



Infographic

Lead the change at your law firm with Kleos

Lawyers are turning to technology to keep up with changes in the way of working, managing cases and collaborating with clients and third parties. Take this momentum and adapt your law firm to the new normal.



Introduction

The pandemic has been a catalyst for immediate and long-term change in the legal landscape. This has resulted in law firms having to re-evaluate their priorities to make sure they don't lose their focus.

Key priorities of law firms



Improve productivity
and efficiency



Drive performance



Implement
digitalisation

To keep up with changes in the way of working, managing cases and collaborating with clients and third parties, law firms are increasingly turning into technology.

This infographic focuses on

- Law firm perception of technology post-pandemic
- Law firm need for technology and preparedness for change
- Reasons for change resistance at law firms
- Drivers of change at law firms
- Using technology technology to drive change at law firms

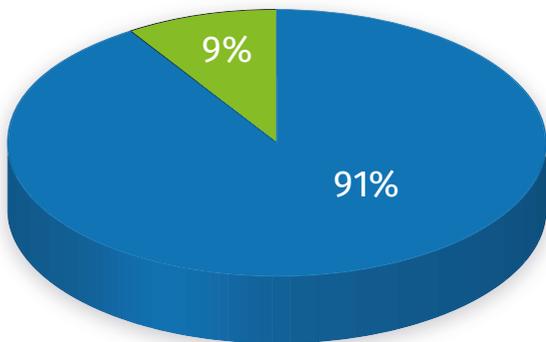


Increased need for technology and the preparedness

The post-pandemic has highlighted the importance of technology for overall law firm management. **8 out of 10 lawyers** say that their need for technology solutions have increased because of COVID-19.



91% of lawyers say technology has been important to them in delivering client services during the pandemic.



Percentage of lawyers that believe technology has been important to them in delivering client services.

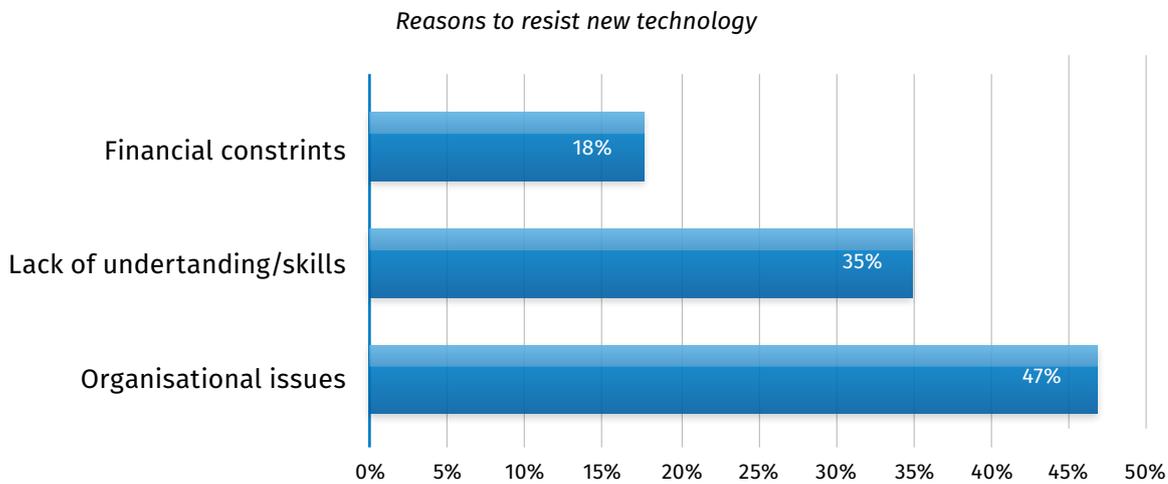
- 91% - Technology is important
- 9% - Technology is not important

In fact, **7 out of 10 lawyers** say they weren't very prepared to transition to supporting clients remotely at the start of the pandemic



Resistance to change

While lawyers recognise the importance and urgency, there are number of reasons for them to resist technology.



47% of law firms cite organisational issues as the main reason new technology is resisted in the firm, including

- ✓ lack of an overall technology strategy
- ✓ a culture that fears change
- ✓ lack of change management processes
- ✓ difficulty to change workflows
- ✓ leadership resistance to change

35% of law firms identify lack of technology knowledge, understanding or skills as the top reason new technology is resisted due to

- ✓ Lack of IT staff/skills
- ✓ Lack of understanding of what technology is available
- ✓ Lack of training

Financial Issues mentioned below showed a significant decline as a leading reason technology is resisted, with just **18% of law firms** citing this as the reason in 2021 – down from 26% in 2020.

- ✓ Overall cost
- ✓ Lack of ability to show return on investment

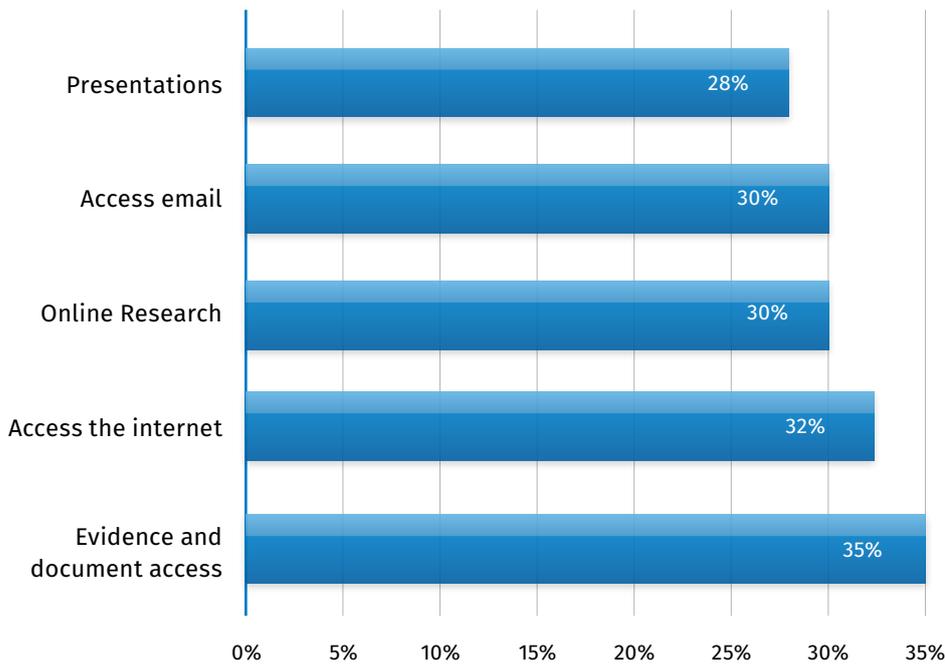
Drivers of change

Increased need to work, manage, and collaborate remotely has been at the forefront of driving change at law firms.

1. **7 out of 10 lawyers** will increasingly work with different devices: laptops, tablets, smart phones

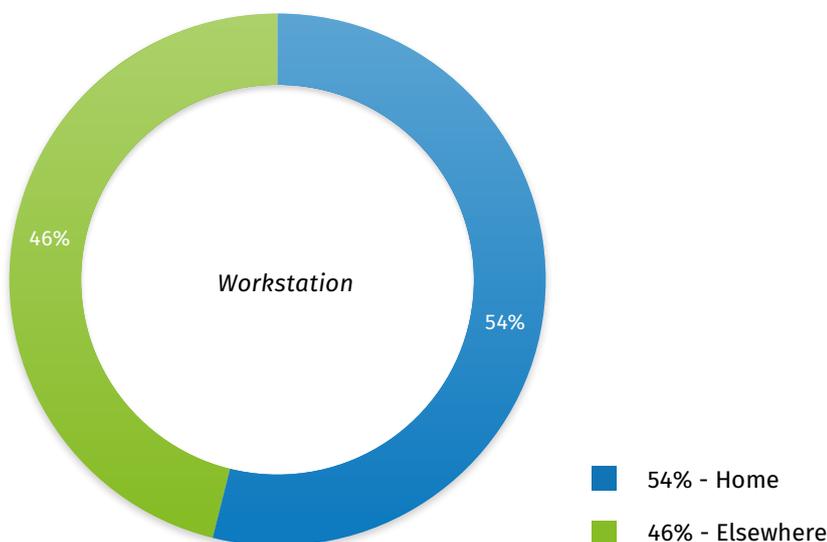
In fact, more and more lawyers are using laptops in the court

Percentage of lawyers that use the laptop in the court



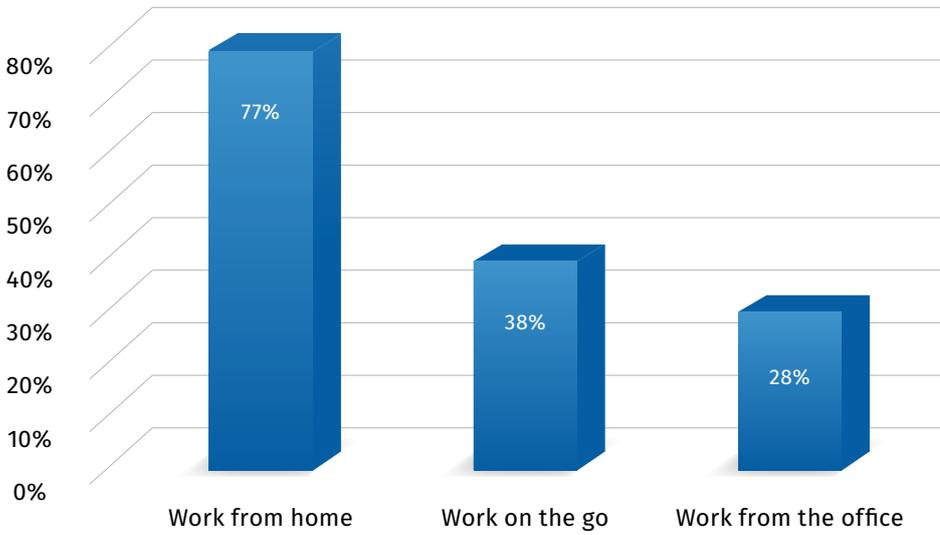
- a. **35% of lawyers** use laptops in the court for evidence and document access
- b. **32% of lawyers** use laptops in the court to access the internet
- c. **30% of lawyers** use laptops in the court for online research
- d. **30% of lawyers** use laptops in the court to access emails
- e. **28% of lawyers** use laptops in the court for presentations

2. **54% of lawyers** say will increasingly work from home in the future



In fact, more and more lawyers are using laptops in the court

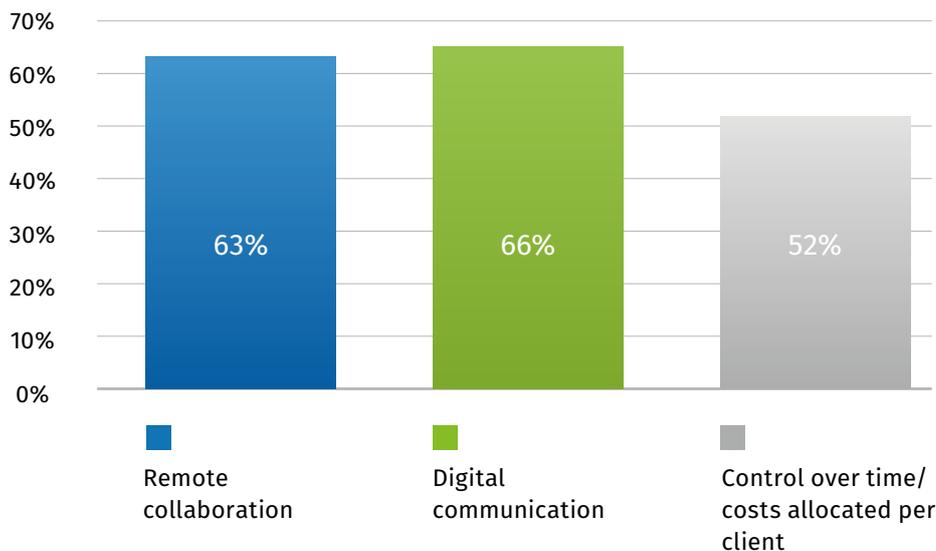
% of lawyers working outside the office



- a. **77% of lawyers** work from home
- b. **38% of lawyers** work on the go
- c. **28% of lawyers** work from the office

- 3. **63% of lawyers** will increasingly collaborate remotely with colleagues and third parties
- 4. **66% of lawyers** say that they will improve the way they communicate with customers virtually/ digitally.
- 5. **Over one half of lawyers** say that they will have better control over time and expenses allocated per client/ case.

Lawyers and client relations





The solution - A cloud-based practice management software

The legal industry is shifting, largely due to advances in technology and the new expectations they bring. Law firms that can't adapt, risk alienating themselves from clients, staff, and legal work itself. Even during the most unprecedented times, law firms need to ensure business continuity.

Today IT has become a significant part of nearly every organisation. Information technology has gained importance in law firms in the form of legal practice management software. Beside to simply display the master schedule and select the people that are required to work together, the most productive benefit of a software is its ability to effortlessly build relationships between contacts, matters, and event.

Cloud-based applications offer direct portals for storing and sharing documents, tracking status and progress of tasks, and exchanging messages. Legal practice management software also simplifies the problem of timekeeping, helps improve records and allows firms to take time and turn it into money over an effective billing process.

Law firms can benefit further from cloud technology as it

- ✓ provides easy access to any information
- ✓ facilitates collaboration in real-time
- ✓ provides a central platform with the most updated information
- ✓ provides tool to streamline workflows that improve efficiency and productivity
- ✓ provides a secure, reliable environment to manage information



Using cloud-based software for law firm management



1. Work and collaborate safe wherever you are

Working remotely doesn't mean you have to compromise on security. With Kleos, you can work from home or office, knowing all your data is safe in the cloud. Sync with your clients, colleagues, and cases in real time on any device, wherever you are.



2. Manage your cases efficiently

Full-featured case management software integrated with time-tracking, billing, reporting, collaboration, Outlook, e-signature, accounting and online payments tools and a mobile app. With Kleos, you can automate workflows and manage cases efficiently knowing you got all the tools you need on one safe platform.



3. Stay ahead of due dates

Keep track of due dates and meetings the easy way, with unique task and calendar features that deliver timely alerts and never let you miss due dates. And you can choose to share your calendar with colleagues.



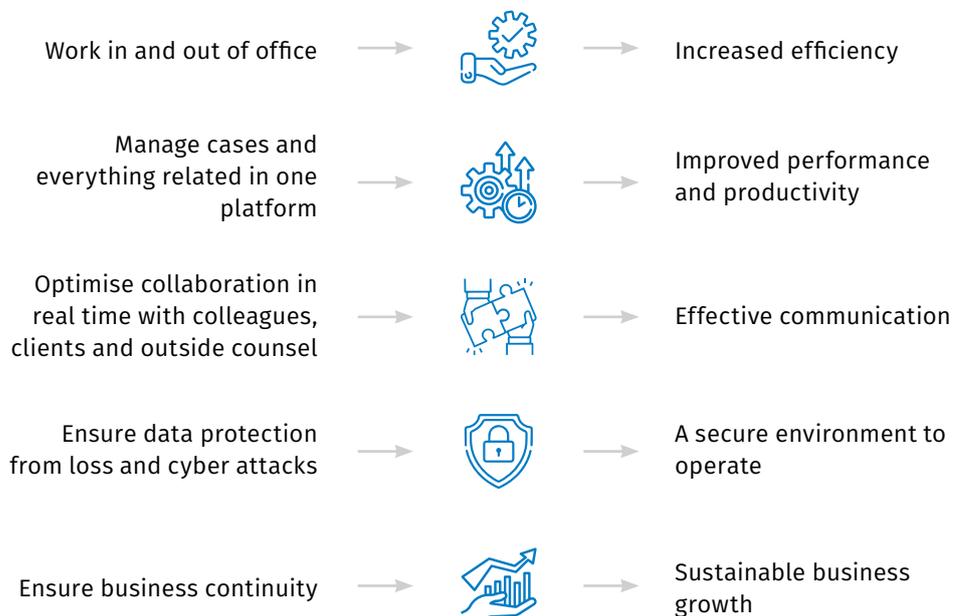
4. Save time and focus on being the lawyer

You might find yourself scrolling through emails looking for critical information, wasting valuable, billable hours. Work on Outlook emails directly in the practice management software and avoid opening two separate programs. Set Outlook as your default email editor for a seamless integration, with no delays in synchronising emails between Outlook and Kleos.



Conclusion

Technology is vital for law firms to adapt to a changed world. Implementing a full-featured practice management software can help law firms



Kleos is a full-featured practice management software used across Europe by over 30000 legal professionals for managing law cases and law firm.

Developed by Wolters Kluwer, combining solid legal background with expertise in legal software for over 30 years, Kleos is close to customers thanks to deep knowledge of local legal ecosystem, product localisation to fit specific regulations (compliance, billing, e-justice etc.) and local expert teams managing sales and multi-language after-sales support.

Kleos

The number one practice management software in Europe, developed by Wolters Kluwer, experts in legal software for over 30 years, Kleos is the leading cloud-based practice management software used by over 25,000 lawyers for law firm management. Kleos offers a full and unique range of features, integrating case management with time tracking, billing and reporting. Our exclusive file sharing portal and mobile apps allow you to work anywhere and collaborate in real time. Your data is protected and automatically backed up in our completely secure private cloud.

To learn more about Kleos or to arrange a demo, visit:

→ wolterskluwer.com/en-gb/solutions/kleos

Wolters Kluwer Legal Software

Wolters Kluwer's Legal Software unit, part of the group's Legal & Regulatory division, is a global leading provider of innovative and practical software solutions for corporate legal departments and law firms. Its cloud-based and on-premise portfolio of solutions is developed side by side with customers, enabling legal professionals to increase efficiency, performance and mitigate risk. State of the art, ISO-certified technology and teams of experts ensure the highest security and quality of service for more than 100,000 legal professionals across nine countries in Europe and the US.

To discover more, visit:

→ wolterskluwer.com/en-gb/solutions/legal-software