



**iManage**

Making knowledge work

**LAW.COM AND iMANAGE  
SURVEY ATTORNEYS ABOUT  
LEGAL TECHNOLOGY USAGE  
AND INVESTMENTS**

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# Law.com and iManage surveyed attorneys across a range of legal organizations to gain a holistic view of the legal technology landscape.

The breakdown of organization sizes was as follows:

**22%**

of respondents work in law firms with more than 1k attorneys

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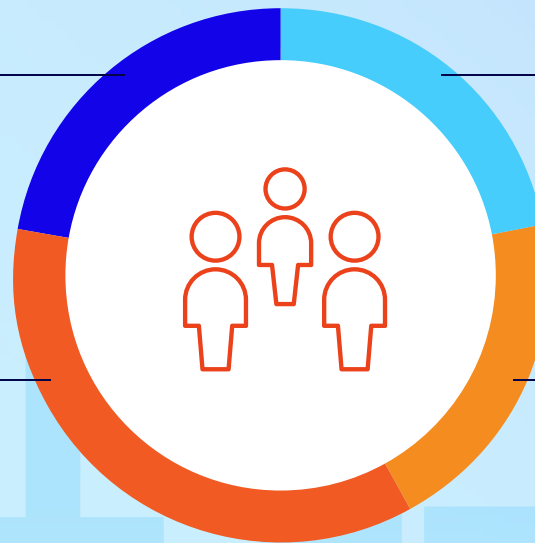
of respondents work in law firms with less than 250 attorneys

**36%**

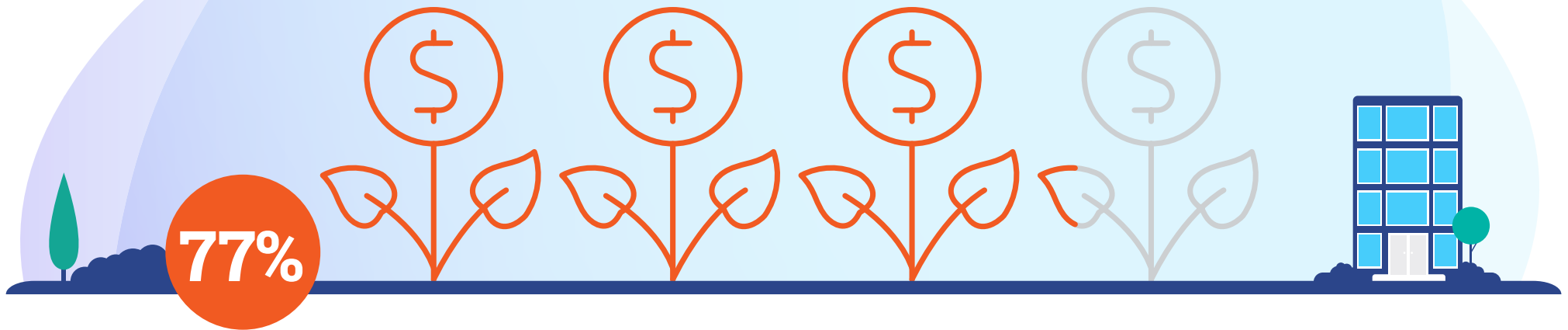
of respondents work in law firms with 500 – 1k attorneys

**20%**

of respondents work in law firms with 251 – 500 attorneys



# Coming this year: significant technology investment for law firms



## Law.com survey findings:

**77%** of survey respondents say their law firms will increase IT investment in 2022.

## The iManage view:

It looks like the year ahead is the awakening of firms seeking to curate a modern technology stack which gives them best-in-class file sharing solutions that balance security and accessibility. [Click here](#)

**Gartner.** Research indicates that law firms have underinvested in their tech stack, leading to reactive and rapid change. [Gartner](#) has said legal technology budgets will grow from 3% to 10% of total legal expenses by 2022.

# Law firms are taking advantage of cloud-based applications, but are they “all in?”


Documents are created, conversations happen, emails are exchanged, and assets are often stored in one or multiple cloud environments, with or without the user’s knowledge.

## Law.com survey findings:

The **top 2** cloud applications are **Microsoft 365** and **Teams**.

Law firms license and use Microsoft 365, Teams, Google Workspace and Gmail to make knowledge digital.

## The iManage view:

iManage is a strategic partner of Microsoft, enabling iManage customers to add enriched cloud capabilities, features, and functions to the tools attorneys already use to create documents and email.  [Click here](#)



The legal profession is steadily increasing its trust and reliance on cloud. According to [ILTA's Tech Survey 2021](#), the prevailing cloud philosophy for more than 40% of respondents is “cloud with every upgrade.”

# Wherever communication happens, it must be captured for future reference



## Law.com survey findings:

**93%** of respondents say it's important to save email and its attachments, as well as real-time communications, directly to their relevant client matters.

## The iManage view:

Both knowledge hoarding and creating gaps in knowledge reduce the opportunity for intelligent document management systems to help convert data into decisions. Choosing the best tools for streamlined workflows keeps knowledge gathering on track. [🔗 Click here](#)

# Clients demand that law firms protect their data, and seek clarity on the technology and tools being used

The client conversation has changed to include raised expectations in outcomes and greater scrutiny of how firms protect client data.



## Law.com survey findings:

**74%** of respondents' clients inquire about the firm's ability to protect the client information it keeps

And **40%** want to know the tools a firm is using to process and store their data.

## The iManage view:

Greater scrutiny by clients is compelling firms to ensure the protection of client data with the highest levels of security in the hardware and software used. [Click here](#)

“ Throughout our evaluation process, iManage repeatedly demonstrated that its architecture and platform capabilities provide the highest level of protection our clients are requesting.

**Clint Kehoe**, Director of Information Technology, Neal, Gerber & Eisenberg


# For law firms, securing infrastructure means balancing security with accessibility

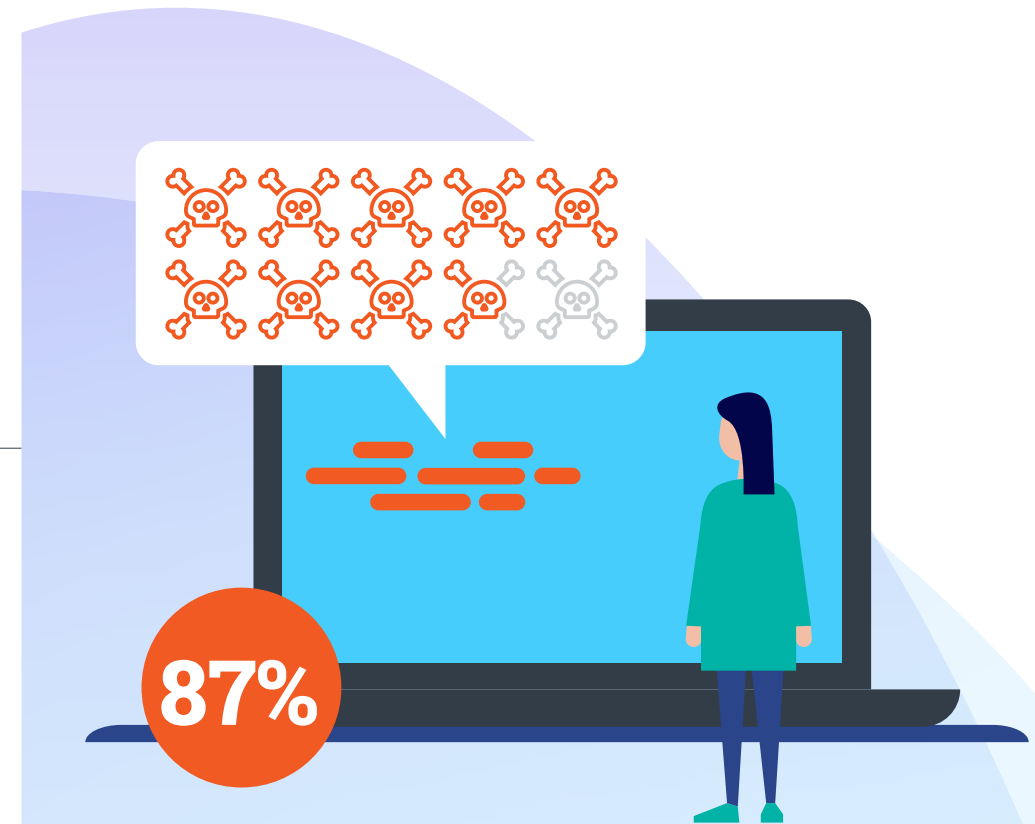
## Law.com survey findings:

**87%** of respondents are concerned about law firm documents and emails being secure from cyberattacks and phishing.

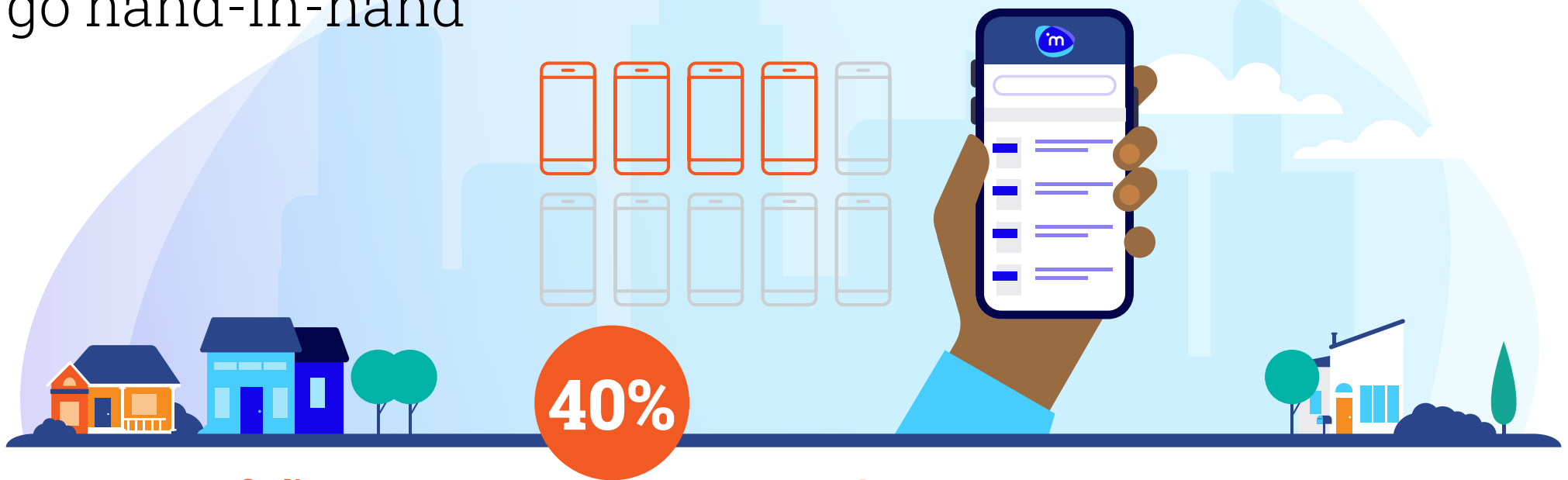
**75%** of respondents are concerned about law firm documents and emails being secure when shared externally with authorized users.

## The iManage view:

Best of breed security is a must to give users confidence in the safety of the environment and tools in which they share and collaborate.  [Click here](#)



# Attorneys, their devices and security go hand-in-hand



## Law.com survey findings:

Smartphone use is growing. Nearly **40%** of law firm respondents access and edit legal documents and emails remotely via smartphone.

## The iManage view:

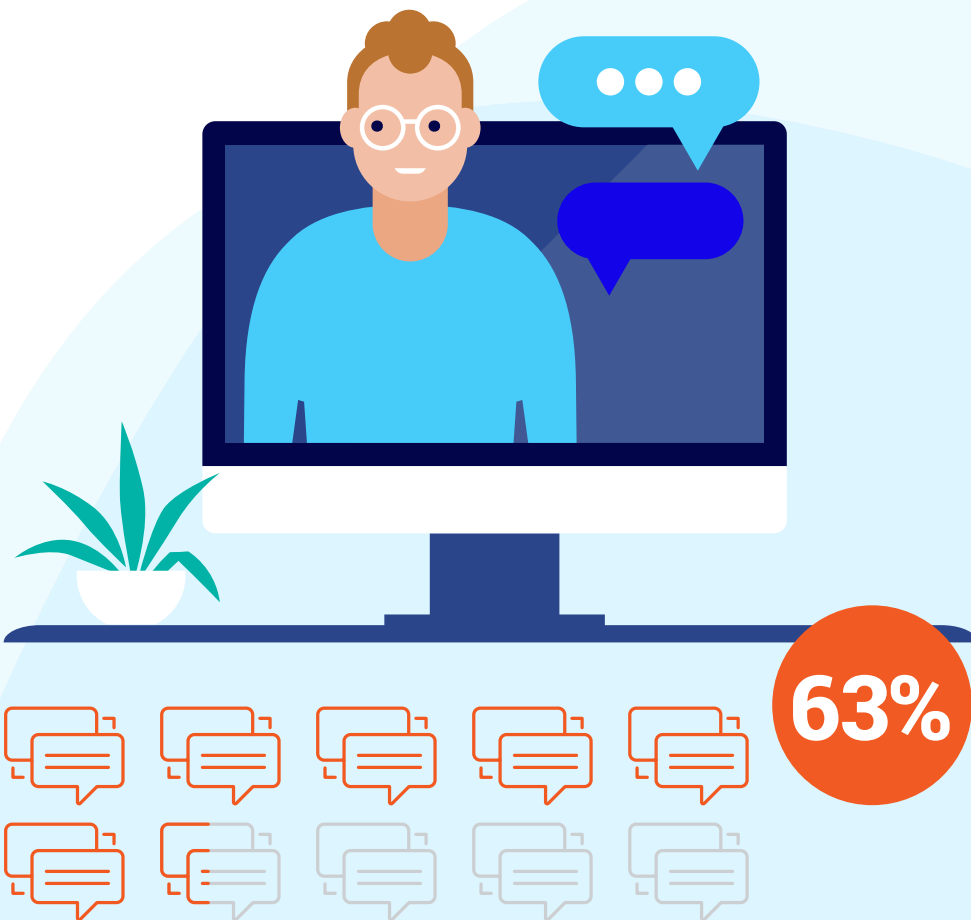
Any device, anywhere, should be open to all, with the ability to move work forward from any mobile device at any time or place. Security protocols that ensure seamless and secure ways of working, from recipient to sender, are essential. [Click here](#)

“ ” ...[our] staff couldn't believe how liberating it was to have all their documents available from anywhere. The interface is so intuitive – it's second nature to start filing documents properly.

**Jason Winton**, Partner, Thirsk Winton



# Striking a balance between email and real-time messaging



An increasingly distributed workforce has shifted internal communication to real-time channels, and the convenience is moving workers away from email as their primary communication tool, even in the office.

## Law.com survey findings:

**63%** of respondents say their law firms have already moved or are in the process of using real-time messaging.

## The iManage view:

Organizations continue to meet the challenge of persistent change with more and better technology. From face-to-face conversations to quick queries by phone to more structured correspondence via email, Microsoft Teams and other cloud-based applications are filling the gaps in modern business communications. Remember when email heralded a new dawn. It's time for Teams. [Click here](#)



The most recent [ILTA Tech Survey](#) indicates over 50% of firms don't allow documents to be shared externally through Teams.

# When it comes to getting work done, easy does it

Asked about their usage, investment in, and understanding of legal technology, 70% of respondents said they place great importance on document management tools being easy-to-use.


Users connect most often with features and functions that make their work easier.

## Law.com survey findings:

**63%** of respondents say that surfacing recently created and edited documents first makes for ease and utility.

**47%** enjoy the benefits of and place great value in the ability to work online and offline with minimal friction.

## The iManage view:

With personalization capabilities in Work 10, users quickly pick up where they left off – and can further define “work” by their individual activities. Work 10 notifies and re-syncs when connectivity is restored from a dropped connection, as well as when working offline by choice.  [Click here](#)



# Time well spent delivers business growth



## Law.com survey findings:

**61%** of law firm survey respondents say finding the content they need and reusing it is the most time-consuming aspect of their day-to-day work.

## The iManage view:

Without an appropriate technology solution, managing document versions, finding precedents or the document of record, granting and gaining access to shared files all needlessly consume time that could be better used.

 [Click here](#)



According to [Thomson Reuters 2022 Report](#) on the State of the Legal Market attorneys at the law firms with the lowest turnover billed on average of 51 more hours per year than their counterparts at firms with the highest turnover.



No matter where your organization is on its path to modernization, we hope the Law.com survey findings are helpful.

iManage is committed to Making Knowledge Work for attorneys and their organizations. We offer one platform with limitless possibilities. Wherever knowledge work happens, we help you activate it, and act upon it, any time, any place.

For organizations that run on knowledge, the iManage platform gives you an edge. **[Visit imanage.com to get started.](https://www.imanage.com)**

**About Law.com:** Law.com is the industry-leading media platform powering over 18 online U.S. national and regional award-winning legal publications that deliver news, rankings, reports, and strategy all designed with one purpose in mind: to give you the competitive intelligence to prepare for today and anticipate opportunities for future success.

**About iManage:** iManage is the company dedicated to Making Knowledge Work™. Its intelligent, cloud-enabled, secure knowledge work platform enables organizations to uncover and activate the knowledge that exists inside their business content and communications. Advanced Artificial Intelligence and powerful document and email management create connections across data, systems, and people while leveraging the context of organizational content to fuel deep insights, informed business decisions, and collaboration. Underpinned by best-of-breed security and sophisticated workflows and governance approaches, iManage has earned its place as the industry standard by continually innovating to solve complex professional challenges and enabling better business outcomes for over one million professionals across 65+ countries.