

MITRATECH

Active Recovery:

Taking Stock of Your Legal Operations Tech Stack

Featuring insights from Legalweek 2022 + ALM's
recent legal trends **and** predictions survey



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Introduction: Sprinting the Marathon

The past few years have been a sprint and a marathon. When the pandemic struck, legal teams boldly adapted to massive changes—and fast. Speed and time-to-value were critical as new processes and products unfurled to accommodate the shift to remote work. Then, over time, companies developed agility and endurance in the remote environment, marked by a newfound dependence on virtual communication tools, experimentation with innovative solutions, and long-term infrastructure investments.

Runners are urged to engage in “active recovery” after a marathon; not to stop moving, not to put away their shoes, but to keep their muscles engaged as their bodies rebuild. The same is true for legal operations post-pandemic: it’s time to take a step back, consolidate, and ensure that you’re ready for the next sprint.

In January 2022, Mitrtech partnered with [*leading industry data analyst ALM*](#) to gather insights on the current and future state of legal operations. We’re unpacking the top legal trends and predictions in this eBook to uncover how today’s legal departments can optimize their technology stacks for 2022 and beyond.



01 Active Recovery:

Conduct a full-body scan

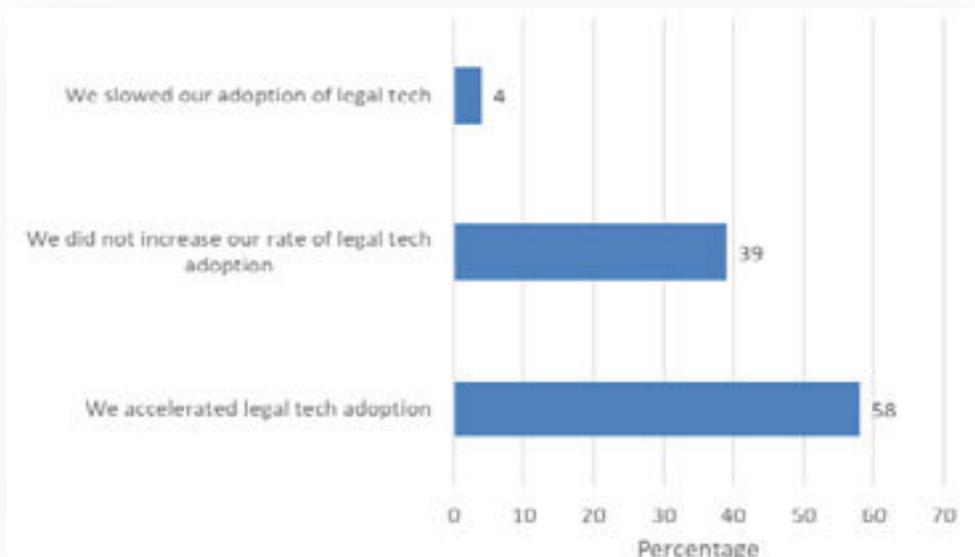
After exerting a great deal of effort, especially over a prolonged period, it's normal to overlook pain or discomfort in a rush to cross the finish line. We get it! When you're encouraging your team to adapt to wildly new circumstances, some discomfort is expected, and it even can be beneficial to push through.

But after a race, it's time to do a scan: figure out what hurts, what is no longer helping, and whether or not you've exposed yourself to unnecessary risk.

Runners know they're more susceptible to colds or injury after a marathon because they have extended themselves beyond ordinary measure. **Active recovery is thus not just about rest, but also about managing the risks inherent to the race.**



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ALM 2022 survey results: More than half (58%) accelerated legal-tech adoption as a result of events of 2020-2021

A recent survey conducted by ALM on Legal Trends for 2022 confirmed that **companies doubled down on innovation between 2020 - 2021, with 40% of respondents claiming to use technology to share or expand legal-vetted processes across other business units.** It's exciting to see legal departments embracing digital transformation for cross-departmental collaboration, but we also know that sweeping tech integrations can present challenges, including:

- Point-and-click solutions that don't communicate
- Duplicated data across multiple systems
- An increased error threatscape

How have the events of 2020-2021 impacted your legal tech adoption?

Juggling disparate vendors was also a frustration shared by many LegalWeek attendees, confirming that it's time to reimagine how we build the legal tech suite.

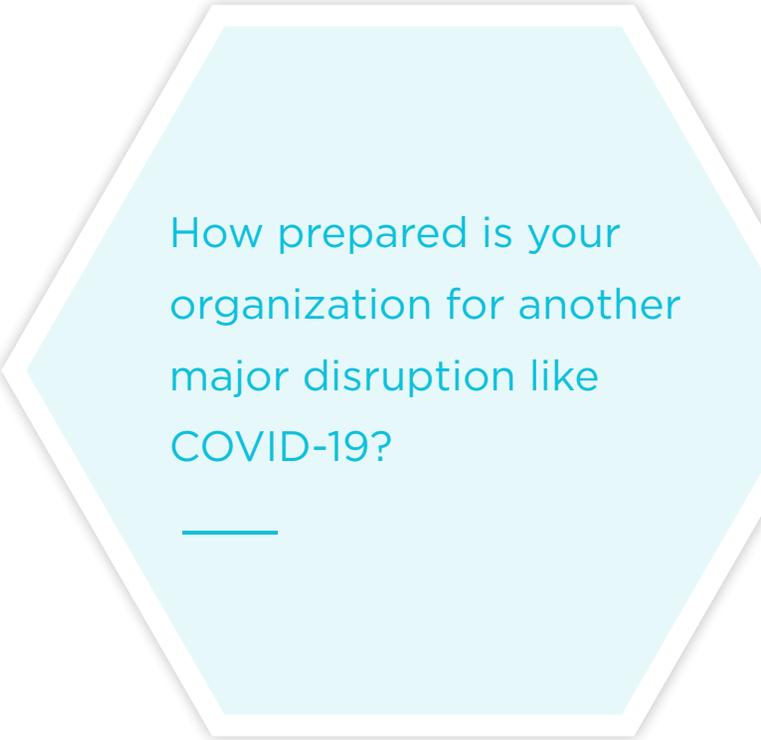
The best tech stack is one that points towards a single source of truth, under which all other systems can consolidate. Patchwork innovation got us to the finish line in our years of anxiety, but now that there is room to breathe, we need to identify the gaps and overlaps that we created along the way and begin addressing them to mitigate future risk.



02 Remember What Worked

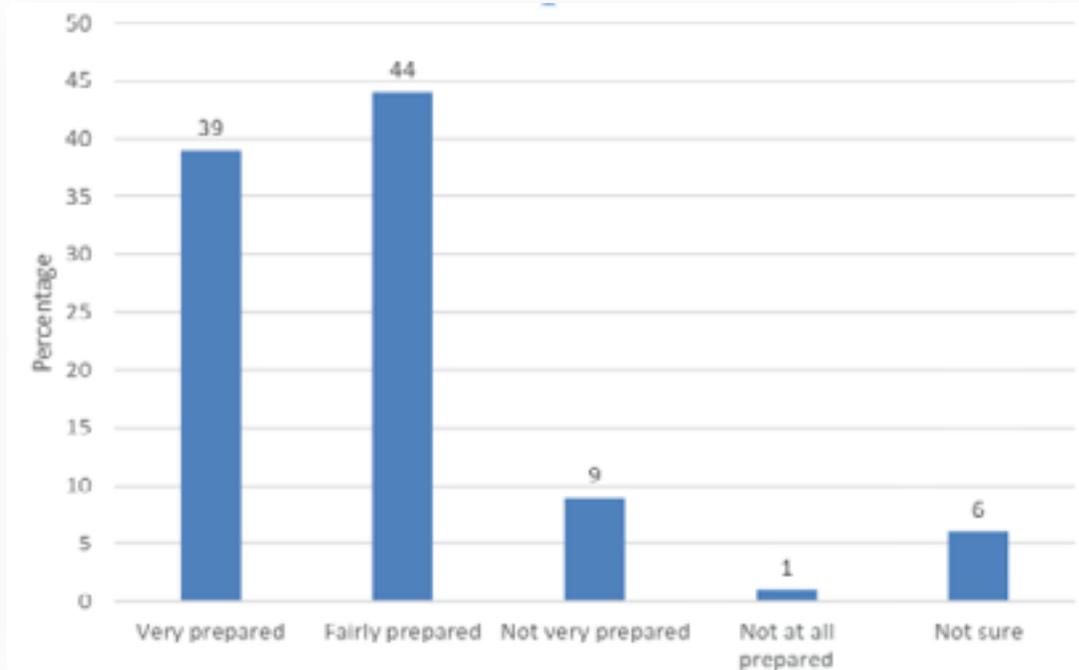
After first identifying any injuries, risks, or threats to your business, it's time to celebrate the accomplishments. Getting through the past couple years was not easy, but companies took to the task, pushing their roadmaps further than they thought possible.

One noteworthy survey result revealed that **most companies (83%) now feel prepared if another pandemic were to occur**— a state of readiness we could not have even comprehended in 2019.



How prepared is your organization for another major disruption like COVID-19?





ALM 2022 survey

results: Almost a third (29%) believe up to a quarter of their legal and support staff will continue to work remotely in 2022

To achieve this level of preparation, legal teams had to enhance their technology, infrastructure, and flexibility in key ways during the pandemic. The result? Hybrid and remote work is here to stay. According to the survey, almost a third of participants (29%) believe that up to a quarter of their legal and support staff will continue to work remotely in 2022.

The technological investments made in the past several years are signs of more— not fewer— changes ahead.



Our significant innovations and investment into a more agile, technologically-empowered workforce are paying off, but we're not done. Instead, we expect continuous investment in legal tech to provide the framework for future developments.

Survey respondents agree and predict that:

- **The use of Artificial Intelligence (AI) will increase**
- **Telelaw and electronic court are here to stay.**
- **Law firms will continue investing in legal tech like matter management, e-billing, and contract management**

As teams move to integrate new legal technology, it is crucial to keep the bigger picture in mind. **Now that we know more about the terrain, we know that solutions must be integrated, consolidated, and able to communicate.**



When purchasing legal technology, it is crucial to keep the bigger picture in mind.

03 Don't Stop Moving:

Integrated automation awaits

Rest is crucial after a big race, but it does not mean sitting down or falling asleep. Instead, runners stretch their muscles, keep walking, and ease back into training.

The pandemic is not over, but as heightened fears and dramatic regulations start to roll back, it is important to regroup, check in with your team, and move forward strategically.

Active Recovery Looks Like:

In the active recovery phase, look at what you have built and accomplished and drive it into even bigger success. Capitalize on the momentum. If the implementation of new technology served you well during the pandemic, as it did for the respondents in our survey, take a look to ensure that you've curated your tech stack for longevity.

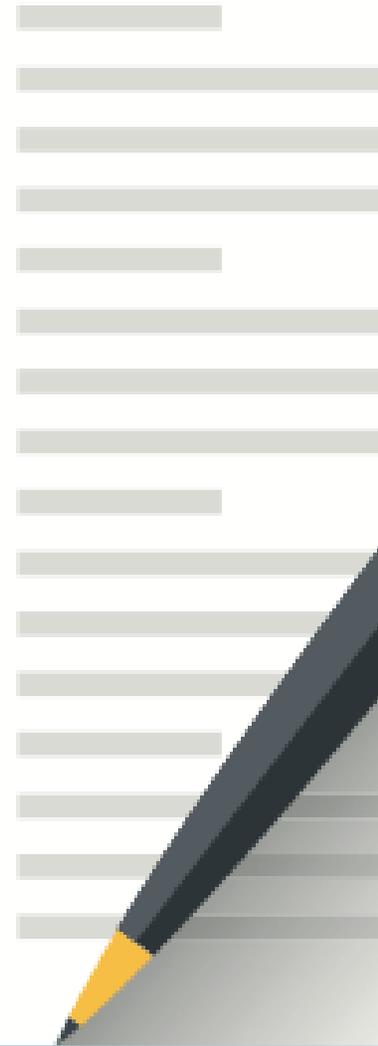


Active Recovery: Taking Stock of Your Legal Operations Tech Stack

Do your systems all come from one vendor, or are they each associated with a different company, each with its own set of integrations and custom code? If it's the latter, consider consolidating into fewer solutions, or at least make sure that the solutions you support integrate with one another so they can communicate through their differences.

If that is not possible— and sometimes, it just isn't— think through the other options. Some workflow-building platforms enable you to integrate tools that are otherwise siloed or muted. If your systems cannot talk to each other on their own, look for one comprehensive platform that can bring them into harmony.

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04 Set New Goals for Legal Operations

With successful or mostly-successful implementations at their backs, a majority of our survey respondents found that their investments in tech were panning out. **Yet, only 12% of survey respondents agreed that their legal tech stacks were “very integrated,” and an overwhelming majority found plenty of room to improve.** As our reliance on technology grows, legal firms must continue to build upon a foundation that can accommodate and consolidate the solutions needed to face tomorrow’s challenges.

Some legal teams are searching for the tools to get into the “hard to reach spots” with solutions for legal holds, or adding AI technologies to their contract lifecycle platforms, while others are still in initial phases to roll out matter management. No matter where you are, we applaud your efforts over the past few years. All progress is good progress, and when we are not thriving, we are growing. Here’s to a future of thriving while we grow.



About Mitratesch

Mitratesch is a proven global technology partner for corporate legal, risk & compliance, and HR professionals seeking to maximize productivity, control expense, and mitigate risk by deepening operational alignment, increasing visibility, and spurring collaboration across their organization.

With Mitratesch's proven portfolio of end-to-end solutions, organizations worldwide are able to implement best practices and standardize processes across all lines of business to manage risk and ensure business continuity.

Mitratesch serves over 1,500 organizations worldwide, including 30% of the Fortune 500 and over 500,000 users in 160 countries.

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