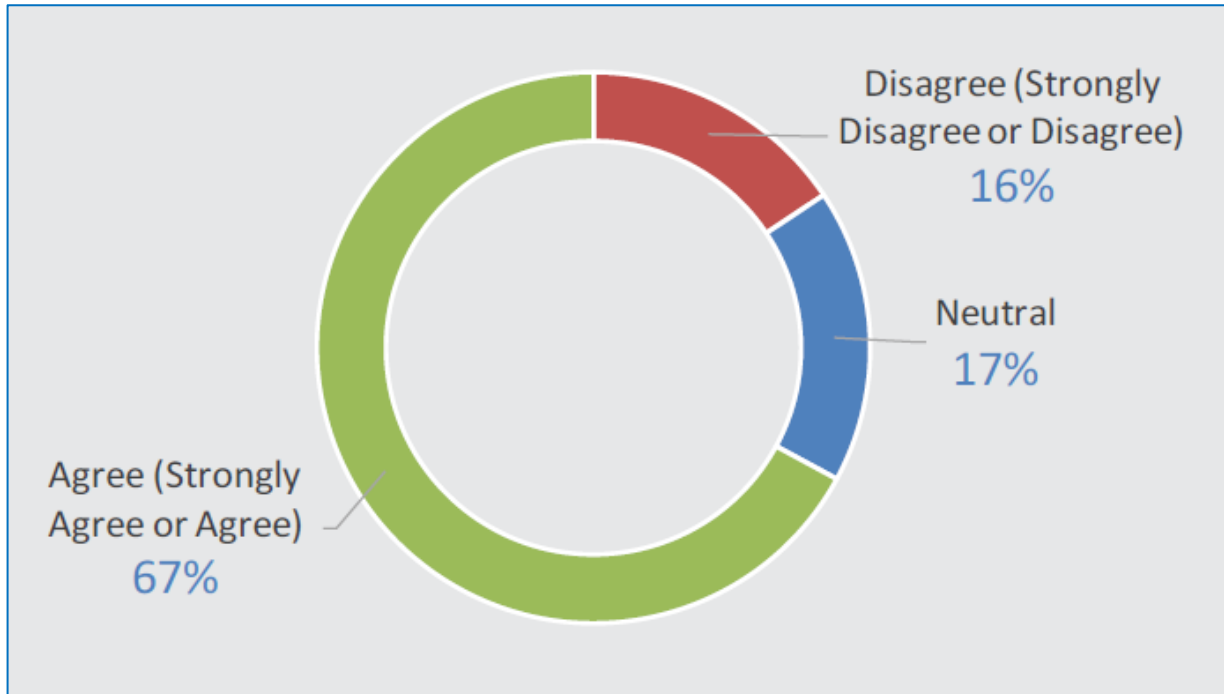


- 52% will work more from home
- 62% will collaborate more remotely
- 66% will improve virtual customer interaction
- Trust in e-court acceleration is limited to 41%

COVID & technology / investments



COVID increases the need for legal technology solutions



- Large majority confirms technology increase
- 70% will increase usage of devices on the job
- Respondants are aware skills are missing

The importance of technology to business continuity is evident as firms have quickly turned to virtual collaboration and conferencing platforms to support ongoing work with clients and colleagues.

MENTI.COM

Results

FOCUS ON

Corporate Counsels

EXPECTED & DESIRED CHANGES IN LEGAL DEPARTMENTS

Greater use of technology
to improve productivity



Greater collaboration & transparency
between law firms & legal departments



Increased emphasis
on innovation



Greater use of alternative
fee arrangements

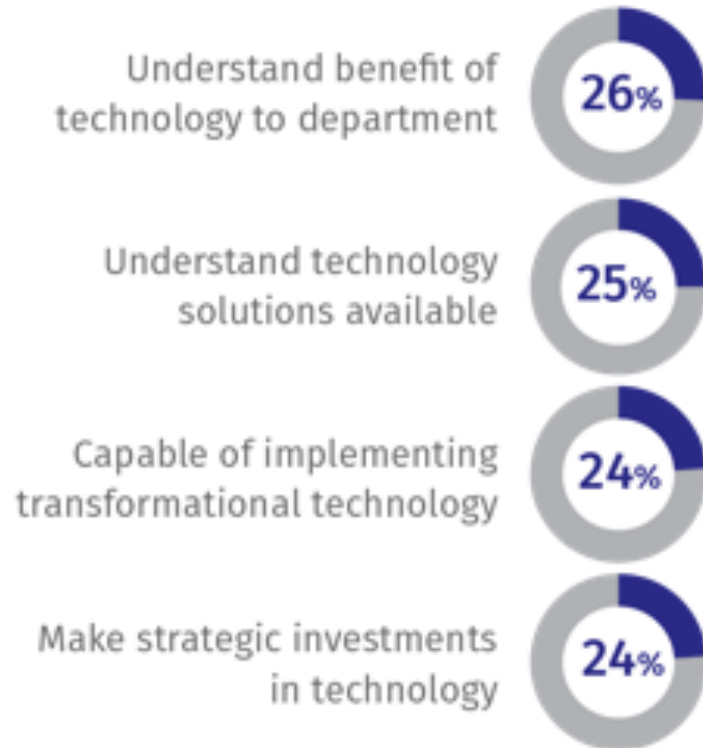


Greater insourcing
of legal work



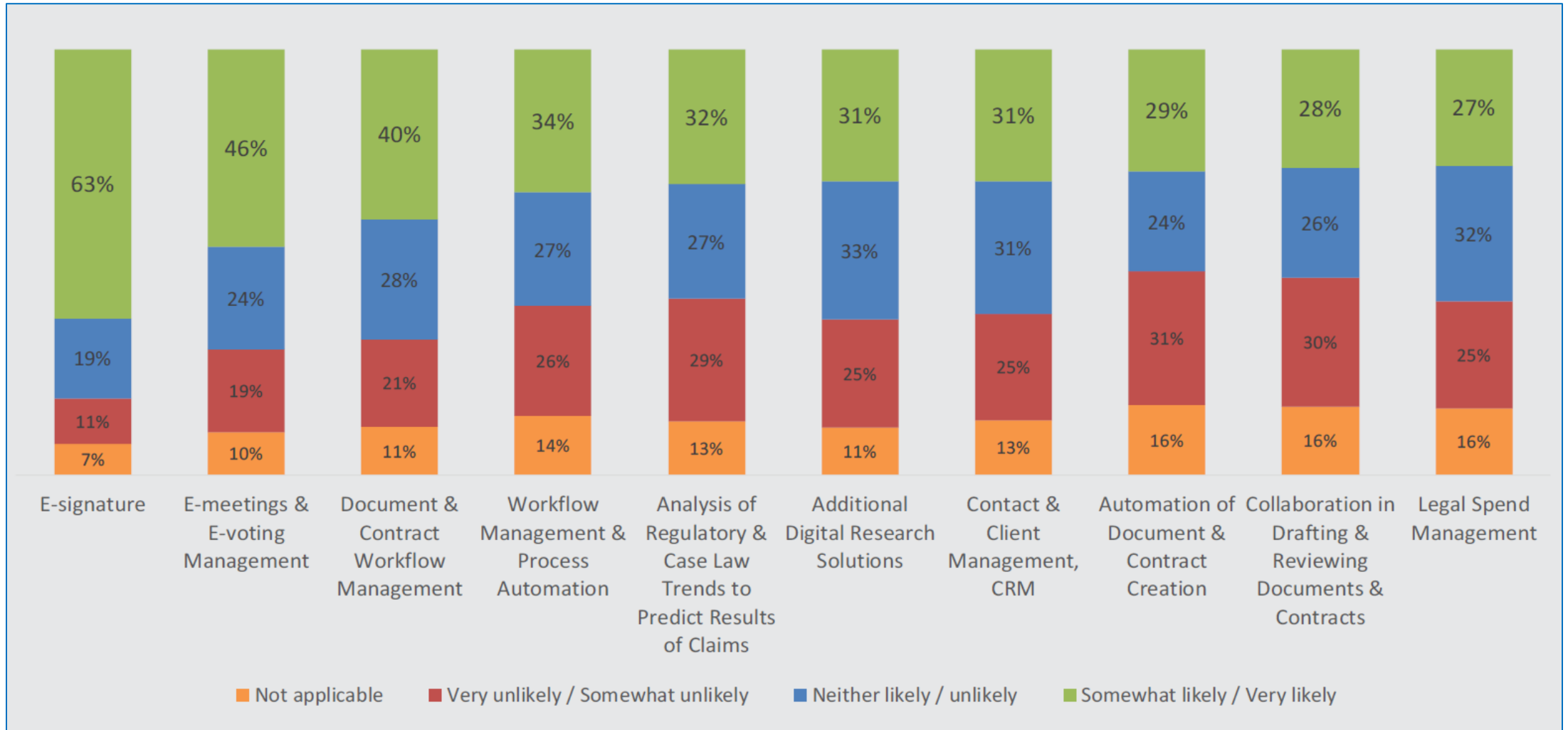
- More CLD embrace the need for technology
(82% vs 67% lawyers)
- High expectations on improved and more
transparent relationship with law firms
- Innovation on all levels
(technology – fee arrangements – insourcing)

READINESS FOR TECHNOLOGICAL BOOST



- Fewer than 30% of legal departments are prepared to address any of these needs
- Lack of understanding what's available
- Companies willingness to invest in technology ?
- Ability to implement transformation ?

COVID & technology / investments



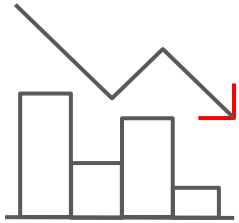
Key Findings

(and I apologize for repeating myself)

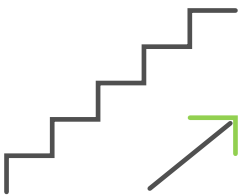
KEY FINDINGS



Top Performance Driver: Technology is a key force for change in the profession and critical to improved relationships, performance and productivity. Increasing investments and Tech Leader Trend continue, focused on establishing and executing strategy to structure processes supported by technology



Performance Blockers: There are a number of gaps in understanding, expectations, experience, priorities and capabilities that inhibit top performance. Part of these are related to the struggle to execute a digital strategy



The Pressure is On: Law firms & Corporate legal departments are pressured to improve productivity and service

My favorite sessions of today

14h30 **ROUND TABLE ON DIGITIZATION**

Khedi Verhaeghe

15h30 **DIGITIZATION FOR LAWYERS**

Eric Heylen & François Gilson

16h00 **WORK SMARTER FOR IN HOUSE COUNSELS**

Grégoire Miot

Kleos

DLex

legisway