



Digital Renaissance: How Law Firms Can Streamline Operations Through Technology

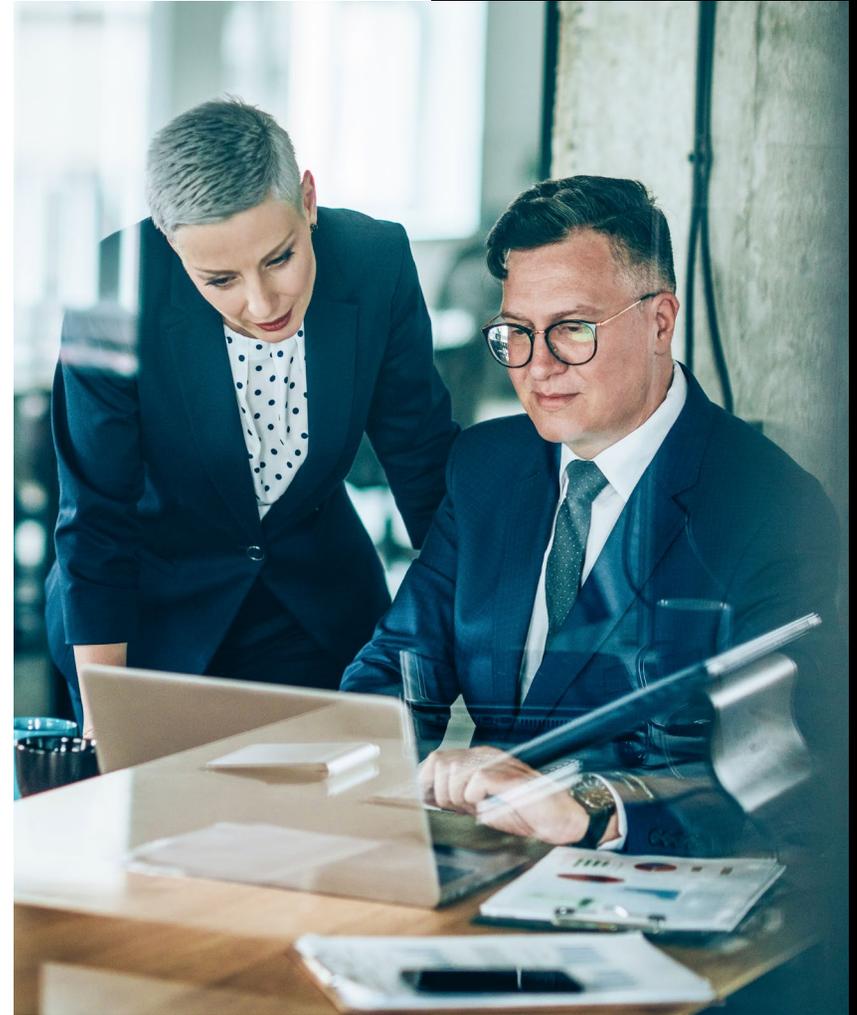
In today's legal landscape, small and mid-sized law firms often grapple with managing documents, workflows, and costs while simultaneously providing value to their clients.

More than 77% of legal professionals say they're overwhelmed by information, while close to six hours of billable work a day are being missed out on by small law firms due to the volume of administrative tasks.

Now imagine an environment where traditional practices seamlessly intertwine with cutting-edge technology to optimize operations, streamline collaboration, and elevate your client services at a lower cost to you. The adoption of automation and digital integration is emerging as a game-changer for these firms, offering transformative benefits that enhance efficiency, productivity, and competitiveness.

The benefits of ushering in this new omnichannel strategy are profound:

- Heightened efficiency translates to increased billable hours, less administrative overhead, and substantial reductions in paper and printing expenses.
- Less time spent on manual tasks that can be automated leads to higher profit margins for projects that are billed at a flat rate.
- Staff retention becomes higher when associates are no longer hitched to their desks, drowning in unfulfilling and repetitive administrative labor.



Law firms in the small and mid-sized segment (SMBs) are actively pursuing digital innovation for two main reasons, says Benjamin Duthu, sector marketing lead at Xerox. The first reason lies in their preference for making incremental improvements.

Another reason why more SMB law firms are pursuing digital innovation is due to increased competition and their subsequent need for differentiation. As teleconferencing solutions made it much easier for law firms to hold virtual meetings with clients, the potential market available to them has become much bigger. The downside is that it has become more difficult for law firms in the SMB segment to differentiate themselves or communicate their value proposition, “because they all offer the same kind of service, and have the same positioning and bandwidth,” says Duthu.

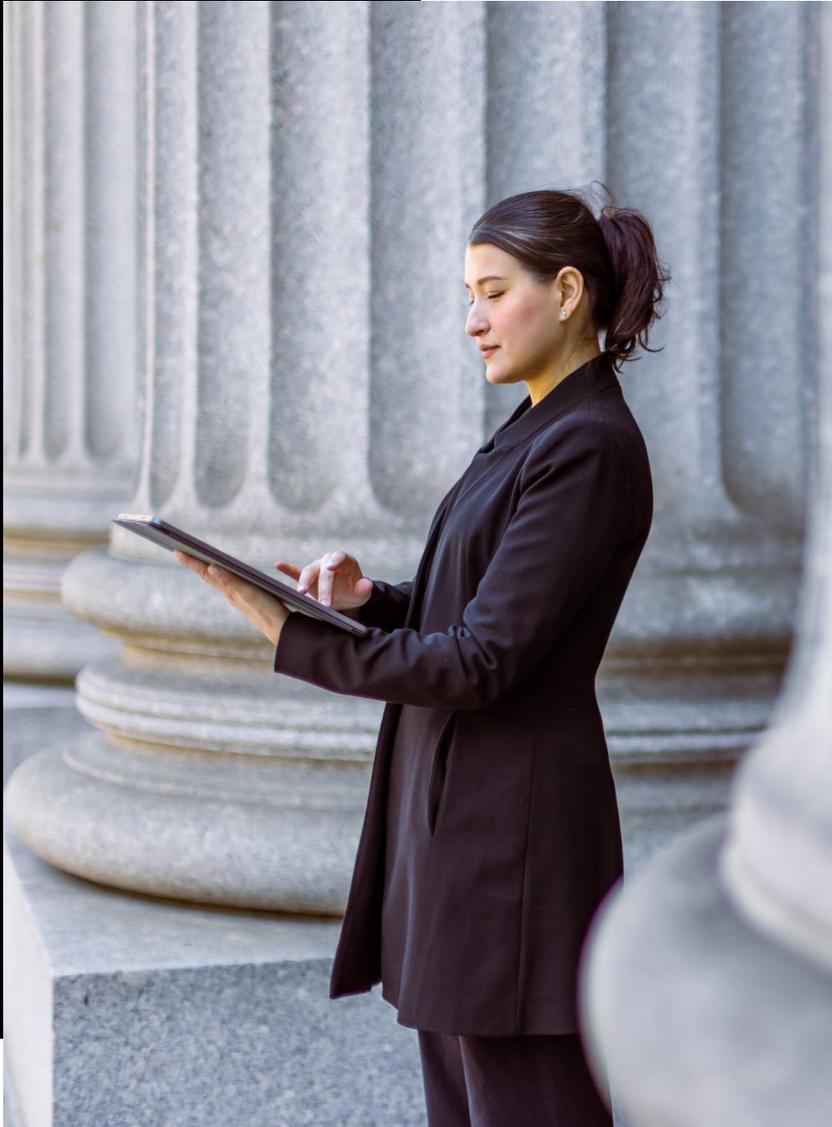
However, the increased productivity resulting from digital innovation can become a key criterion in their differentiation. “If you’re able to manage admin tasks faster and more efficiently, you can not only better serve your clients with more time to spend on face-to-face meetings, negotiation, and relationship building, but you also have more resources to spend on marketing and prospecting activities,” he explains.

While there is some reticence around embracing web-based, automated technologies due to concerns about cybersecurity, confidentiality, and job loss, the right strategic partner will ensure none of these criteria are compromised.

“Unlike other industries, law firms are not looking to invest in massive transformation; instead, most prefer to take on a marginal gains approach. Most of them invested heavily in tech solutions when the pandemic hit three years ago so that they could maintain their day-to-day business. Now they want to leverage those investments while targeting smaller solutions that can impact their day-to-day document processes.”

BENJAMIN DUTHU

Sector Marketing Lead, Xerox



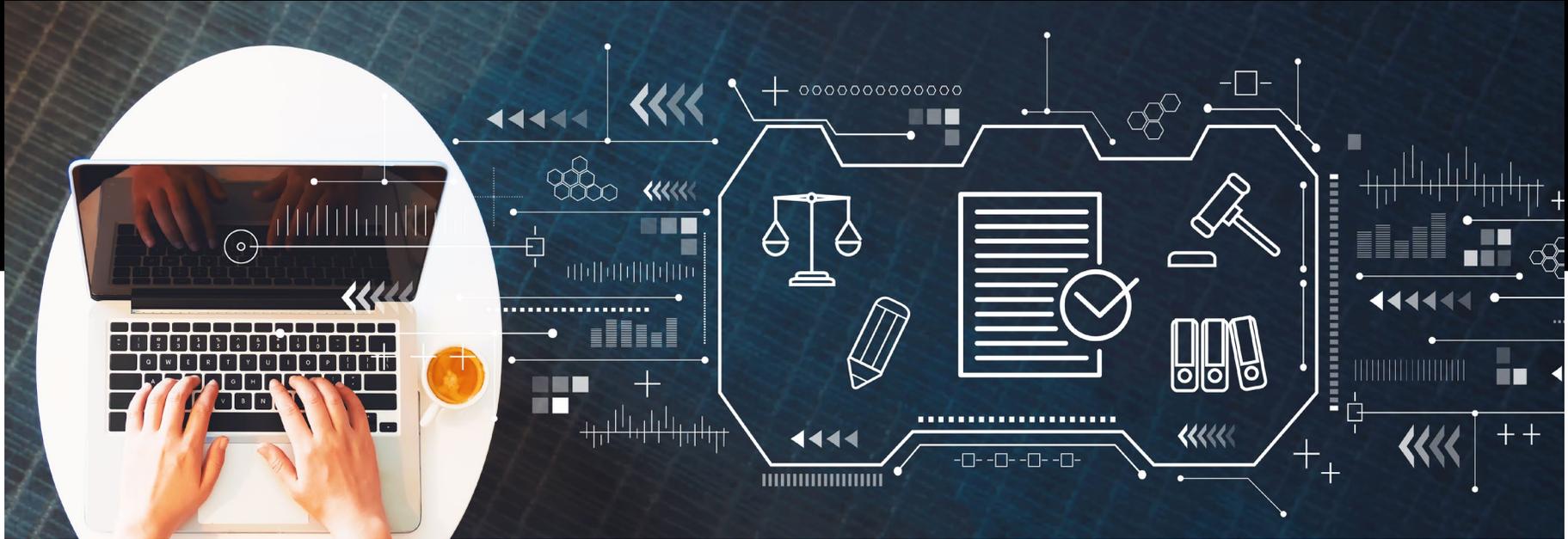
An omnichannel approach is essential to overcome the challenges legal firms face today

One of the barriers to achieving maximum productivity is the large number of time-consuming manual processes that detract from the core business focus. Scanning and printing paper files alone can account for up to 3.5 non-billable hours a week per staff member.

Automation solutions facilitate the quick and accurate scanning and conversion of physical documents into digital formats. By improving processes and decreasing manual workload, these digital tools allow for higher profit margins and more time for lawyers to provide value to clients. They can also reduce stress by decreasing work volume and minimizing the chances of errors, ensuring accuracy in legal proceedings.

As traditionally static documents are transformed into dynamic, searchable resources, information retrieval becomes more efficient. Digital documents are also easier to store, search, access, and share, reducing the risk of document loss and simplifying record-keeping.

With almost 60 percent of workplaces offering either remote or hybrid arrangements, the risk of human error is increased. Security downtime or lagging technology can also lead to reduced productivity. Cloud-based, print-managed services empower employees to work productively and securely from anywhere and to collaborate seamlessly across multiple devices.



Thanks to robust security features, automation ensures that sensitive legal documents are safeguarded from unauthorized access. Compliance with legal and ethical obligations regarding client confidentiality becomes more manageable. As a result, real-time collaboration on case files, contract reviews, and legal research can enhance teamwork and client service without compromising sensitive information.

Efficient workflows are the backbone of any successful law firm. Streamlining processes and improving workflow efficiency directly impact productivity and the ability to serve clients effectively. Automation ensures that communication channels remain clear, secure, and efficient, facilitating timely responses to client inquiries and needs. The ultimate benefit to law firms, as a result of this improved client service and employee satisfaction, is increased profitability.



Key criteria for evaluating and choosing the right partner for digital integration

When choosing a partner for digital integration, consider the following six criteria to ensure vulnerabilities are properly sealed in your network's cybersecurity system:

1. **Ensure** they can apply their solution to the right devices and right processes at the right times and create policies that are easy for your staff to enforce and comply with.
2. **Ensure** they understand your network requirements. Look for solutions that are a right fit and utilize data to support ongoing maintenance and proactive service and support.
3. **Focus** on consistent inspection and monitoring of all devices and document processes to automatically ensure compliance across the board.
4. **Inquire** as to whether they can remediate at fleet, printer, and setting levels so non-compliant issues can be identified and addressed quickly.
5. **Look** for ongoing, real-time reporting to show compliance and/or highlight areas that need to be addressed.
6. **Make sure** solutions can be applied effectively regardless of geographic work location.

Digital integration can optimize performance, improve efficiency, and strengthen cash flow

These real-life case studies below demonstrate the impact of digital integration on law firms' productivity and day-to-day operations.

The Bell Law Group

Commuting between multiple workspaces can not only cut into productivity but also make it more difficult to consume information and share legal files. The Bell Law Group adopted Xerox® Workflow Central to seamlessly share and store data across its five locations anytime, anywhere and on multiple devices.

As a result, the firm's staff were able to process documents faster without delays, securely share sensitive files internally and externally, and provide better support to their clients. The firm is now testing other solutions such as Xerox® Connect for DocuSign.





Lexitas

After acquiring more than a dozen companies in the past several years, Lexitas was in hyper-growth mode. However, its staff members were getting bogged down by having to manually process legal documents—including audio and video files—into readable PDFs for more than 18,000 court exhibits each year.

The hands-on process was taking some 250 hours per month, keeping employees from focusing on higher revenue generating priorities and making it difficult to train and onboard new data entry resources in the face of turnover.

Lexitas turned to the newly launched Xerox Robotic Process Automation (RPA) Service for small and medium-sized business for a document processing solution. A custom RPA process was built and implemented within six to eight weeks, while staff were trained on the new process and provided with ongoing solution support.

Able to handle a wide range of files, including media files and unknown file types, the automation system works with Adobe to convert documents to readable PDFs and then stamps and saves them. The solution is deployed on Amazon Web Services (AWS)—a cloud-based platform for storage of data—making it easy for anyone to retrieve documents from Lexitas servers. Now the once-manual document processes are on autopilot, helping to seamlessly onboard document processing for new company acquisitions, significantly reduce errors and free up employees to do higher-value work.

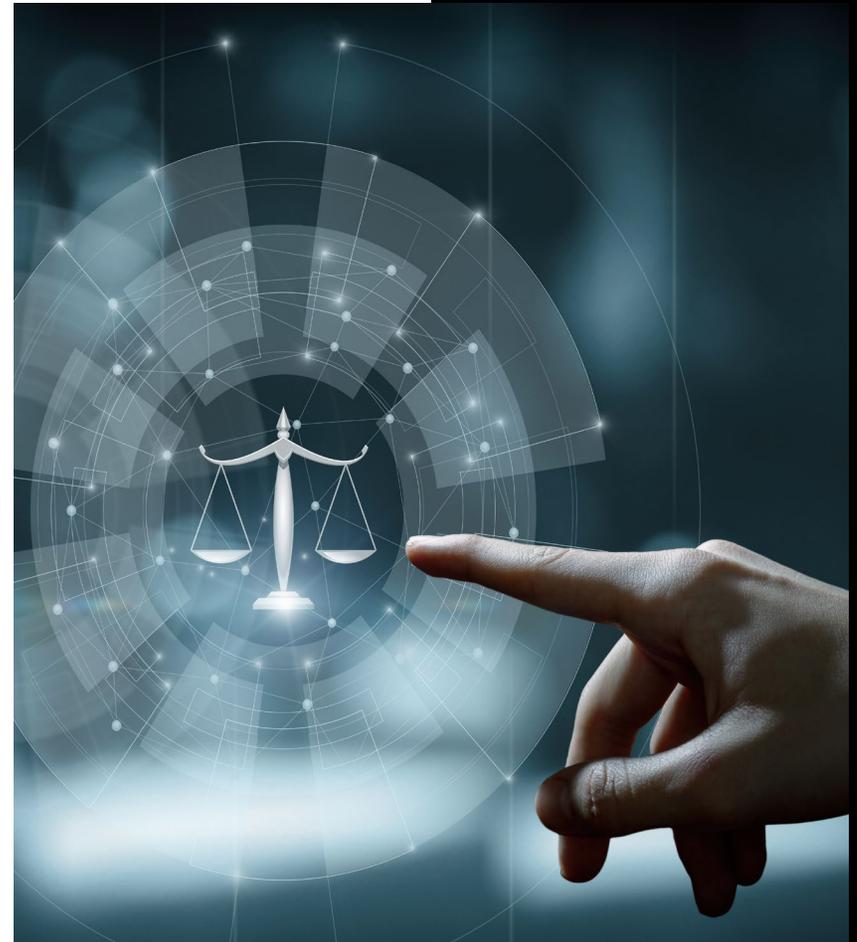
Future-proof your organization by investing in integration today

Tailoring solutions to empower your firm with digital efficiency is what will enable you to focus on what matters most—serving your clients effectively.

Xerox's commitment to empowering small law firms with digital efficiency positions it as a valuable partner in the legal industry. By customizing solutions, streamlining document management, optimizing workflows, controlling costs, prioritizing compliance and security, and enhancing client-centric service, Xerox equips law firms with the tools needed to succeed in a competitive legal landscape.

In an era of hybrid work, we're not just thinking about the future; we're making it. As a technology leader focused on the intersection of digital and physical, we use automation and next-generation personalization to redefine productivity, drive growth, and make the world more secure. Every day, our innovative technologies and intelligent work solutions help people communicate and work better.

Discover more at www.xerox.com. Embrace Xerox's innovative solutions and elevate your law firm's efficiency, productivity, and client satisfaction to new heights.



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