



**iManage**

Making knowledge work

**CCBJ**  
Corporate Counsel Business Journal

# CCBJ-iMANAGE SURVEY HIGHLIGHTS

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State of legal operations and  
modern technology trends 2023



# A FORCE FOR **COLLABORATION** AND **COORDINATION**

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Compelling insights into the way knowledge work gets done within legal departments in 2023 can be drawn from “State of Legal Operations & Modern Technology Trends,” a survey undertaken by CCBJ (Corporate Counsel Business Journal), and commissioned by iManage.

Enabling legal operations to be a force for collaboration and coordination in this landscape – leading from a position of governance and security – is the clear pathway to achieving positive business outcomes.



81%

of survey respondents believe it is **VERY IMPORTANT** for the legal department to protect the security of documents.



n = 112

## SAFETY FIRST AND FOREMOST

Legal departments routinely work with high-value confidential documents, and a significant majority of survey respondents view protecting this information as a vital part of their role. Legal Operations professionals see data privacy and security as an essential component of legal work, and one of the key distinctions between traditional content platforms and legal document management solutions.

**iMANAGE** understands the importance of securing legal content and builds it into everything we do, including industry-leading cloud security, need-to-know access, and active threat detection.



# PROCESS TRUMPS CHAOS

Legal departments invest in technology to streamline operations and prioritize user adoption and satisfaction. Organizations focus on delivering a better user experience to help end users engage with and drive value from technology to achieve better business outcomes.

This focus on process and technology appears to be largely driven by the need to reduce overall legal spend through cost savings. Other top priorities include the mitigation of compliance risk (14%) and the increasing role of Legal in facilitating communication across departments (12%).

As additional obstacles, respondents named managing IT (8%), staying ahead of law department technology (6%), employee retention (5%), and managing vendor relationships (4%).

The **TOP 3 CHALLENGES**  
to getting work done better:



**18%**

BUSINESS PROCESS  
IMPROVEMENTS

**17%**

IMPLEMENTING  
AND ADOPTING NEW  
TECHNOLOGIES

**15%**

COST SAVINGS



65%

of survey respondents say they do not have, or are not sure they have, the **TECHNOLOGY** they need to respond to business challenges.



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## THE **RIGHT TOOL** FOR THE RIGHT JOB

Legal Ops professionals know the work they need to do. They can often see a pathway to success, but aren't sure they have the right tech tools to relieve their pain points – including security, freedom from mundane tasks, and collaborating securely with co-workers, other departments, and outside counsel.

**iMANAGE** can provide the technology and guidance on best practice implementation and adoption to maximize your investment and support your commitment to doing this better.

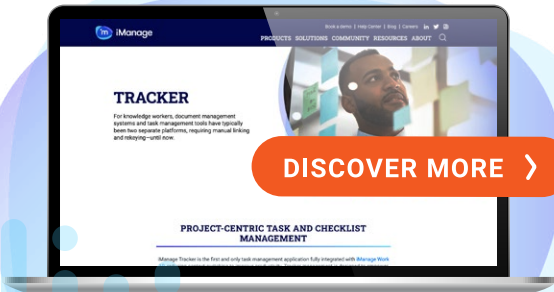




# MOVE ON FROM THE MUNDANE

Legal work involves complex processes and input from multiple stakeholders across the business. Our survey respondents identified the ability to limit time spent on administrative tasks and increase time spent on higher-value legal work as their number one performance indicator.

**iMANAGE** automation, workflow, and integrations with other tools can reduce the struggle – that’s how the iManage platform supports you every day.



## KPI FOR LEGAL OPS:

#1

INCREASE TIME SPENT ON LEGAL ACTIVITY OVER ADMINISTRATIVE TASKS.

#2

DECREASE EXPENSES WITHIN THE DEPARTMENT

#3

ATTAIN DESIRED GOALS FOR NEW TECH ADOPTION AND USER FEEDBACK

The **TOP TEAMS** the legal department collaborate and coordinate with are:



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# LEGAL OPS AS **THE HUB**, NOT THE SPOKE

The role of the Legal Department has evolved significantly, to the point where they are now deeply aligned with departments across the organization. While outside counsel remains a core responsibility, our survey showed that Legal is now working closely with departments like HR, Procurement, Compliance, and IT. Legal professionals need to be highly collaborative and empowered with the right tools to facilitate communications and workflow across a broad range of stakeholders.



# RELATIONSHIPS, WE CAN WORK ON IT

We attribute this result to the broader business role IT plays across organizations where legal is not the core function, as it is in a law firm. It ties in with the notion of the extra mile legal ops might have to go to internally “sell” a solution that will help them get work done but isn’t clearly needed by, or useful to, other parts of the business.

**iMANAGE** Legal Operations experts support these conversations every day and understand the friction and the opportunity to unlock better business outcomes for Legal Ops and IT.



44%

of survey respondents said that IT was the **MOST DIFFICULT** department to collaborate with.





63%

of survey respondents have rolled out **MICROSOFT TEAMS** to enable better collaboration.



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## GOVERNANCE AND COLLABORATION IN THE **MICROSOFT TEAMS** ERA

Microsoft Teams has proven to be an effective tool for enabling collaboration in a hybrid work environment, and has been widely adopted. But 59% of respondents either didn't have or weren't sure if they had the appropriate governance in place.

**iMANAGE** noticed the proliferation of workspaces and channels in some of the companies that rolled out Microsoft Teams during COVID-19, and were experiencing challenges with document versioning and search. To address these issues, iManage worked with Microsoft to develop a seamless integration with Teams.



# iMANAGE

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Dedicated to Making Knowledge Work™, iManage provides an intelligent, cloud-native, secure knowledge work platform that enables organizations to uncover and activate the knowledge that exists inside their business content and communications. Advanced AI and powerful document and email management create connections across data, systems, and people while leveraging the context of content to fuel deep insights, business decisions, and collaboration. Underpinned by best-of-breed security workflows and governance, iManage has become the industry standard – continually innovating to solve complex professional challenges and enabling better business outcomes for more than a million professionals across 80+ countries.

Visit [www.imanage.com](http://www.imanage.com) to learn more.

# CORPORATE COUNSEL BUSINESS JOURNAL

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