iManage
Making knowledge work

ABOVE THE LAW

Legal operations in 2024

Above the Law and iManage survey highlights

iManage
Making knowledge work

ABOVE
THE LAW

In **2023,** iManage began undertaking a yearly survey of legal operations professionals so we can better understand their challenges. Our customers' needs drive our strategy — and in a time of rapid change in the legal technology industry, a user-driven approach is more important than ever.

For 2024, we commissioned Above the Law to conduct a survey of their legal ops readers. Although a year has passed, this year's survey results reveal that many legal ops teams are facing the same challenges as last year, including process improvements, budget constraints, and—of course—choosing the right technology, especially AI.

What does your organization see as the most appealing **use cases** for generative AI?

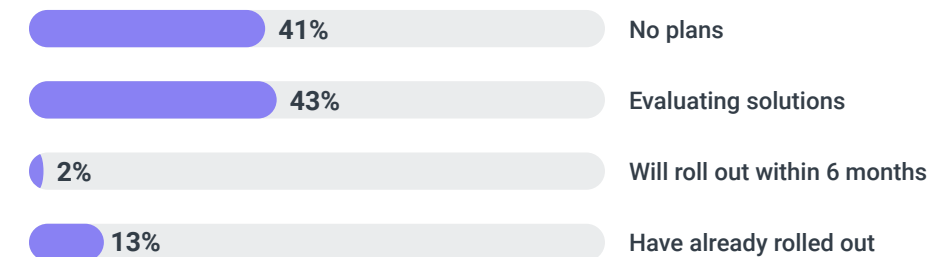| Use case	Percentage
Contract analysis	55%
Document comparison and review	53%
Legal search & research	49%
Matter analytics	28%
Email management	24%
Other*	7%

* includes discovery analytics, basic first drafts, IT infrastructure

Generating interest: AI

To no one's surprise, generative AI is at the top of everyone's mind this year. AI will have a transformative effect on how legal professionals do their work, as evidenced by the fact that the majority of survey respondents are actively evaluating generative AI solutions (43%) or are already rolling one out (13%). This survey also provided unique insight into the specific legal processes where customers will look to apply generative AI (see sidebar).
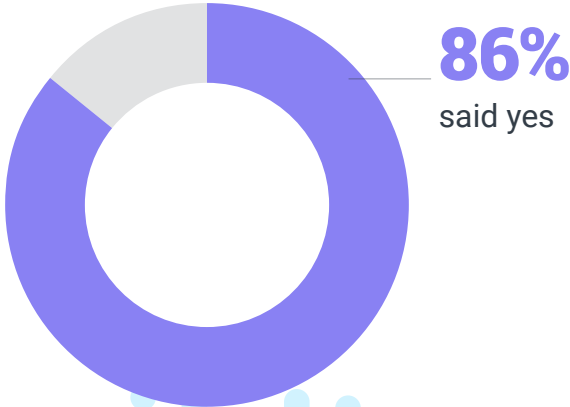
Does your organization have plans to roll out generative AI tools or solutions to your legal team?

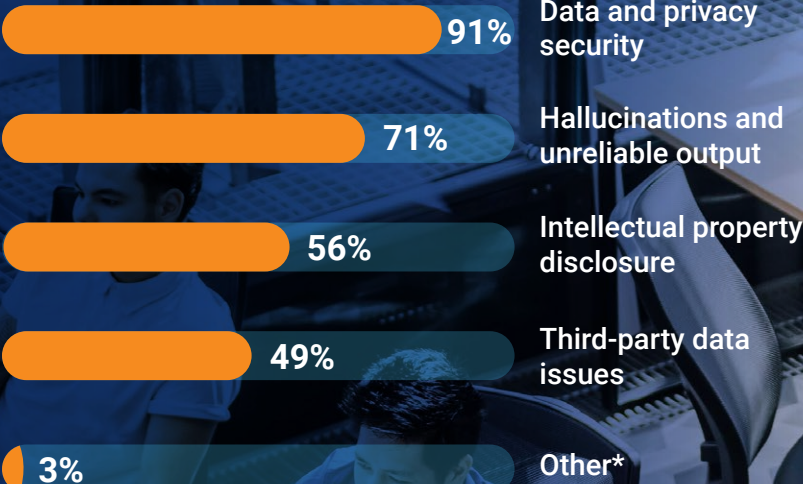| Response	Percentage
No plans	41%
Evaluating solutions	43%
Will roll out within 6 months	2%
Have already rolled out	13%

Implementing AI safely

Although interest in generative AI is high, security still remains top of mind for the legal ops professionals in our survey. Nearly all the respondents (86%) noted that they were concerned with the potential security risks of generative AI. Specifically, respondents ranked data security (91%), hallucinations (71%), and intellectual property disclosure (56%) as their top AI concerns.

Is your organization concerned about potential security risks associated with generative AI?

86%
said yes

What specific risks of generative AI are you most concerned with?

91% Data and privacy security

71% Hallucinations and unreliable output

56% Intellectual property disclosure

49% Third-party data issues

3% Other*

* examples: Fraud, copyright infringement, losing competitiveness

What do you consider your top 3 KPIs?

#1 75%
Increase time spent on legal activities over administration tasks

#2 60%
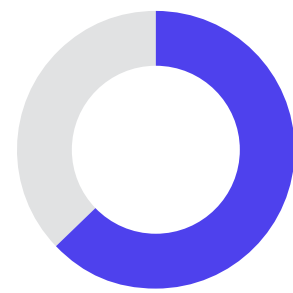Decrease expenses within the department
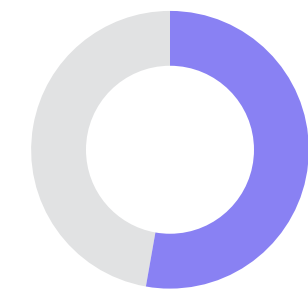
#3 42%
Reduce average cycle time to close deals

Focus on improvement

In both our 2024 and 2023 surveys, respondents ranked "increase time spent on legal activities over administration tasks" as their top KPI. Likely due to this focus, in both years they chose "business process improvements" as their top challenge.
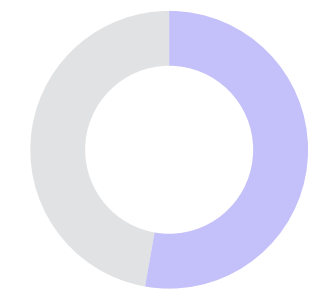
What are the top 3 challenges you face in your role?

63%
business process improvements

53%
cost savings/budget management

53%
implementation and adoption of new technology

Better technology, better results

It's clear that legal ops professionals are focused on making their departments run better, but our results indicate that they don't always have the technology they need to make their dreams a reality. In fact, compared to 2023, a higher percentage of survey respondents said they did not have the right technology in place to address their business challenges.

iManage delivers measurable results in improved productivity, faster collaboration, and enhanced security protections — benefits that add up to a 370% ROI after three years. Learn more about how iManage offers valuable business outcomes in the Total Economic Impact™ study by Forrester Consulting.
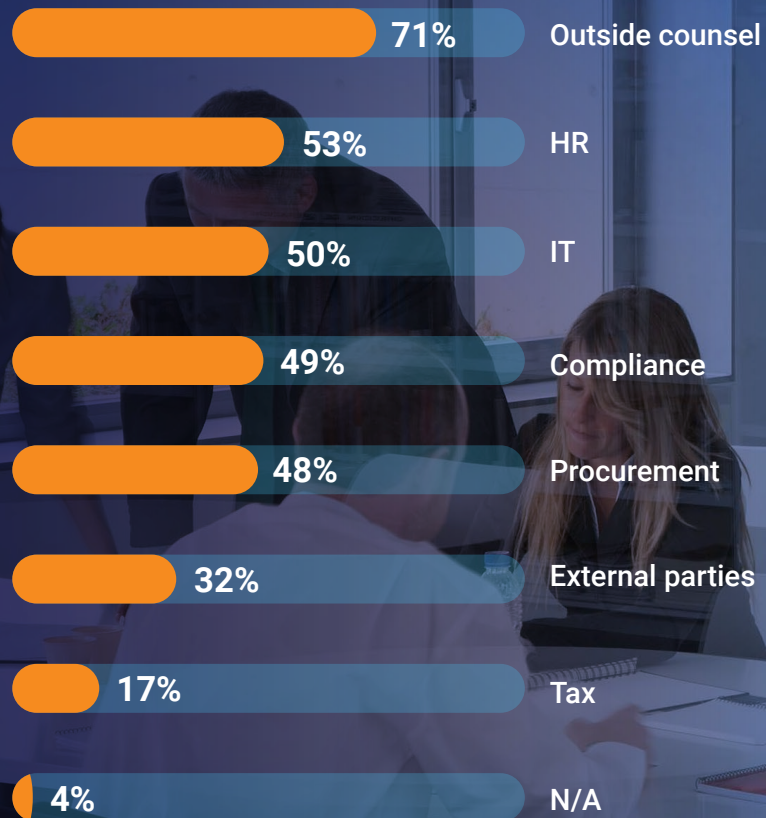
Read now

? **Do you feel you have the right technology in place to help with your business challenges?**

39%
said no

71%
said no

2023   2024

The top teams legal departments collaborate and coordinate with are:

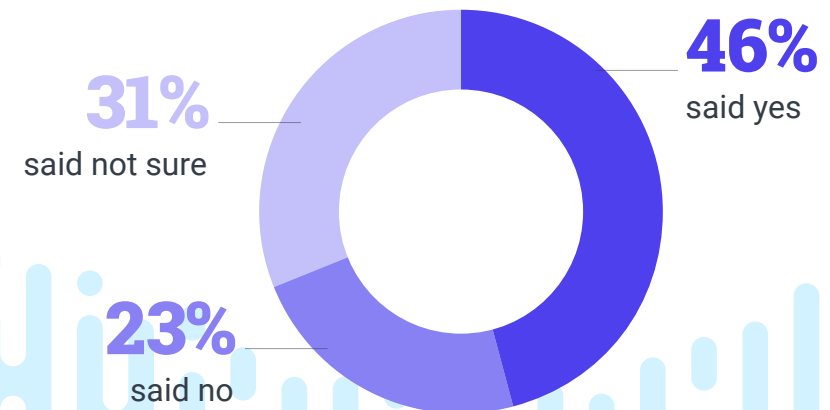| Team	Percentage
Outside counsel	71%
HR	53%
IT	50%
Compliance	49%
Procurement	48%
External parties	32%
Tax	17%
N/A	4%

Collaboration inside and outside

Legal departments continue to demonstrate that they are a hub for their organization. Although survey respondents rank outside counsel as their top collaborators, legal teams are also working closely with other departments in their organization such as HR, IT, and compliance. In spite of this, only 46% of respondents said they had the right technology in place to support all this collaboration.

In this highly collaborative environment, it's critical that legal teams have the right tools to work with both internal and external stakeholders securely and without friction.

Do you have effective technology and tools to support collaboration?

- **46%** said yes
- **31%** said not sure
- **23%** said no
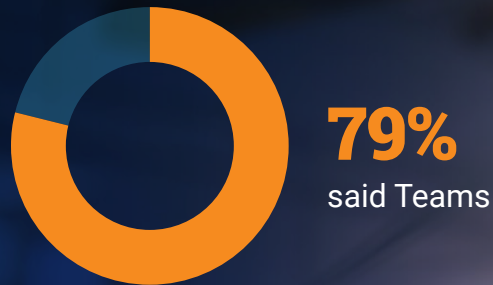
Communication in real time

Hybrid work has made real-time messaging an essential tool for legal teams collaborating between home and office locations. Many legal teams also use real-time messaging to work with other departments in their organization or with outside counsel.

The majority of survey respondents said they relied on Microsoft Teams as their real-time messaging tool of choice. However, a strong majority also said that their organization did not have formalized rules in place governing these instant messages, something that integrating Teams with a secure document management system could help to address.
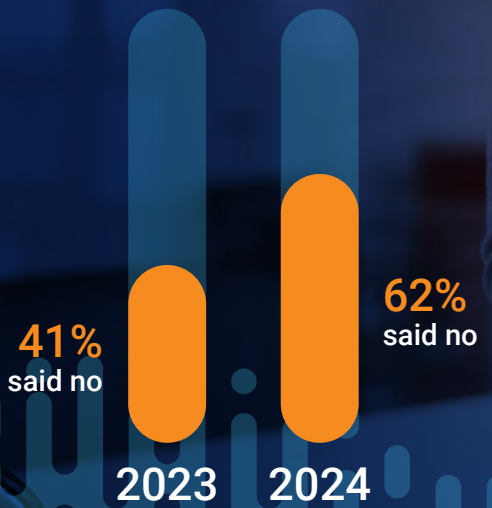
By integrating **Teams** with **iManage Work,** your department can collaborate more efficiently and safely within the tools you use every day.

Discover now

Which **real-time messaging tool** do you use?

79%
said Teams

Do you have formalized rules for governing these messages?

41%
said no

62%
said no

2023   2024

iManage

Making Knowledge Work in the age of AI

Legal operations professionals know the promise of AI—as well as the potential risks. With iManage, you can improve productivity and mitigate risk with AI applications built natively into our knowledge work platform. iManage AI works automatically and at scale on the iManage platform, ensuring security and governance protections for confidential data. Our platform-based approach enables organizational data to be used securely, responsibly, and ethically, whether by iManage or a third party.

Discover more about our AI-powered platform at imanage.com

Above The Law

Above the Law takes a behind-the-scenes look at the world of law. The site provides news and insights about the profession's most colorful personalities and powerful institutions, as well as original commentary on breaking legal developments. Above the Law is published by Breaking Media.

iManage
Making knowledge work

Book a demo with our Corporate Legal experts today

Book a demo

twitter.com/imanageinc

youtube.com/imanage

linkedin.com/company/imanage

www.imanage.com