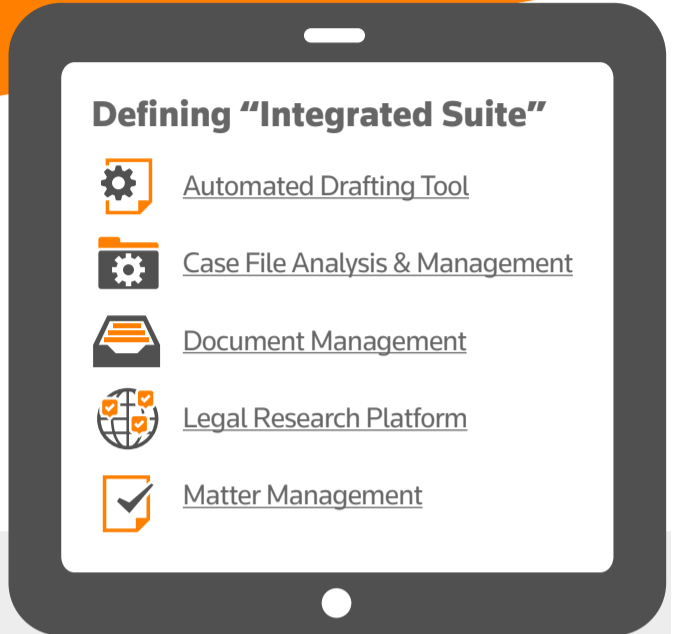
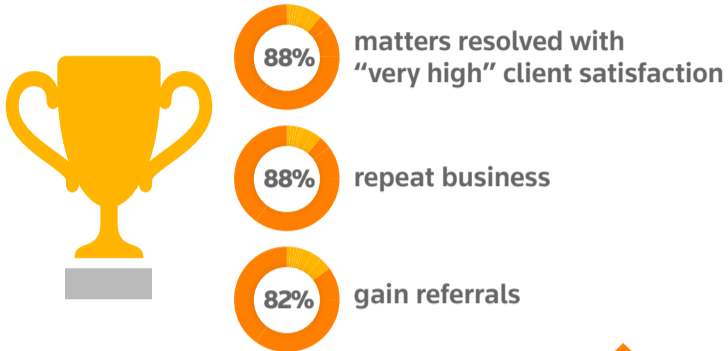




# Does an Integrated Suite of Litigation Technology Pay Off?

## Goals Set by Small Law Firms:



## Small Law Firms Can Exceed Goals & Expectations:

(Source: Blue Hill Research, 2016)



**Q:** Does Faster Work Pay Off ... or Should I Spend More Billable Time on Each Case?

**A:** Litigation firms with an Integrated Technology Suite have 14% higher billings than those without.

6% reduction in IT costs (no need to support multiple solutions)



plus reduced hard costs (cloud-based/electronic solutions and/or mobile office)



plus more efficient workflow for nonbillable tasks



equals added time for additional clients or business development

**Q:** How Does Litigation Technology Lead to Higher Client Satisfaction?

**A:** Firms report:

- Timeliness
- Reliability of the firm
- Confidence in work product
- 3.6 hrs reduction in average client inquiry response time
- 12% increase in matters resolved with "very high" client satisfaction

## Impact on Timeliness & Client Satisfaction by Comparison to Survey Population:

Objective	Factor	Small Litigation Firms with Integrated Technology	Small Litigation Firms with Less Tech Adoption	Advantage: Technology
Improved Timeliness of Work	Average response time for client inquiries	5.2 hours	8.8 hours	3.6 hours
	Percentage of case-related deadlines met without an extension	60%	47%	13%
Improved Ability to Meet Client Expectations	Percentage of matters resolved with "very high" client satisfaction	64%	52%	12%

1. 2016 State of U.S. Small Law Firms, study conducted by Thomson Reuters

2. Impact of Integrated Workflow Solution Suite in Smaller Litigation Firms, Blue Hill Research sponsored by Thomson Reuters, April 2016

a. Survey of firms of fewer than 30 attorneys

b. Interviews & further analysis of a Subgroup using an Integrated Suite of litigation technology