CAPTURING TECHNOLOGICAL INNOVATION IN LEGAL SERVICES

Consumer expectations, economic trends and technological advances are reshaping the legal sector at a previously unseen rate, offering huge opportunities for solicitors to innovate in ways that benefit them, their clients and the technology innovators that assist them.

Technological changes will have a profound effect on every firm’s decisions about service, staffing, pricing and location. These changes herald the next steps in an information revolution as technology becomes an ever more central part of our social and commercial interactions.

This latest report discusses current and future practice, using voices from across the profession to explore what lies ahead.

“Our ability as an industry to innovate, deploy technological solutions and operate globally is absolutely key to maintaining our position as a leading global centre in my view.”

CEO, Top 200 firm, B2B

Three key areas for innovation and 4 associated technological trends
This report shows a legal sector engaging with new technology and introduces some of the pioneers – firms which are pushing the boundaries of how technology can engage with complex legal concepts.

It also lays bare the quintessential challenge of innovating in the legal sector. While three quarters of firms surveyed agreed that “innovation is critical to exploit opportunities and differentiate my firm”, more than half said they were more likely to wait for others to pioneer new technologies.

Despite this, the legal sector is brimming with innovators looking for the next opportunity, or going out and creating that next opportunity for themselves.

**Report highlights**

- The way the legal sector operates has been fundamentally unchanged for hundreds of years, but powerful trends are now driving significant changes, enabled by new technology.
- New technologies such as advanced automation, machine learning and AI technologies are still a relatively unknown and unexplored area for huge parts of the legal profession.
- Innovation offers enormous opportunities for the services solicitors offer their clients, the way they are delivered and how efficient and accessible they are.
- To take advantage of these developments and to survive in a changing world, solicitors will need to collaborate both with each other and with technology providers, and be willing to try working in new ways.
- This report is full of examples of innovative thinking already taking place in law firms and legal technology providers which solicitors can learn from and follow.
- Innovation detailed in the report spans the products, the processes, and the strategies we use - where technology and new ways of thinking and working are making big changes. From Bitcoin to machine learning to “lawyers on demand”, we see solicitors taking advantage of new opportunities to reshape the legal services sector.

**HOW THE LAW SOCIETY CAN HELP**

This report also highlights the role for the Law Society in supporting solicitors through these changes.

With a unique perspective across the entire profession, we can connect those with the will to innovate and those with the skills to make it happen, and help the solicitor profession tap into the huge potential these changes offer.

This report shows us a profession brimming with energy and ideas, ready to embrace a revolution in how we deliver legal services. It is an exciting time to be a solicitor.

Download a copy of the research: www.lawsociety.org.uk/support-services/research-trends

If you’re interested in innovation, or want to find out more, contact: innovation@lawsociety.org.uk