

# Understand the opinions, behaviours, and attitudes of individuals in relation to tech and innovation

## 1,500+ responses



- Partner
- Of Counsel / FSA
- Director
- Senior Associate
- Associate
- Trainee
- Paralegal
- Other legal role

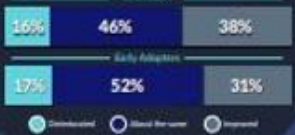


- Senior Director / Leader
- Manager / Junior Director
- Below manager level

### Remote Working



Slightly positive effect on working processes  
 Informal learning and junior development have suffered due to remote working  
 The 'Innovators' and 'early adopters' were more positive in remote working

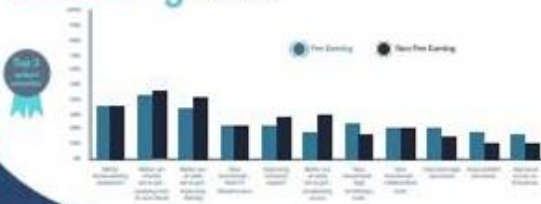


- Discontinued
- About the same
- Improved

### Technology Investment Priorities

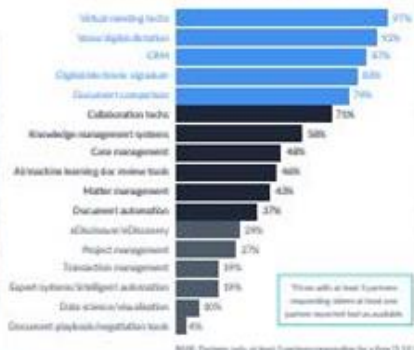
- 1 Improved networking equipment (particularly for senior members of staff)
- 2 More clarity on use cases and benefits for technology
- 3 Improving training

'Innovators' want more investment  
 Late Adopters' want equipment, technical support and case studies



### Tech Awareness / Availability

Reported as available within firm\*



Relatively high awareness of tools with over 75% of participants reporting most of the tools available  
 Moderate awareness - at least a third of participants are aware these technologies are available within their firm  
 Low awareness - less than a third of participants aware these tools were available within their firm

\*Those with at least 10 years experience reporting lowest rates of tool use  
 Partner reported highest availability

MSL: Figures only, not based on responses for a firm (N=10) respondents

### Why are people not using legal tech?

- Tech adoption varies widely depending on the type of tool
- Virtual meeting tech is used by 90% of people
- Only by 5% of people when it comes to AI/Machine learning document review tools
- After availability, lack of understanding of what is available and how it works are the key reasons
- More awareness and education is needed to drive adoption

#### Why not used?



- Do not know what this is
- Not relevant to my work
- Lack training / confidence
- Limited benefits
- Would use if had access



### Taking innovation to clients

- Participants recognised importance of innovation
- Pricing, technology and knowledge sharing highlighted as areas for innovation
- Recognition of innovation culture in legal firms
- Personal responsibility or ownership of innovation low
- Barriers to innovation & change: Lack of time/personal headspace

