

ATTORNEY TECHNOLOGY SATISFACTION SURVEY

June 2022



Dashboard Legal

Introduction

We surveyed 560 lawyers about their use of legal technology.

The goal of the survey was to hear directly from attorneys about (1) their satisfaction with current firm technology and (2) potential solutions with the greatest interest and need.

High-level the results show that:

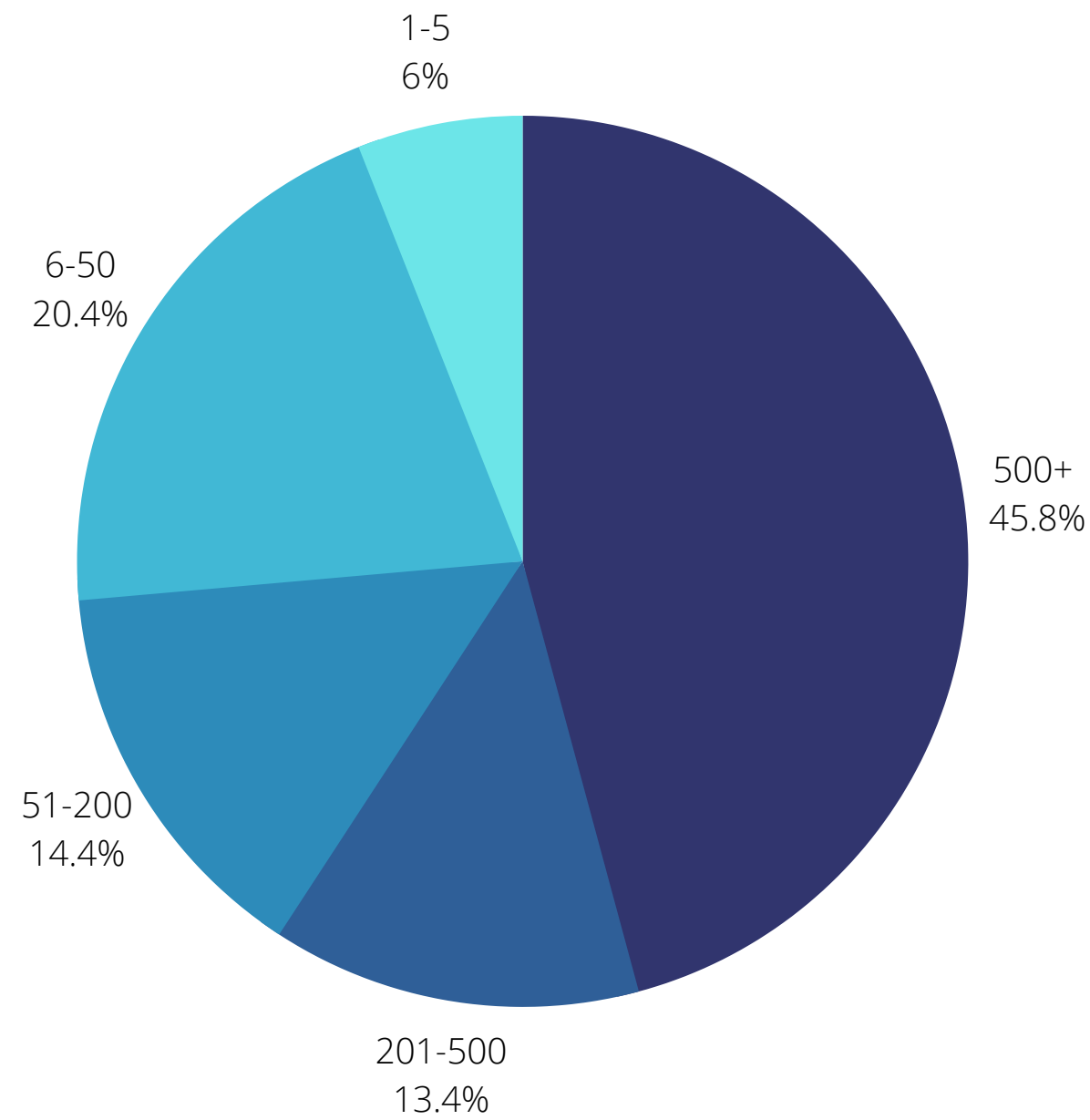
- (1) Lawyers are generally dissatisfied with their tech stack (60%), but also believe their firm is in line with peer firms' level of innovation.
- (2) Lawyers ranked (a) preventing missed deadlines, (b) automation of repeatable tasks, and (c) improving their skillset as highly impactful and unaddressed technology needs.
- (3) The most important (and unexpected) result from the survey is delineated by comparing the *intensity* of answers to sections 1 and 2. Where attorneys are generally ambivalent about their existing tools, they feel strongly about the potential of technology to address certain workflow needs. These specific needs are covered in this white paper.

If your role is to listen to attorneys and address their technology needs, this white paper is for you.

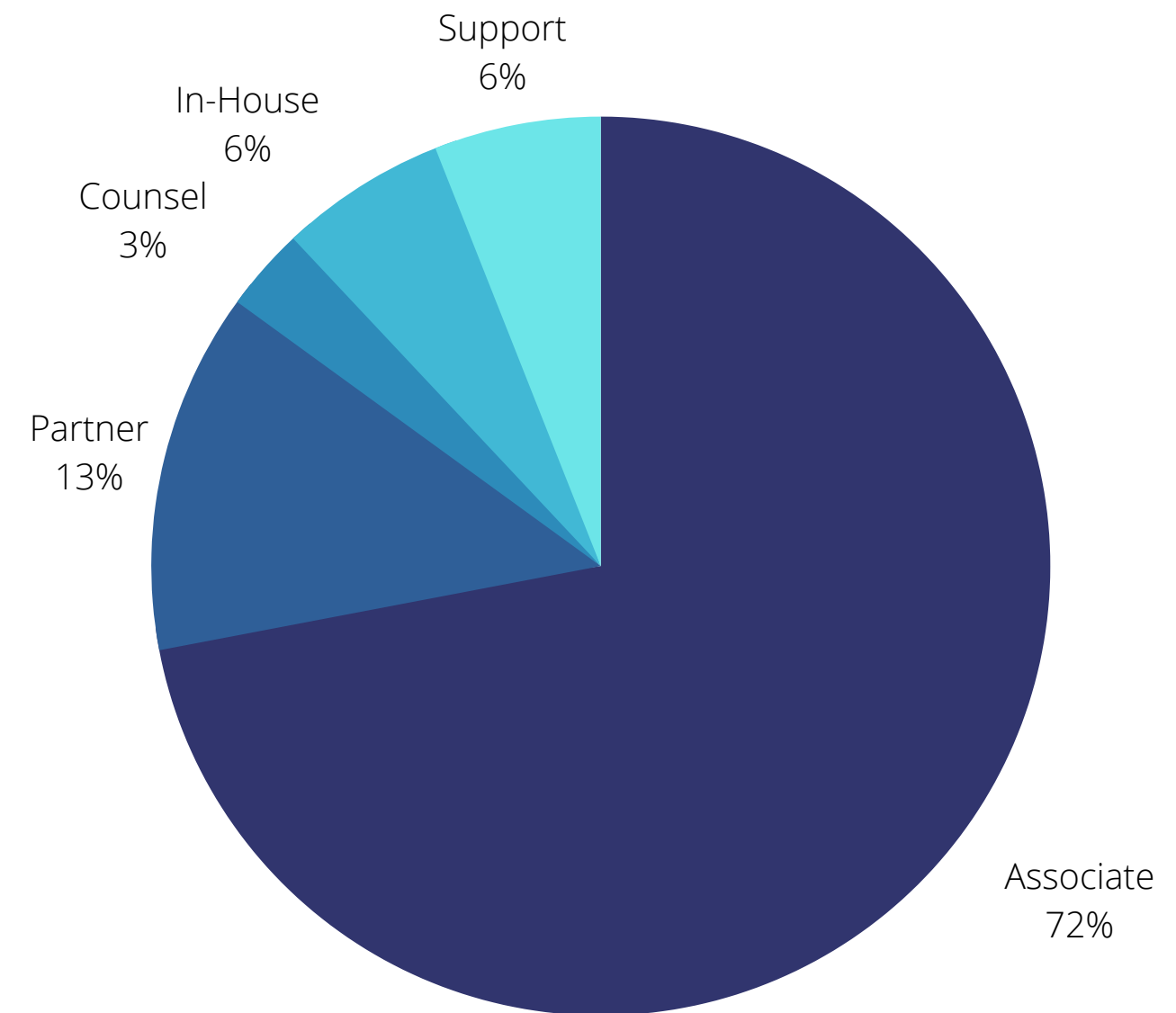


Survey Demographics

Firm Size



Role

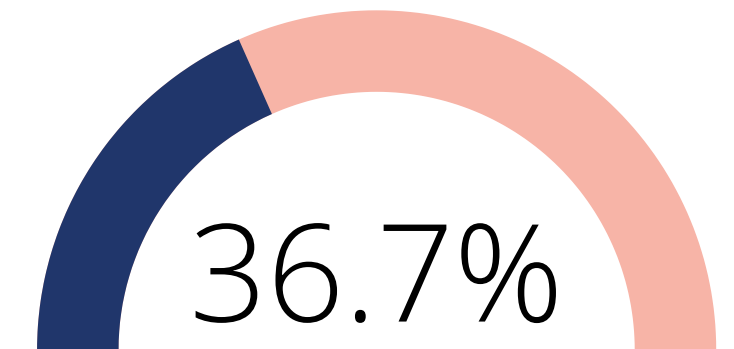


Current Firm Tech

Lawyers reported being generally dissatisfied with the technology at their firm (36.7% responded favorably).

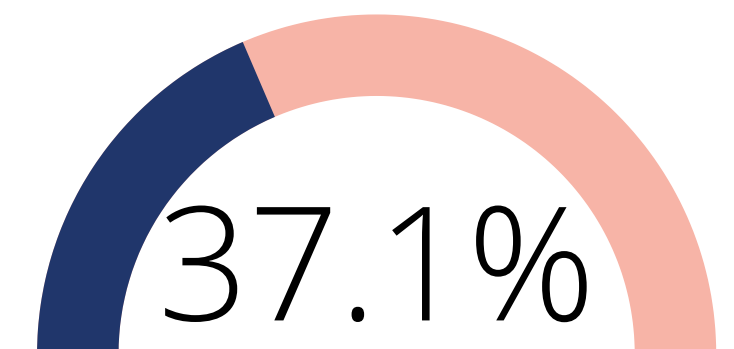
A little over one third of respondents reported using a new piece of legal technology in the past 6 months

"ARE YOU SATISFIED WITH THE TECHNOLOGY AT YOUR FIRM"



204 ATTORNEYS RESPONDED YES, 330 RESPONDED NO,

"HAVE YOU USED A NEW PIECE OF LEGALTECH IN THE PAST 6 MONTHS"

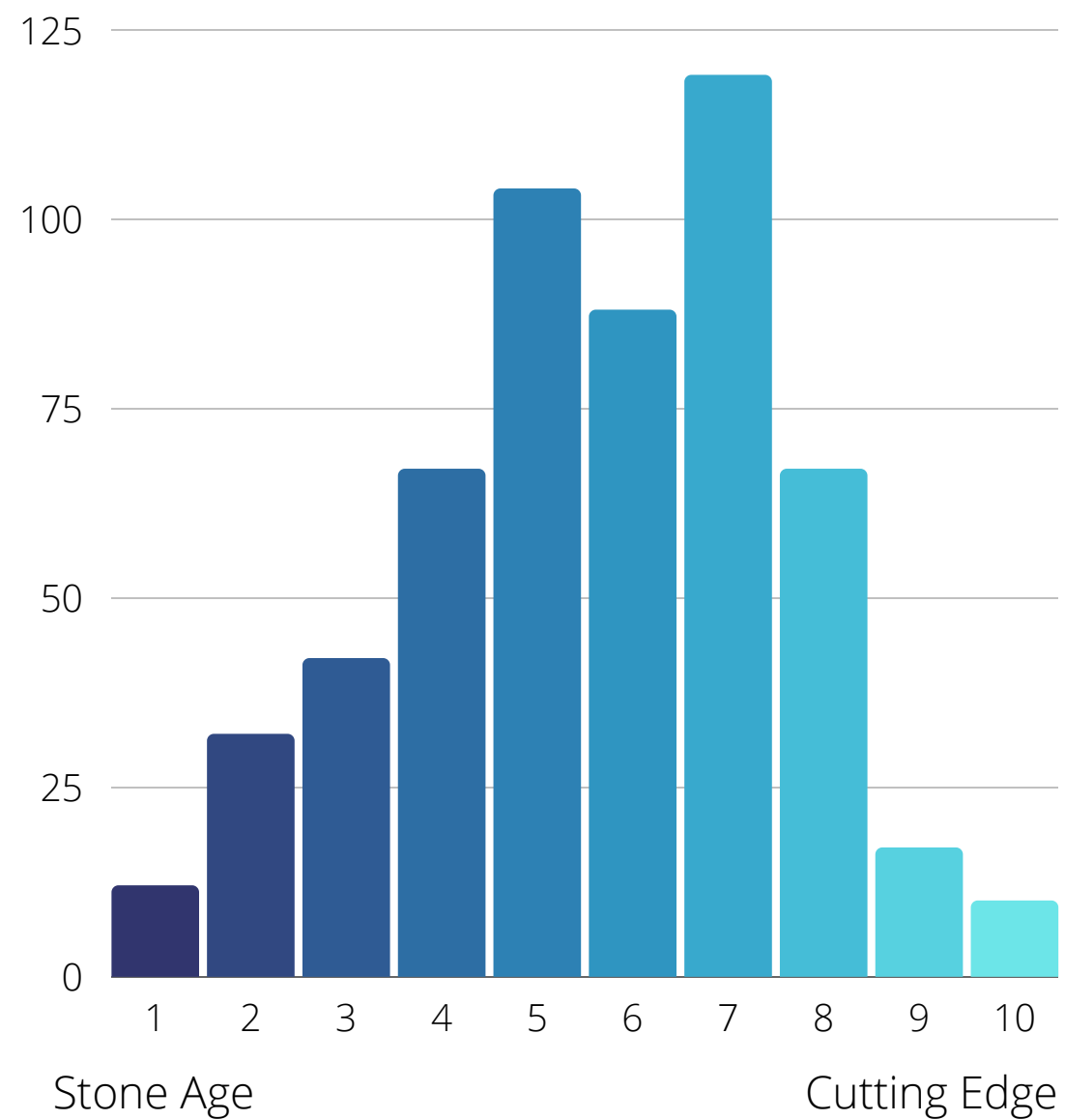


205 ATTORNEYS RESPONDED YES, 350 RESPONDED NO

Current Firm Tech

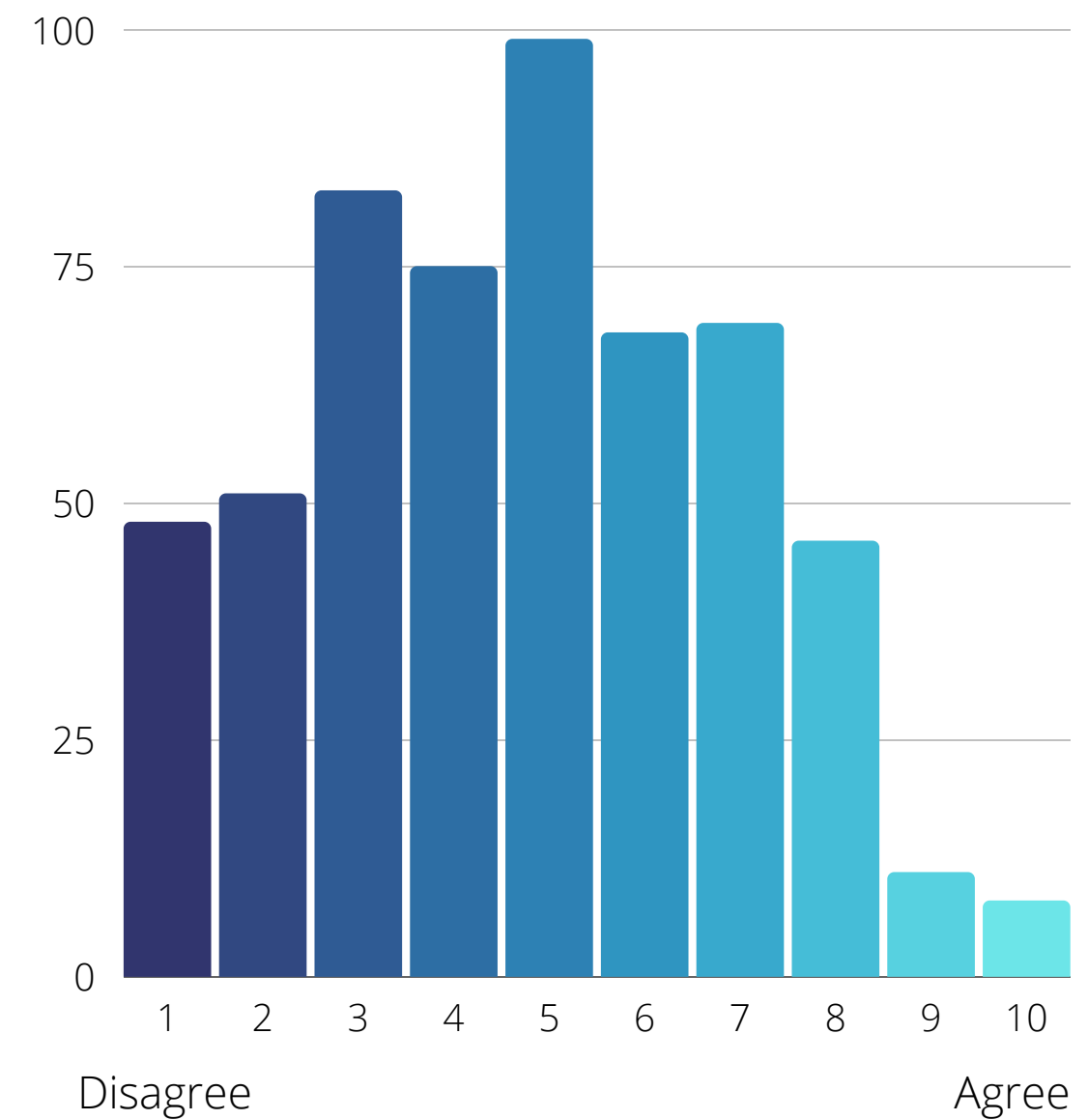
**"MY FIRMS TECH FALLS ON THIS
PART OF THE SCALE"**

Average Rating: 5.6



**"MY FIRM USES TECHNOLOGY TO
REDUCE TEDIOUS TASKS"**

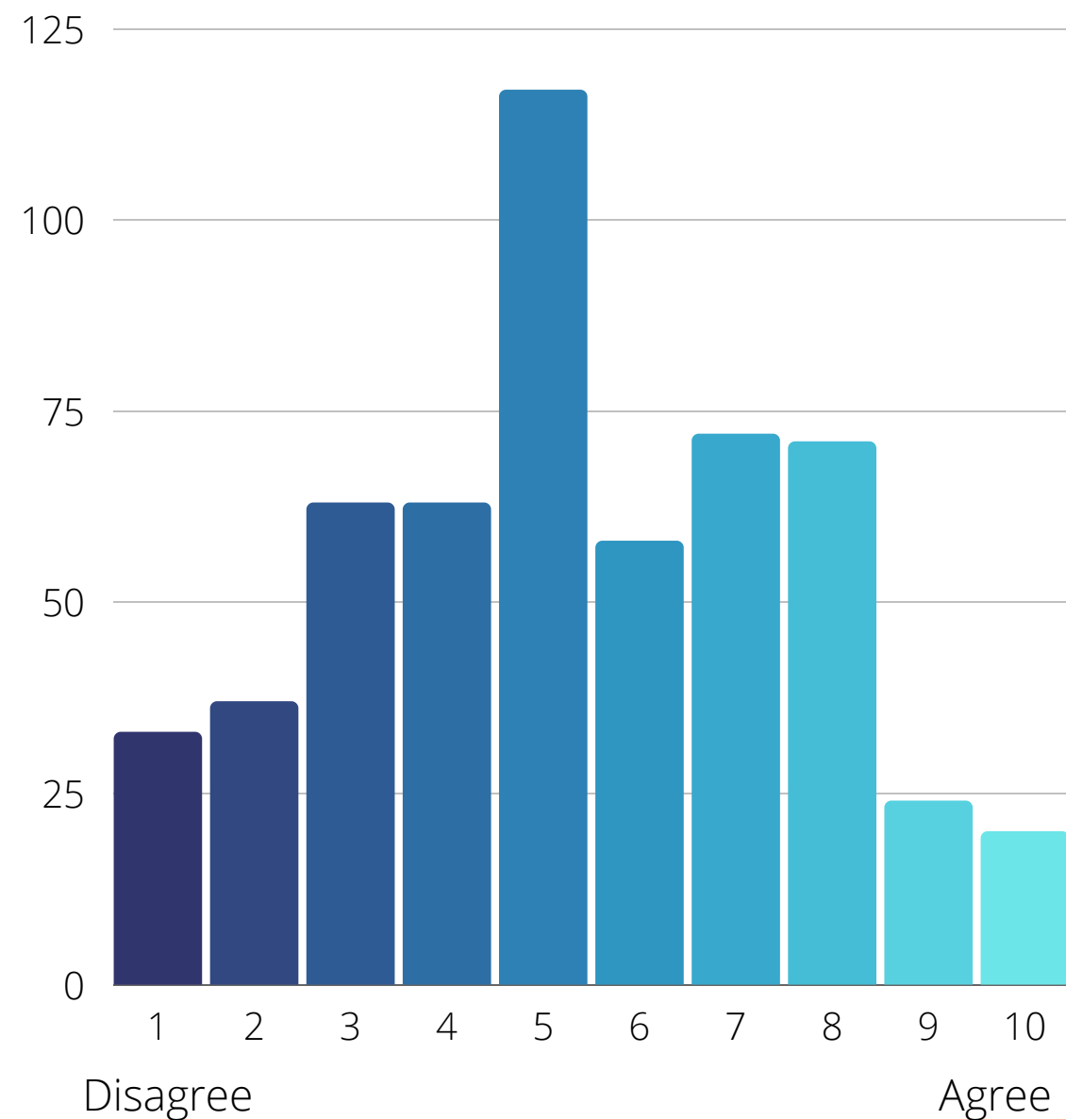
Average Rating: 4.7



Current Firm Tech

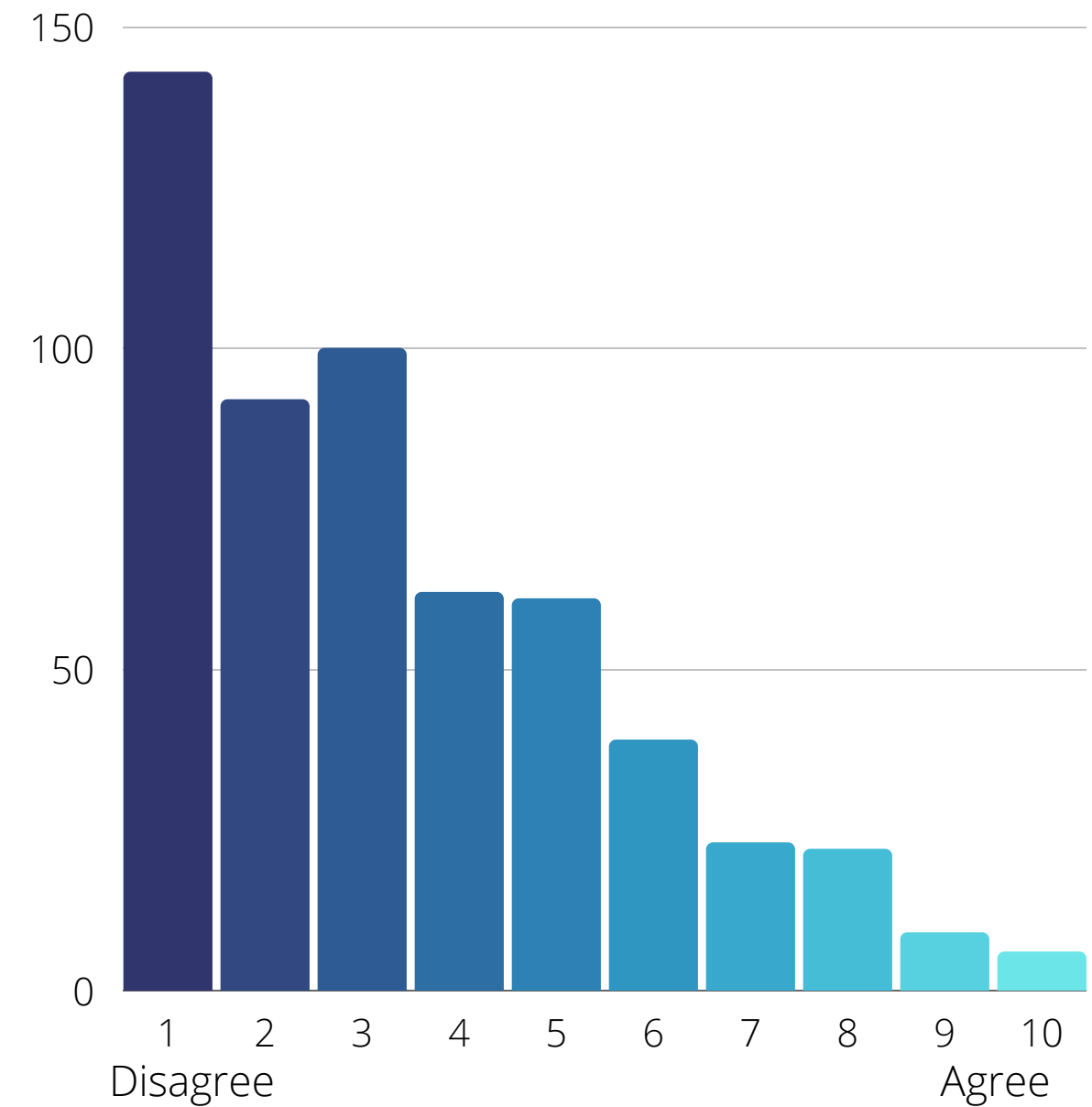
"MY FIRM USES TECHNOLOGY TO IMPROVE THE FIRMS BOTTOM LINE"

Average Rating: 5.3



"MY FIRM USES TECHNOLOGY TO PRIORITIZE MY HAPPINESS"

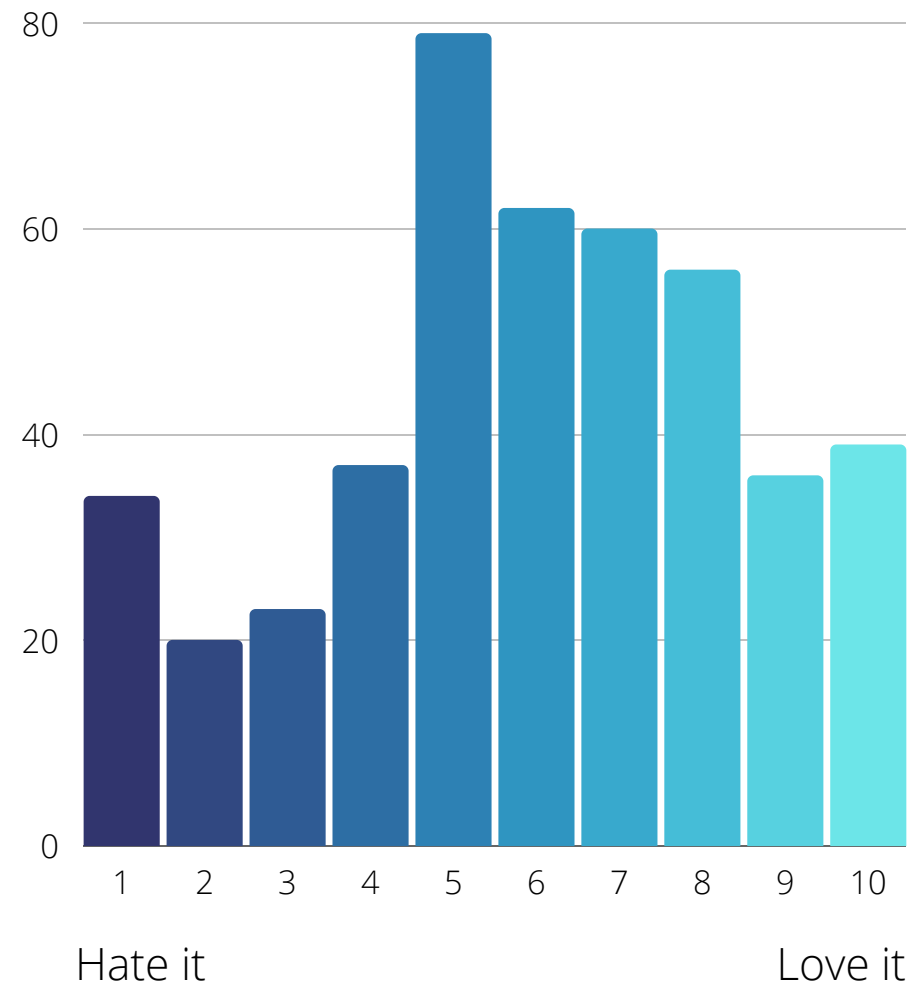
Average Rating: 3.4



Current Firm Tech

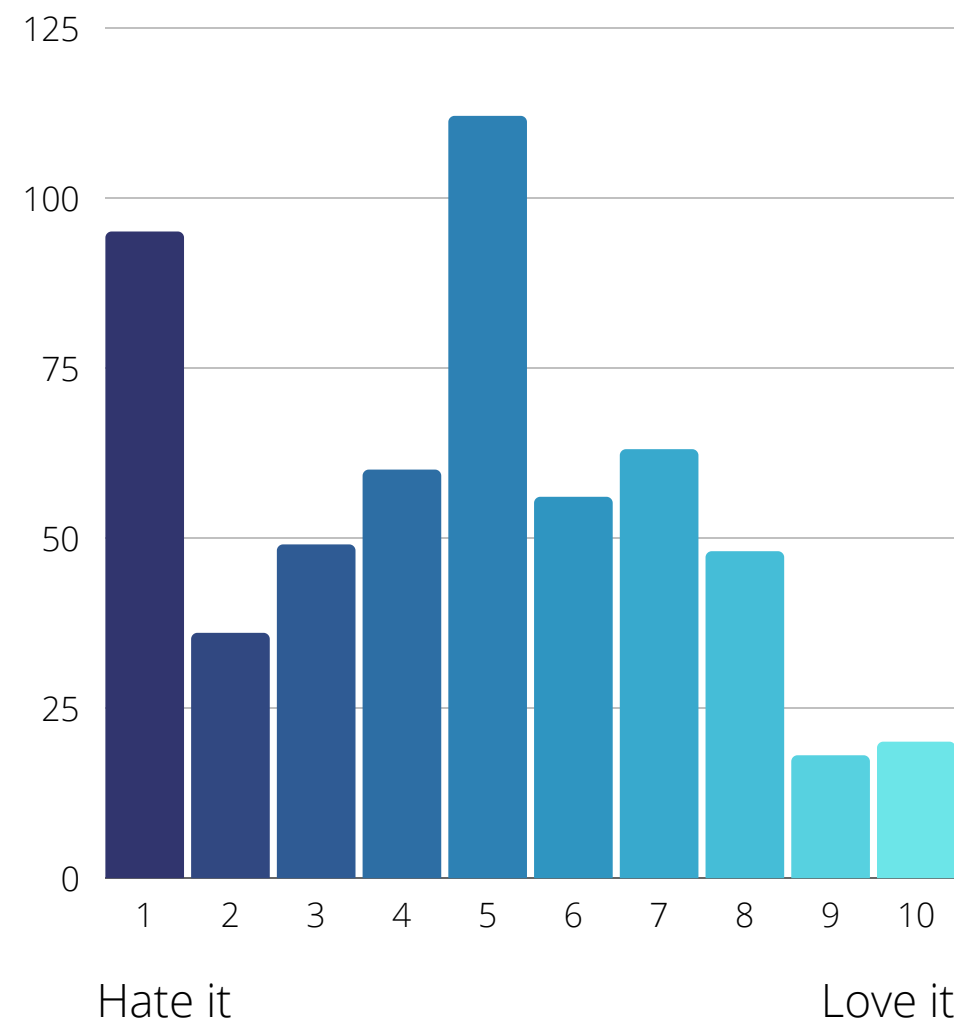
Email

Average Rating: 6.3



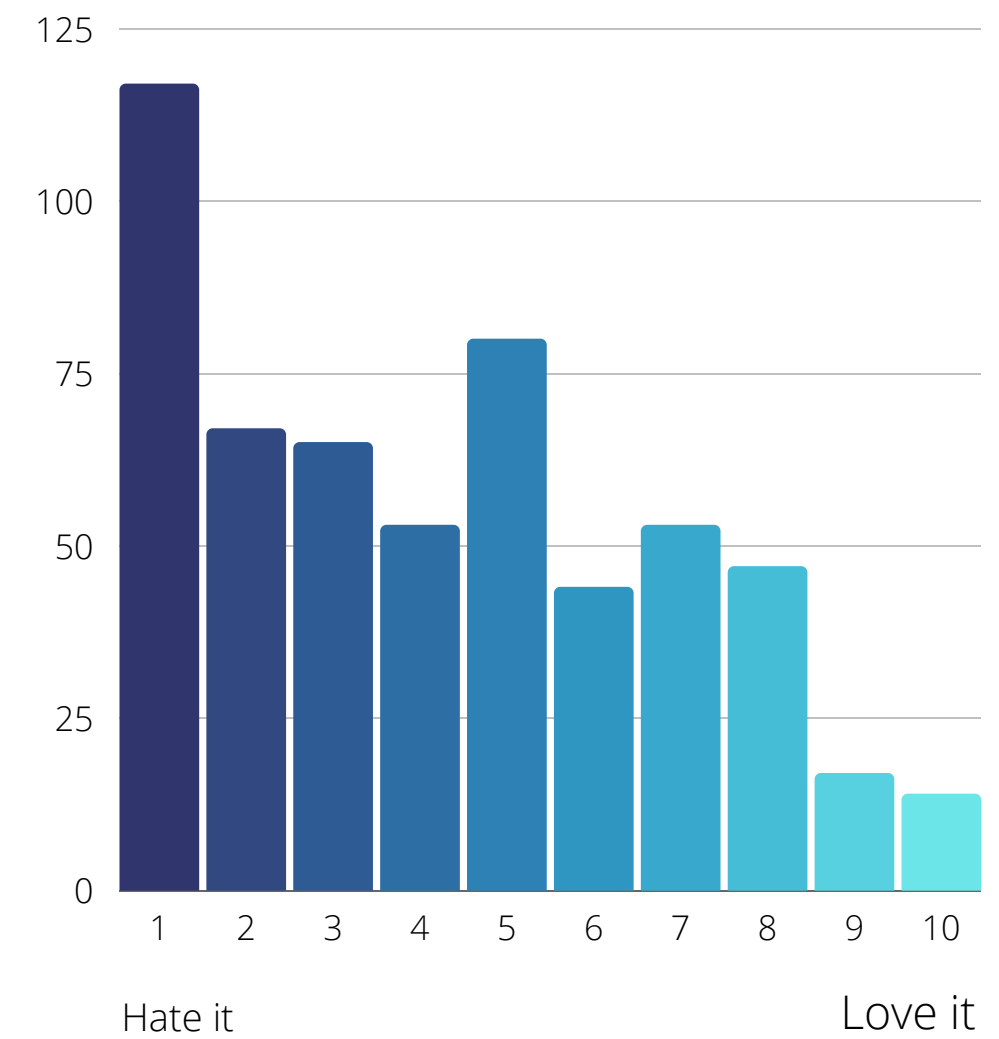
DMS

Average Rating: 4.7



Time-Keeping

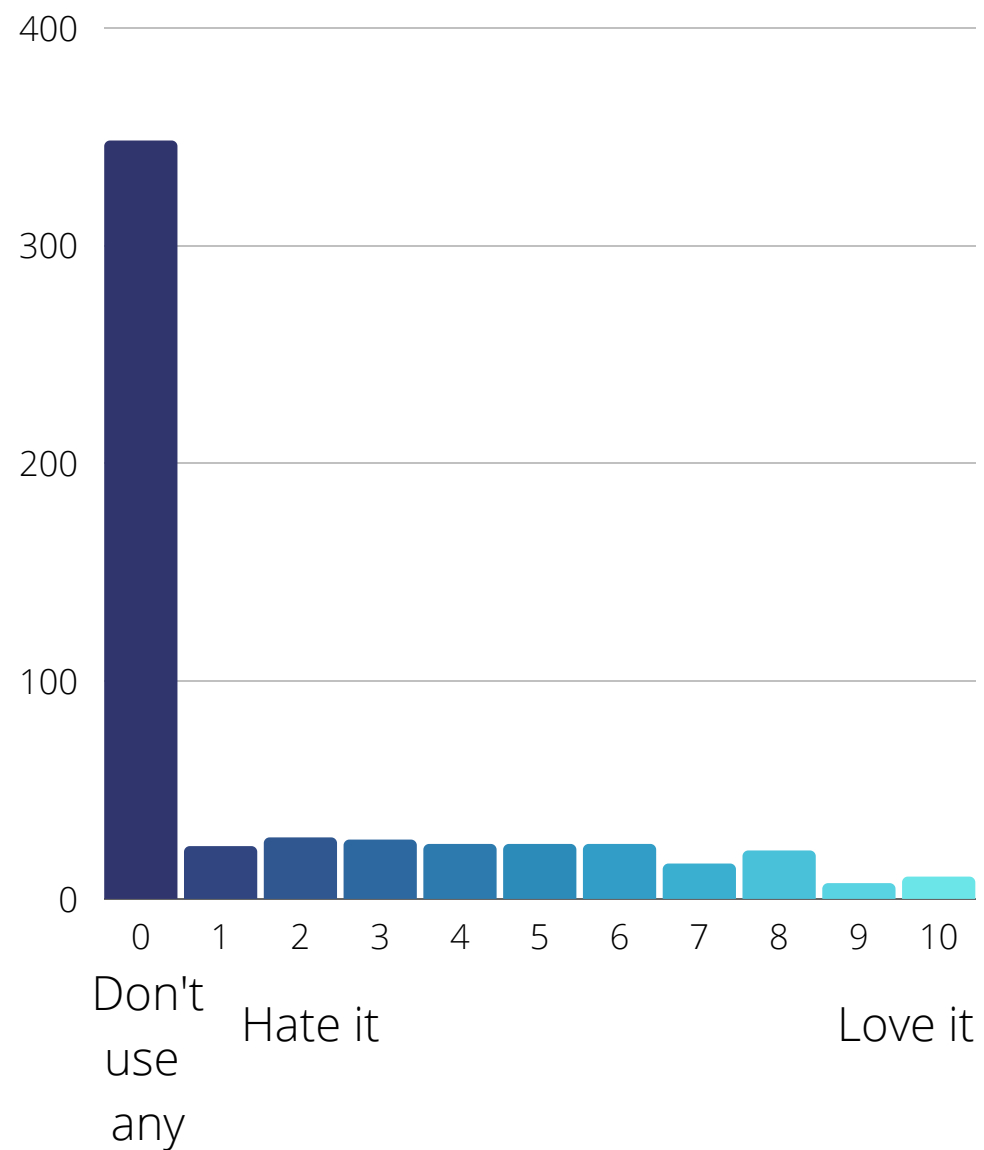
Average Rating: 4.2



Current Firm Tech

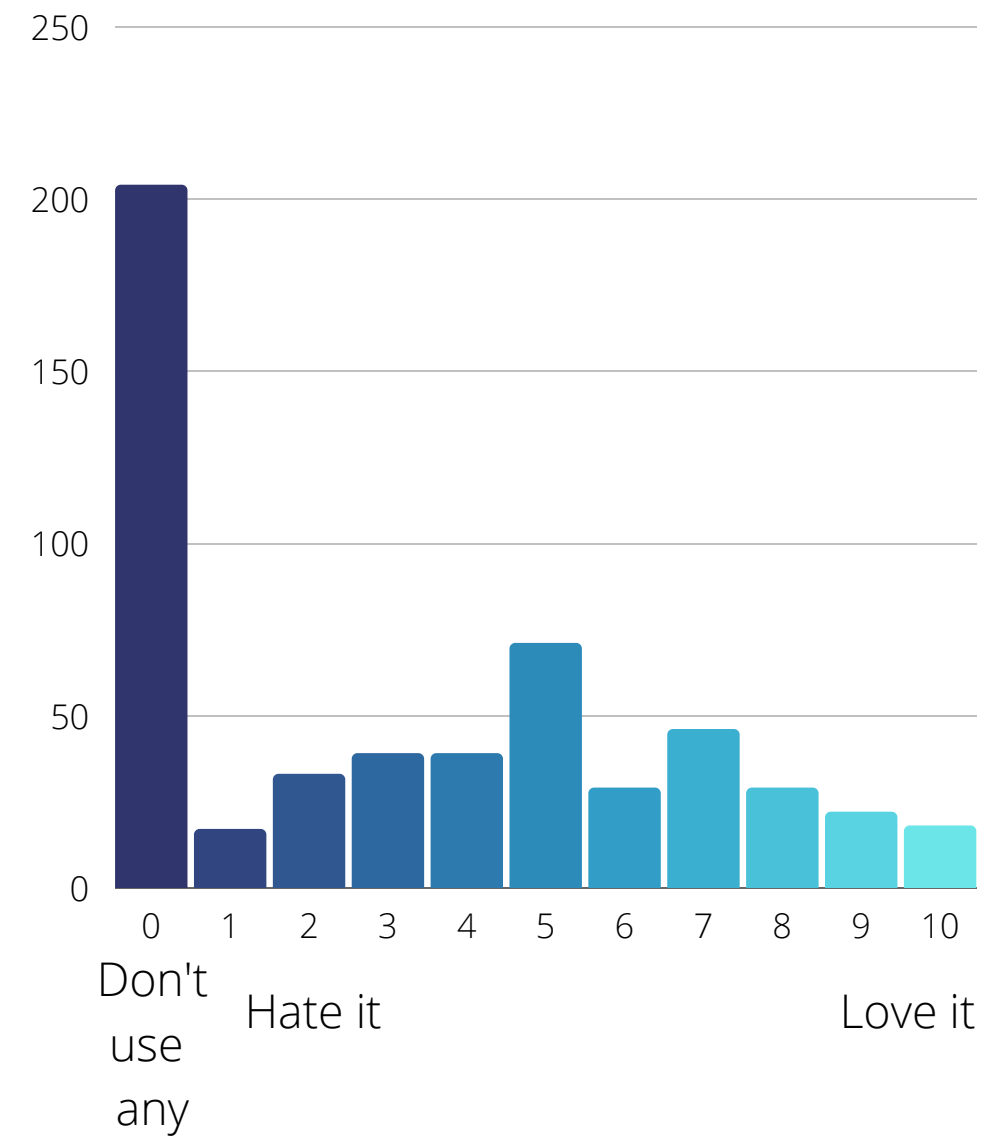
Document Automation

Average Rating: 1.8



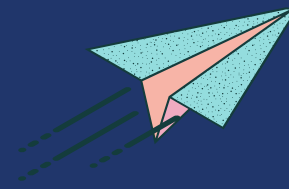
Collaboration Software

Average Rating: 3.4



SECTION 2

WHAT'S IMPORTANT TO LAWYERS



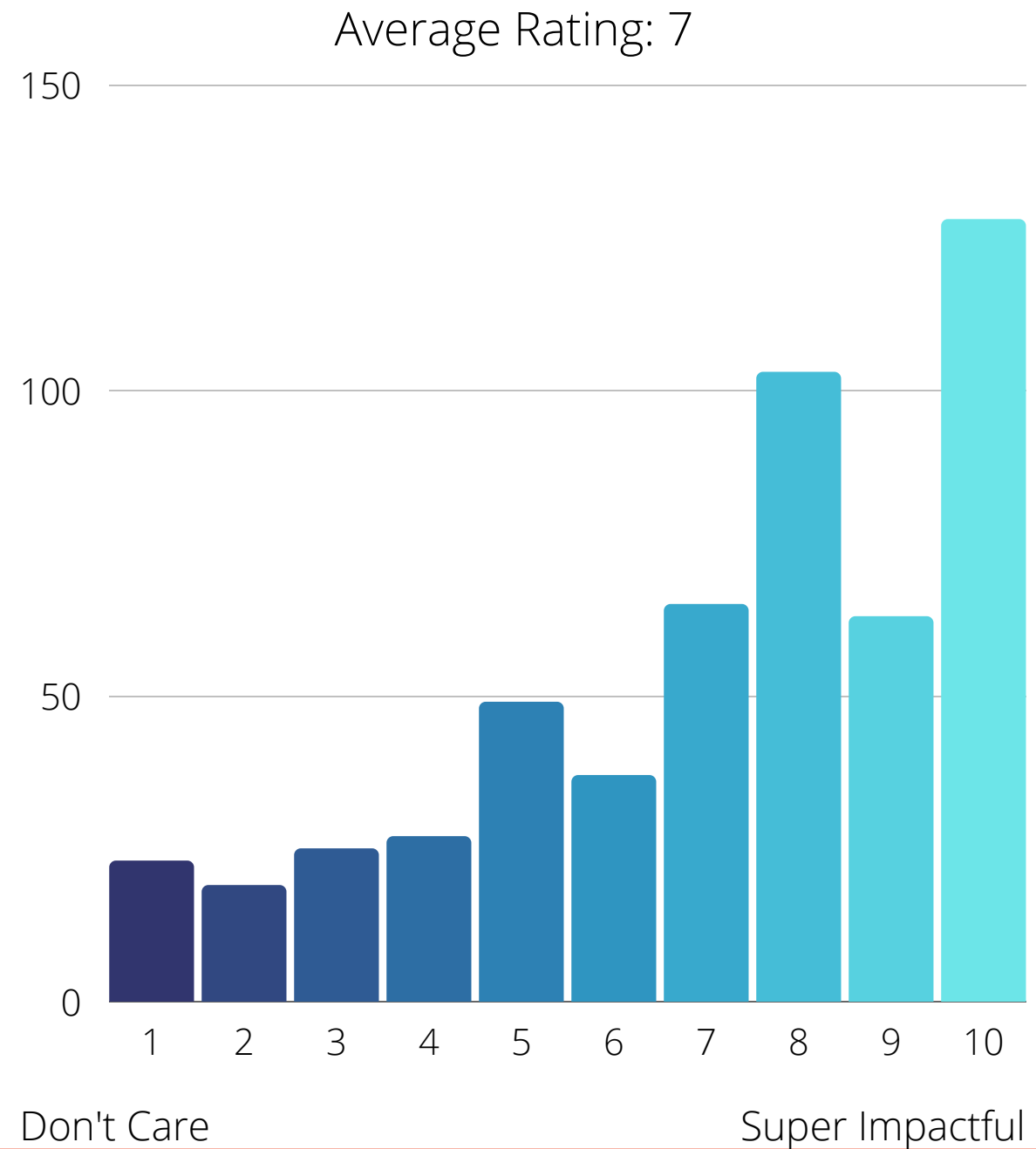
We asked attorneys about their most acute needs, and the potential of technology to solve these specific problems.

Specifically, we asked *"If technology could help accomplish the following, which would be important and impactful to you..."*

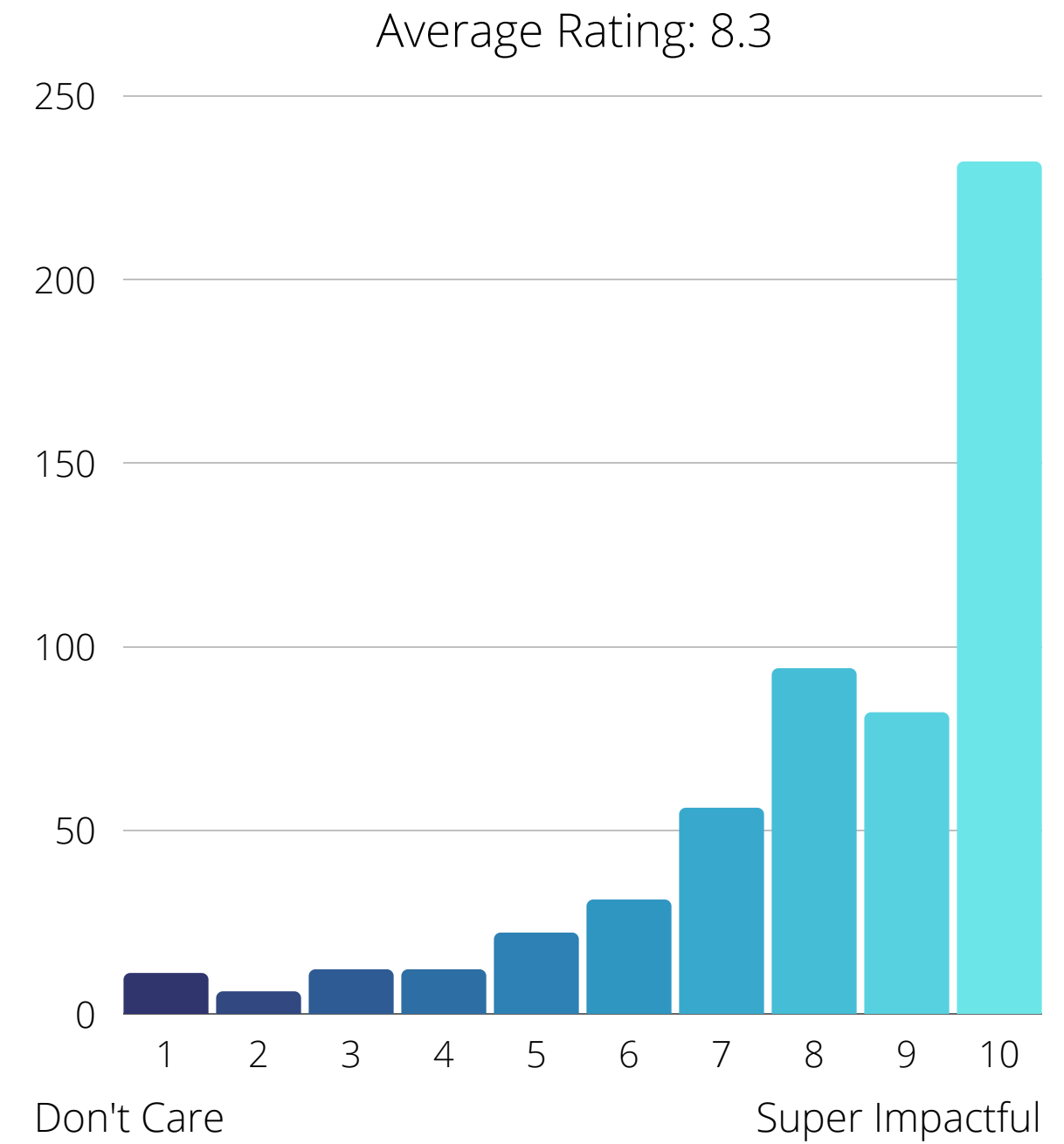


Technology Needs

"BETTER DISTRIBUTION OF WORK"

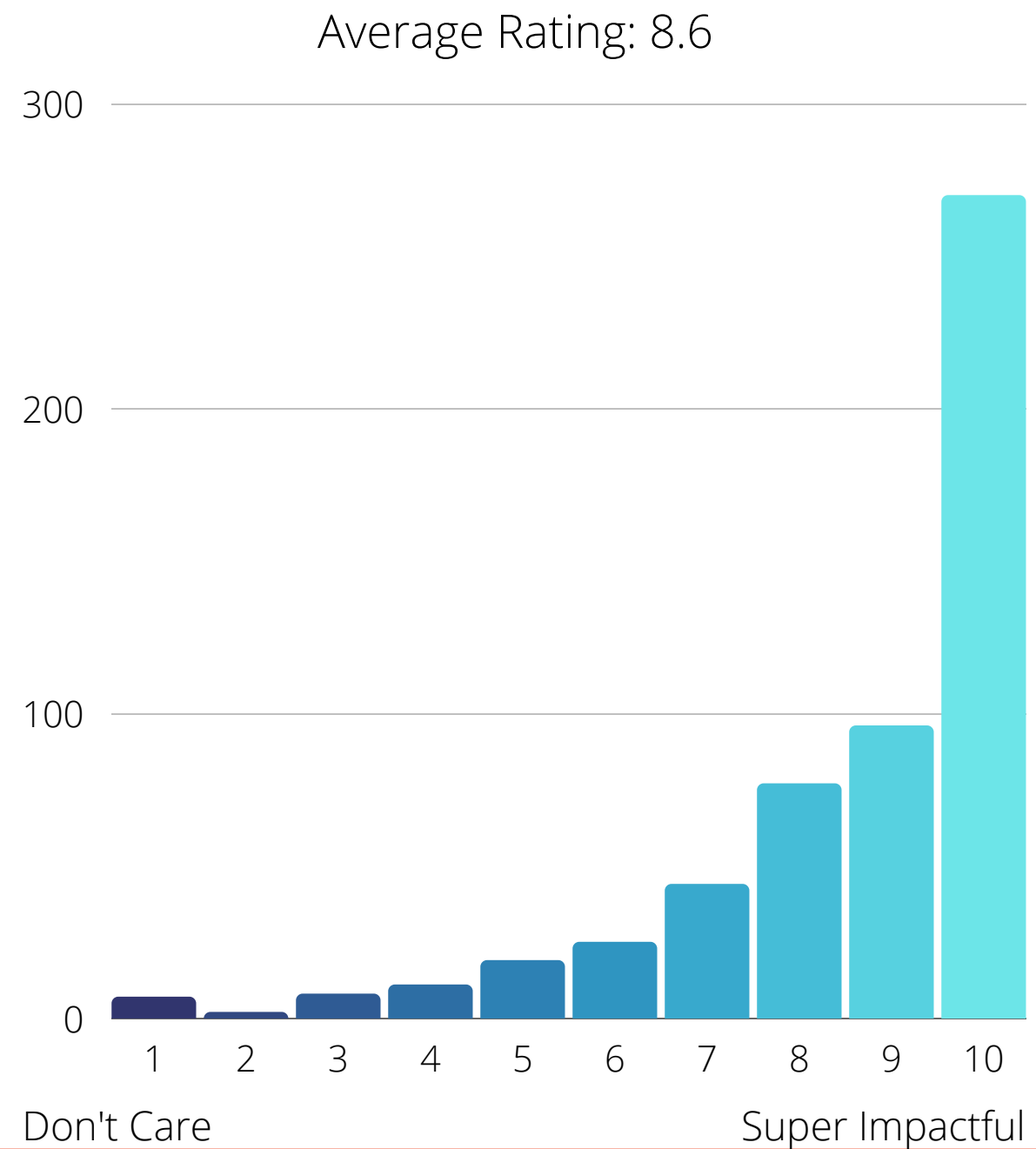


"PREVENT MISSING DEADLINES AND TASKS"

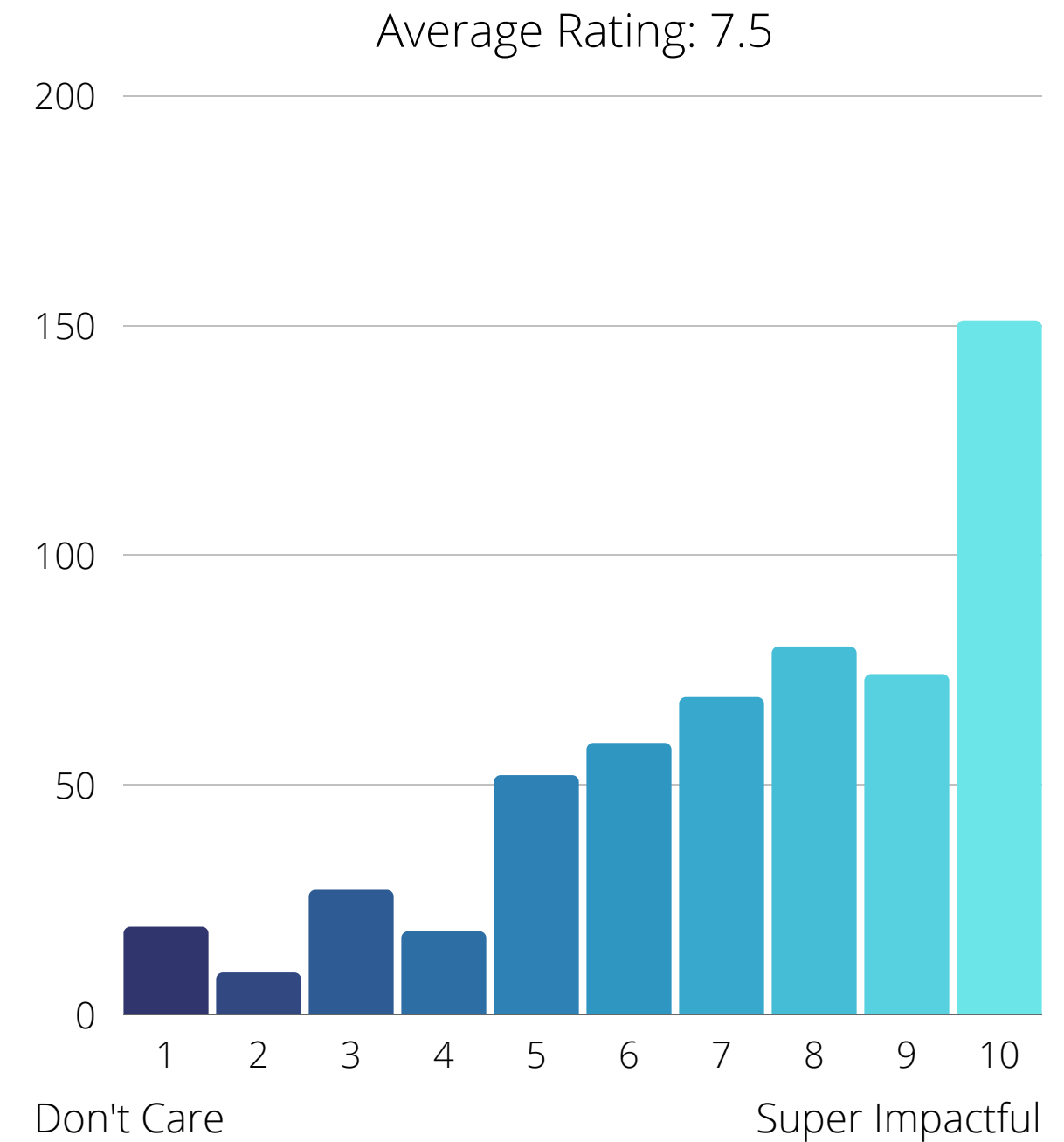


Technology Needs

"AUTOMATE REPEATABLE TASKS"



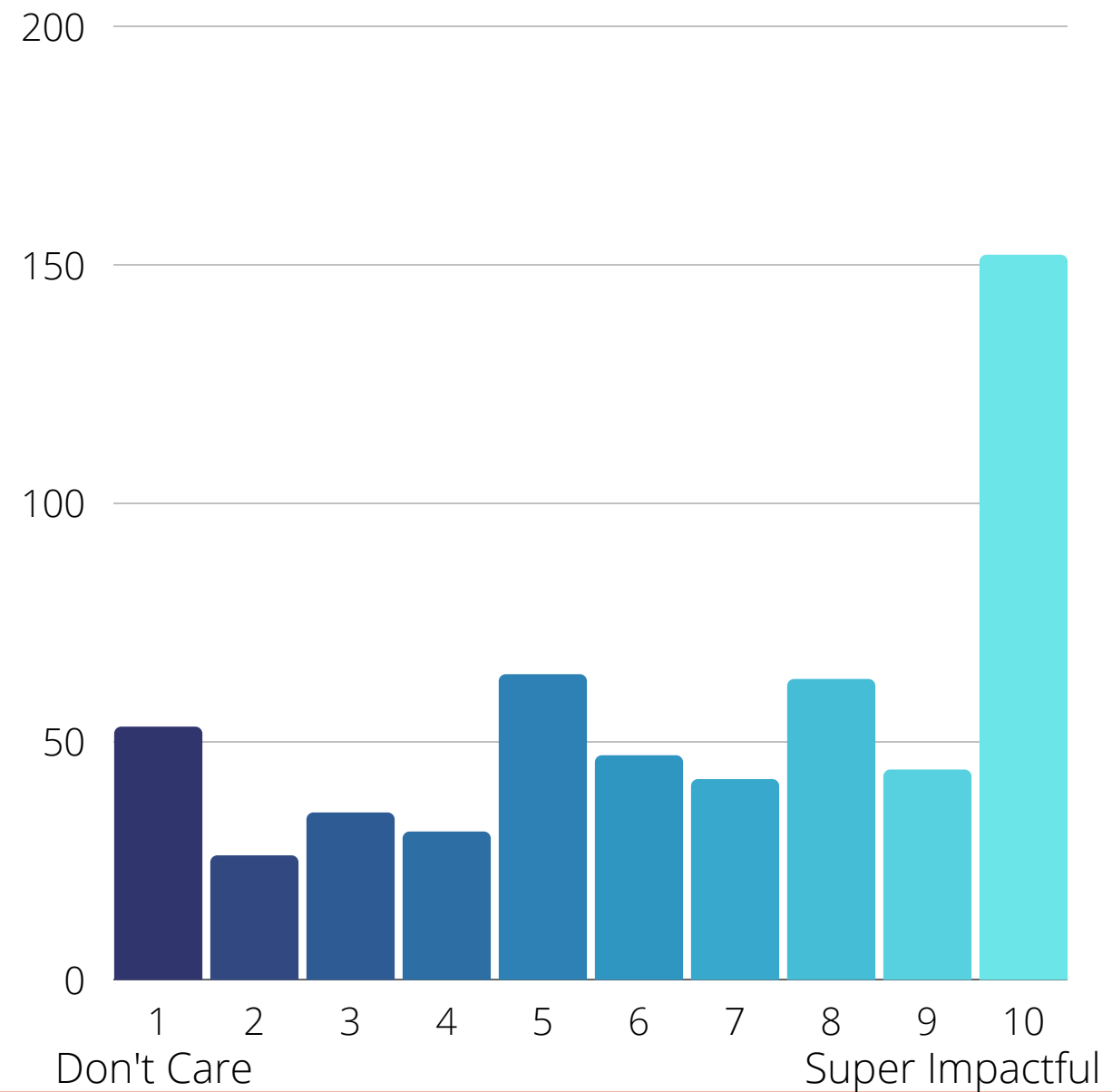
"ALIGN WITH COLLEAGUES / INCREASE TRANSPARENCY INTO WHO'S DOING WHAT"



Technology Needs

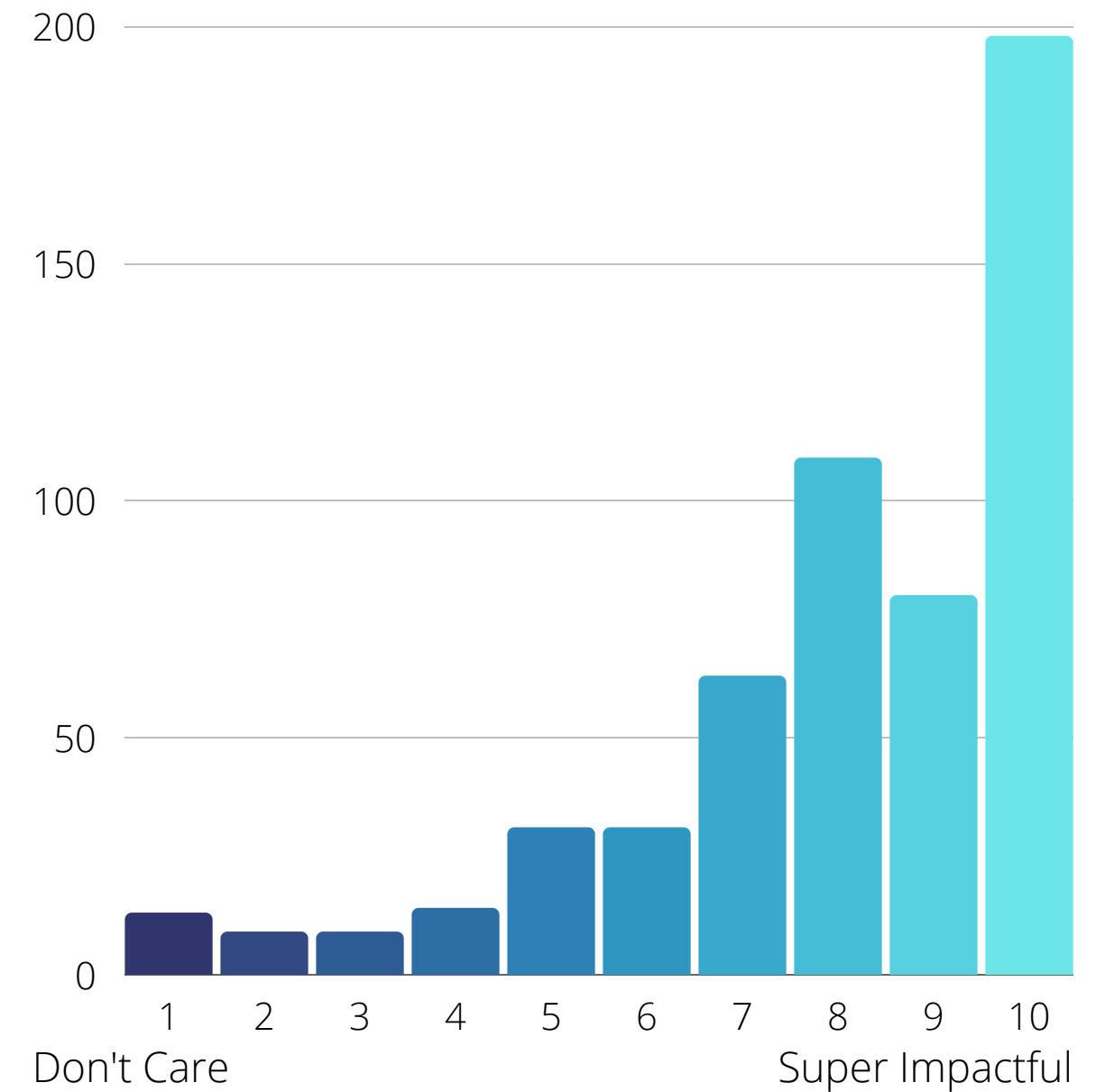
"FEWER MEETINGS"

Average Rating: 6.5



"GROW MY SKILLSET / BECOME A BETTER LAWYER"

Average Rating: 8



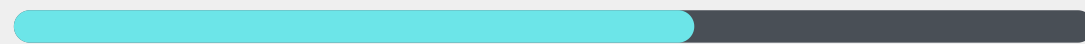
Summary

As the data demonstrate, lawyers are generally ambivalent or slightly negative about current technologies, but feel strongly about the need for certain types of solutions.

EXISTING TOOLS

1 Hate it - 10 Love it

Email (6.3)



DMS (4.7)



Time-Keeping (4.2)



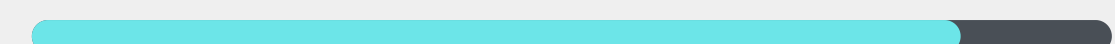
Overall Satisfaction with Technology (3.7)



NEW SOLUTIONS

1 Don't Care - 10 Super Impactful

Automate Repeatable Tasks (8.6)



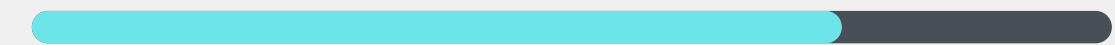
Prevent Missed Deadlines (8.3)



Grow Skillset (8)



Transparency of Work (7.5)



Better Distribution of Work (7)

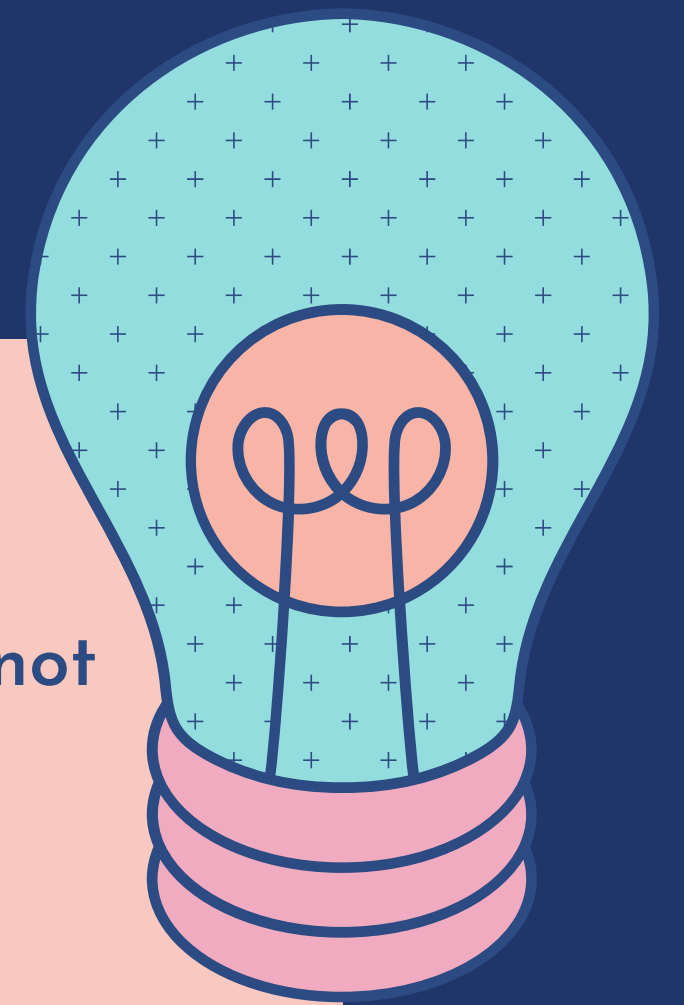


Conclusion

This survey focused on organizational needs of attorneys - how they interact with technology to get the job done. Workflow challenges are not unique to lawyers, but how lawyers interact with their technology is unique.

Attorneys may be OK drudging along with current tools (what choice to they have?). Yet lawyers have clear and acute workflow needs, including increased transparency of work, preventing missed deadlines, and growing their skillset. Are you implementing tools to retain your top young talent?

We invite innovators and forward-thinkers on our mission to improve attorney workflow - to reduce the tedium in the day-to-day, and create new delightful ways to interact with technology *to get the job done*.



Appendix

Surveys were conducted on May 25-27th 2022. Participation was solicited via legal specific Instagram accounts and Starbucks gift cards were raffled to incentivize responses. Typeform was used to collect responses to 21 questions, where respondents were asked to self-identify as attorneys (verified by email addresses) before replying to the survey. 954 respondents partially completed the survey, 558 answered all 21 questions.

For any questions or to request the full data set, please reach out admin@dashboardlegal.com. We'd love to hear from you.

*Mat Rotenberg
CEO @ Dashboard Legal*

