
Whitepaper

Benefits of digitization in the legal system

Tips to make your firm more profitable with improved client services



Introduction

As the world becomes used to an instant and seamless experience, the legal sector needs to catch up. Your firm has access to a huge number of technologies which claim to improve efficiency and the service you provide. This guide will help you focus on what really matters, revealing the key considerations for your practice as you try to find the most cost-effective technology to help you stay one step ahead.

In such a rapidly changing environment, it's difficult to stay in control of all areas of your practice. Outside pressure, particularly from your clients, may be forcing your firm to make changes or respond faster than is comfortable or manageable.

Generally speaking, assignments across the industry are increasing in complexity; **law firms are required to be more flexible. This constant cycle of change and evolution makes retaining control and tracking cases more difficult than ever.**

In this context, it's essential for you to focus on creating and increasing value for clients by finding a way of doing more for less. Whether you are already using a professional software or have not yet taken a step towards digitization, you can find **new ways to improve the quality of your services to clients** and the efficiency of your firm.

To do that, you will need to understand what value your clients are looking for and identify the tools that help you to achieve this competitively.

Here are a few tips on how to **use the latest technology** to provide outstanding services that meet your clients' needs and your growth ambitions.





Create value for your clients

Everybody knows that client satisfaction is fundamental to the success of any business.

If you want your strategy to meet your clients' wants and needs, you will have to make sure you have all the information available and the know-how to exploit it fully.

To achieve this and understand what value your customers are looking for, identify the tools that help you achieve this competitively. It comes down to mapping the changes in what your customers want and adapting your firm's offering accordingly.

This may mean making internal changes, such as reviewing your employees' skill set and looking at filling any gaps, or **creating new added value services like secure file sharing, an advanced e-court protocol or a client database that is easily accessible and manageable.**

These kind of resources, will help you develop strategies which perfectly fit your clients' expectations and suggest the solutions best adapted to their requirements.



Spending less time worrying about how to quickly and securely get a file to your clients, or struggling to find all the information you need about them, will allow you to spend more time actually working with them, or for their benefit.



Reconsider the level of digitization in your firm

Today, legal practices are dealing with a large range of print and electronic documents that are drawn up daily.

These can have a wide variety of formats or purposes and although your firm might be relatively small, **if you are not equipped with the right tools, you can easily be overcome by the volume of electronic and physical paperwork.**

If you are still relying heavily on print documents, you may want to reconsider the level of digitization in your firm. **In order to improve the way you produce, optimize and administer documents, you will need to consider digitizing your resources and investing in a solution that can help with practice management. Then you can focus on what's really important – providing sound legal counsel.**

Using **tools which automate processes and document management** will not only help you gain more control over production, circulation, storage and content retrieval, but also alleviate human error and duplication.

You can also equip your firm **with time and task management tools**, to help organise appointments as well as your client cases and contact information. **This will help you better manage your agenda, meet deadlines and avoid unnecessary administration.**



Some solutions will even provide you with templates so you don't have to recreate a document over and over again. By using templates which have already been created for the purpose of drafting documents, you will be able to automate processes by establishing templates classified according to task, and therefore avoid repeating tasks and continually entering information into our files, emails, letters, documents, data analyses and invoices.



Introduce new ways of communicating within the cloud

Do you spend a lot of time outside of your office? Or have offices and partners in multiple locations?

As a lawyer you need to be able to administer your time efficiently in the office or courts. In fact, anywhere and everywhere you need to be. That's why investing in platform like the cloud, which allows you to access, review and share documents on any device, is essential to doing business.

With today's technologies, you have all the tools to fully optimize your work and achieve maximum efficiency at your fingertips. At the same time, it's crucial you choose solutions that keep your operations secure.



Unifying access to your data removes all kinds of barriers to accessing documents stored on company files. This means you will be able to share information, agendas, tasks and files with your colleagues and clients in near real-time.



Make sure your data is secure

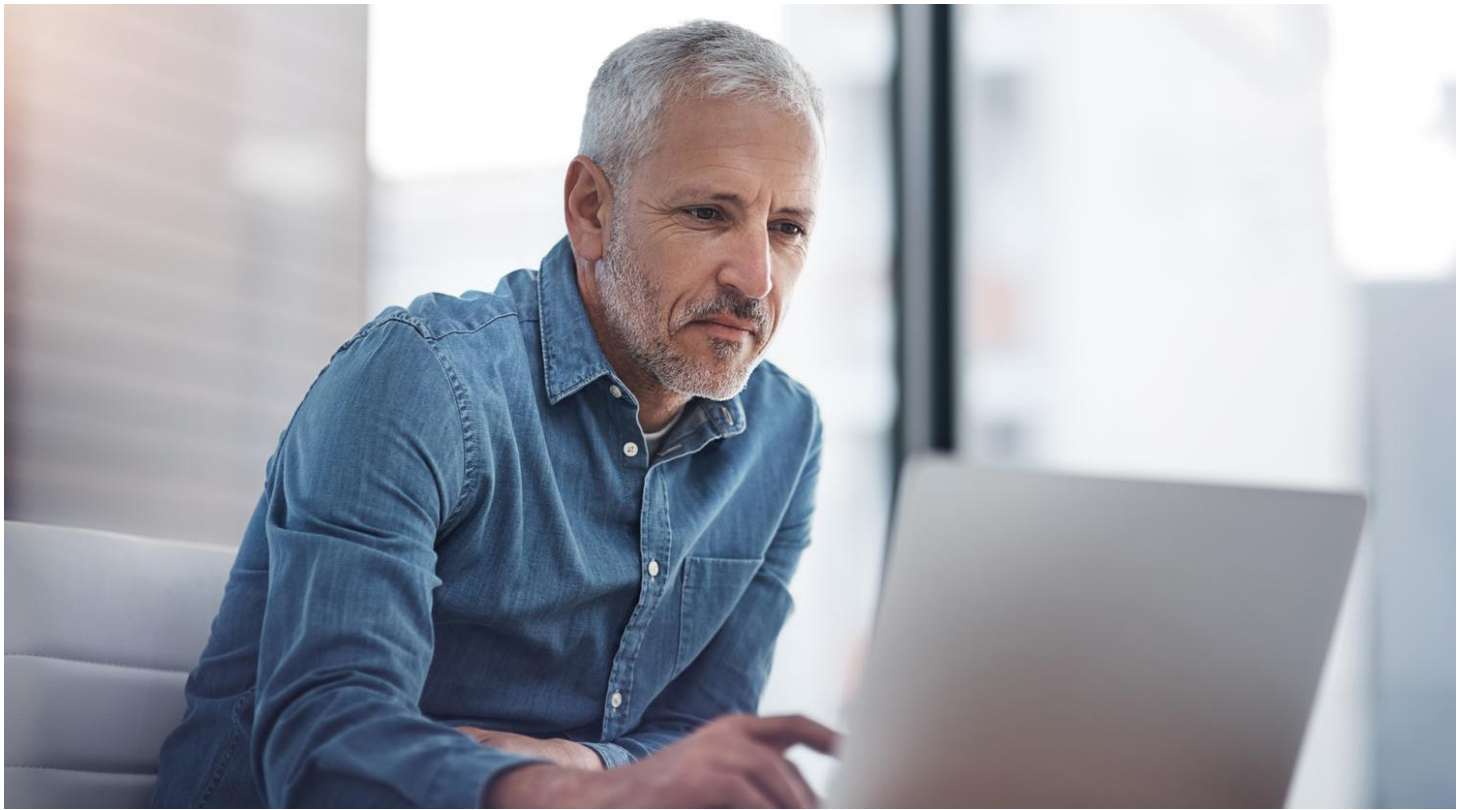
What are you doing to protect your data?

If you are hosting all your data remotely, you will need to make sure you choose the right solution to secure it. The last thing you want is someone outside your firm hacking into your system, or to lose precious files because of a virus.

New technologies and online tools are great, but you need to make sure you are ready for them. You can now invest in a private cloud, hosted in highly secure data centers that will protect your data from intrusion and run regular scans to protect them from viruses and malwares.



A private cloud separates your data from other 'tenants' and is widely considered the most convenient and secure way to store and retrieve 'mission critical' information.



Find a way to automate backup

How much time do you actually spend thinking about data back up and business continuity?

Do you feel in control of your on-premise systems and data? Do you know if your systems are equipped and certified for disaster recovery? What would happen if there was a power cut, a flood, a fire, or even a terrorist/ cyber-attack? Is your business actually protected from every conceivable cause of data loss?

Making sure your data is backed up and will not disappear overnight can be very time consuming and nerve-racking, especially if you have to remind your colleagues to do it every single day. Or costly, if you need to outsource the process to an IT provider.



In order to save time, money and resources, you will have to look into solutions that take care of backing up your data for you. Make sure you find the tools that are right for your firm and which can, at the very least, equip your system with data protection and disaster recovery. Once this is taken care of for you, you will have a lot more time to think about the things that help your business grow.



Provide your staff with ongoing product training and support

New technologies evolve fast and new features that can take time to adapt

If what you are seeking is to have an office that is on the cutting edge of technology, is well adapted, exudes innovation, and is completely up to speed with modern life, you must transmit that same philosophy to your employees. Therefore, **it would also be wise to provide them with continual training on new practice and case management tools.**

You need a system which equips your practice with the most up-to-date techniques for process management and optimization. One that enables you to train your workforce with the aim of extending current resources and achieving better overall coherence. One that ensures you are perceived as a pioneering and innovative company on all levels.



When you choose the solution that best fits the needs of your firm, make sure it includes options for online or on-site training. Give your employees access to faststart and more advanced training sessions with industry experts that will help facilitate the transformation and initial data migration.



Conclusion

In this day and age, having a smart office is within everyone's grasp.

Tools that provide you with a vision of how to carry out, manage and optimize client cases that produce tangible and profitable results for your firm, are becoming a necessity.

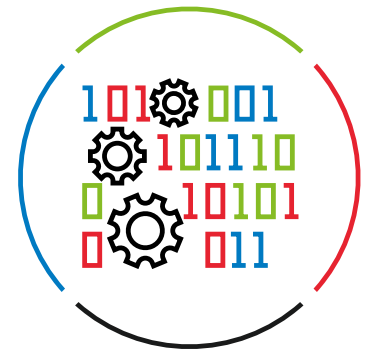
It is essential to have management software which affords you simplicity and precision in the way you work. Technology that is capable of aligning your firm's objectives with the wider profession's movement towards digitization.

If you feel like your current solution is falling a bit behind with the fast evolution of digitization, you will need to move to a smarter office. In such a rapidly changing environment, look for tools that will help you better communicate within and outside of your firm, and allow you to deliver professional services to clients.

At times, you might feel like these technologies are hard to adopt or adapt to, but **with smarter solutions and cloud technologies the time investment is very limited and will be rewarded with more efficiency, profitability and happier clients.**

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