



# Digital Transformation and the Workplace

Law firms are undergoing a digital transformation that is forcing them to change the way they do business. As a result, the way work is being done has changed. Legal professionals are becoming increasingly mobile and are no longer confined to a single place or device.

Collaboration, untethered mobility and rapid communication are becoming the cornerstone of productivity and client satisfaction.

Law firms and corporate legal departments are responding to this shift by ensuring they have all the tools and resources needed for their lawyers to be productive and efficient. In addition to delivering these assets, firms are also finding they need to ensure systems are always on and available while protecting their users from external threats and attacks.

### ***The New Professional: Mobile, tech savvy, demanding change in applications and tools***

The increased mobility of today's legal workforce and the consumerisation of IT are reshaping what today's lawyers need and expect from their employers to do their jobs. New professionals are not defined by their age, but instead by their intimate familiarity with technology and their expectation for a frictionless work experience across all devices.

The new professional uses multiple screens: phone, tablet and PC – and has the expectation that information and communications are equally accessible from each. As expectations continue to rise around their ability to access email and edit documents on any device, more and more firms are providing solutions that emulate identical user experience no matter the device or document.

Most importantly, new professionals use technology in their personal lives, downloading apps, getting directions, sending packages, and hailing transportation. They are intimately familiar with what technology can do, and know now how to get critical work functions accomplished – such as document editing, sharing and collaboration – without 100% reliance on the tools provided by their employers.

### ***The New Client: Higher expectations, more stringent security and governance of their information***

One of the biggest drivers of change stems from increasingly high expectations from clients. The new client demands quicker responses, more value for their money, an overall better customer experience and the most stringent security and governance over their information. While the client has always been in the driver's seat, these demands are increasing pressures on legal firms trying to adapt to the transformations they are already experiencing. These new clients are also the ones driving many of the changes with the new professional.

Given recent news about law firm data breaches, and the changing nature of cyber-threats, the new client is also becoming increasingly sensitive to where – and how – their information is being stored. Client security audits and surveys are getting longer every year, and the amount of energy expended to ensure that each client's information is managed in accordance with its specific wishes in terms of location, cloud or no cloud, retention post close, etc. – becomes overbearing to manage across the number of offices and matters.

### ***The New Law Firm: Adapting to client demands***

Twenty years ago, paper was king for most firms. Today, digital platforms such as chat tools, text messaging, file shares, new data formats like One Note, images and videos are used by professionals to collaborate and store information – adding complexity and chaos to the workflow process. This change, combined with increased communication between technologies, is impacting how professionals deliver great client work.

The 'new firm' recognises the need to adapt to new client demands and changes in market conditions to remain competitive. The new firm continuously improves itself to meet the expectations of its professionals by improving their productivity, as well as adopting tools and processes that evolve the business model beyond the billable hour – ultimately increasing agility and flexibility and producing more efficient work. With today's new ways of working, it is now more important than ever for firms to drive new business models enabled by technology that increase productivity amongst their professionals – enabling them to communicate in a secure and controlled manner that does not put valuable information at risk.

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