FINDINGS FROM THE *10th* ANNUAL
Law Department Operations Survey

How Mature Is Your Enterprise Legal Management Solution?

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The mature stage of the business life cycle can spell impending doom. But here we use the term positively, meaning a certain desired level of performance from your enterprise legal management solution. To reach the higher levels of maturity you want, your ELM solution should, at a minimum: 1) empower a better way to work, 2) offer an environment where user experience is key and 3) be focused on process. But beyond that we've found four additional features to be crucial:

1. Compatibility
The best ELM solutions are designed to be able to work alongside and together with systems that are already in place.

2. Minimal IT Involvement
Modern ELM solutions are lean and nimble and tend to work in a straightforward manner. Users can configure, deploy and support their new solutions with little or no corporate IT involvement.

3. A Solution for Every Workflow
While traditional ELM software has been focused on spend and matter management, state-of-the-art ELM solutions are comprehensive, letting you solve for any of your legal department's needs, including contract management, NDA creation and distribution, legal holds and legal service requests.

4. Operational Improvements Driven Easily
Process, workflow and collaboration are foundational in today's modern ELM systems. Reducing implementation time can drive results faster so you can quickly see ROI. Reaching that pinnacle of ELM maturity isn't always a straight path. It takes some research and diligent investigation to pinpoint just the right solution, but you'll find it time well spent and one of your best investments.

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Blickstein Group *10th* Annual Law Department Operations Survey

Blickstein Group's 10th Annual Law Department Operations survey revealed some thought-provoking facts about the maturity of operations in law departments. For example, while more than half of respondents considered their operations to be mature, many others felt their operations to be generally less than mature.

Only **18%** of respondents considered their law department's legal technology to be "very effective," while **52%** responded "somewhat effective."

Zeroing in even more on the technology side of the survey, the overall situation could be improved, as indicated in the responses to the following questions.

Q: Do you have or plan to develop a legal department technology strategy or three-year road map which addresses how you integrate, evolve and replace your systems to support the legal department's processes and needs?

Yes = 33%

Planning = 36%

No = 31%

Q: Are there plans to update, evaluate or implement any of the following technologies in the next 12 months?

E-billing: Yes = 46%

Matter Management: Yes = 53%

Contract Management: Yes = 54%

Q: Is your organization planning any initiatives during the next 12 months to improve your eDiscovery process?

Yes = 33.8%

No = 66.2%

Q: How would you rate your law department's effectiveness in each of the following areas?

Legal Technology:

Very Effective = 18%

Somewhat Effective = 52%

I have access to the right technology to do my job:

Disagree = 29%

Law firms are leveraging technology to deliver legal services more effectively and cost-efficiently:

Disagree = 53%

Our law firms are innovative:

Disagree = 69%

E-billing and matter management providers are keeping up with our needs:

Disagree = 54%

Corporate law departments will be the primary driver of innovation and change in the legal sector:

Agree = 85%