



Appara Report

# State of Canadian Legaltech

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We surveyed 443 Canadian legal professionals in Summer 2024 to reveal how law firms and in-house legal departments are harnessing technology to drive efficiency, innovation, and competitiveness. Here's what they said.

Brought to you by **Appara**, a leader in legal technology.



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## About Appara

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# Introduction

The legal industry has experienced profound change in recent years, with legal technology evolving at a rapid pace. Emerging legal tech solutions are now making it possible for law firms and in-house departments to save time, cut costs, boost revenue, and attract new talent in a way never seen before.

From CRM systems, document automation and entity management platforms, to accounting apps and beyond, legal professionals are hungry for the latest and greatest legaltech tools – and these forward-thinking organizations are now realizing many of the benefits of legaltech.

But how are organizations leveraging the many different legaltech solutions on the market to make themselves more competitive? Which sectors within the legal industry are seeing the most innovation? How exactly is legal technology revolutionizing the practice of law?

**During the summer of 2024, we at Appara asked 443 active Canadian legal professionals a series of questions about their adoption of legal technology** to better understand legaltech trends and organizations' needs.

What follows is our **State of Canadian Legaltech Report**.

## Key Findings:

# Law Firms

Legal technology adoption is a critical competitive differentiator for firms looking to enhance efficiency, improve client service, and drive innovation. While legaltech has a variety of benefits to offer, the journey toward seamless technology integration is fraught with challenges that must be strategically addressed. Our research found the following key insights, followed by **expanded insights** on subsequent pages:

## **A. Law firms that adopt legaltech are more satisfied with legaltech.**

Firms that have embraced legal technology report higher satisfaction levels with legaltech. Put simply, firms that use legaltech more frequently are more likely to report higher levels of satisfaction with legaltech. The more these firms master legaltech, the more satisfied they become.

## **B. A large opportunity remains in increasing legaltech satisfaction.**

Law firms exhibit varying degrees of legaltech satisfaction, with respondents rating on a scale of 1 to 5. While some firms report that legal technology helps them to boost revenue, cut costs, and improve process efficiency, other firms claim that legal technology is a risk to their practice. This disparity highlights a significant gap in the legal industry; as some law firms forge ahead with legaltech, others are falling behind. Companies don't want to take a risk on technology that may not work for them, indicating that the legaltech industry has some work to do to reassure law firms that their technology is safe, useful, and easy to implement.

## **C. Legaltech enhances efficiency and client service.**

Across the board, firms that have implemented legal technology have realized the benefits of greater efficiency and reduced costs. This is particularly important as firms face mounting pressure to deliver more with less. Automation of routine tasks, improved data management, and streamlined workflows are key drivers behind these benefits.

Furthermore, firms that have integrated legal technology note significant improvements in client service and internal collaboration. These firms benefit from better communication, faster response times, and more accurate delivery of legal services, all of which are essential in maintaining client trust and satisfaction.

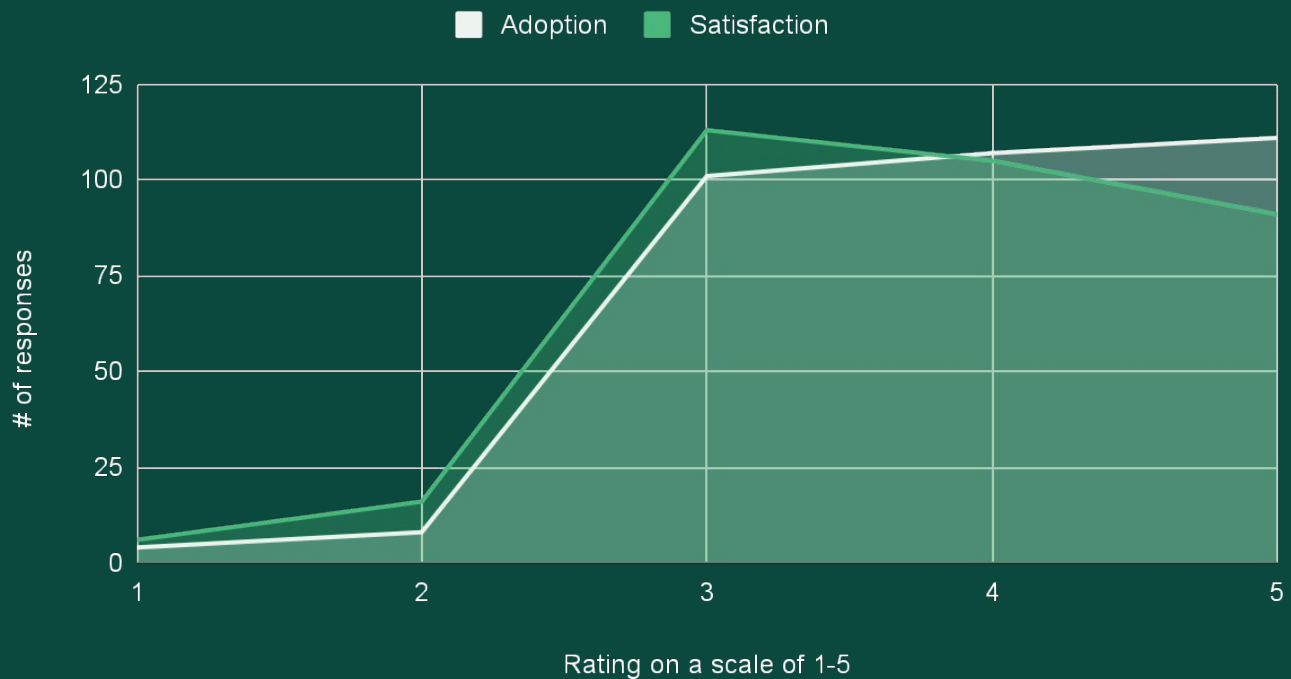
## **D. Hype around Gen AI is still strong, but results are lacking.**

Generative AI has come a long way in recent years, but law firms are still reluctant to use it. While generative artificial intelligence has created a significant amount of hype, it still renders complications like hallucinations and inaccuracies that are holding the legal industry back from fully adopting it.

## A. Expanded: Law firms that adopt legaltech are more satisfied with legaltech.

We asked respondents to provide us with their ratings of their firms' adoption level and satisfaction with legal technology. Analysis of the responses shows that **legaltech adoption** and **satisfaction with legaltech** are closely correlated (as shown below, note both "lines" are in similar locations for each scale level for both adoption and satisfaction).

### Legaltech Adoption and Satisfaction



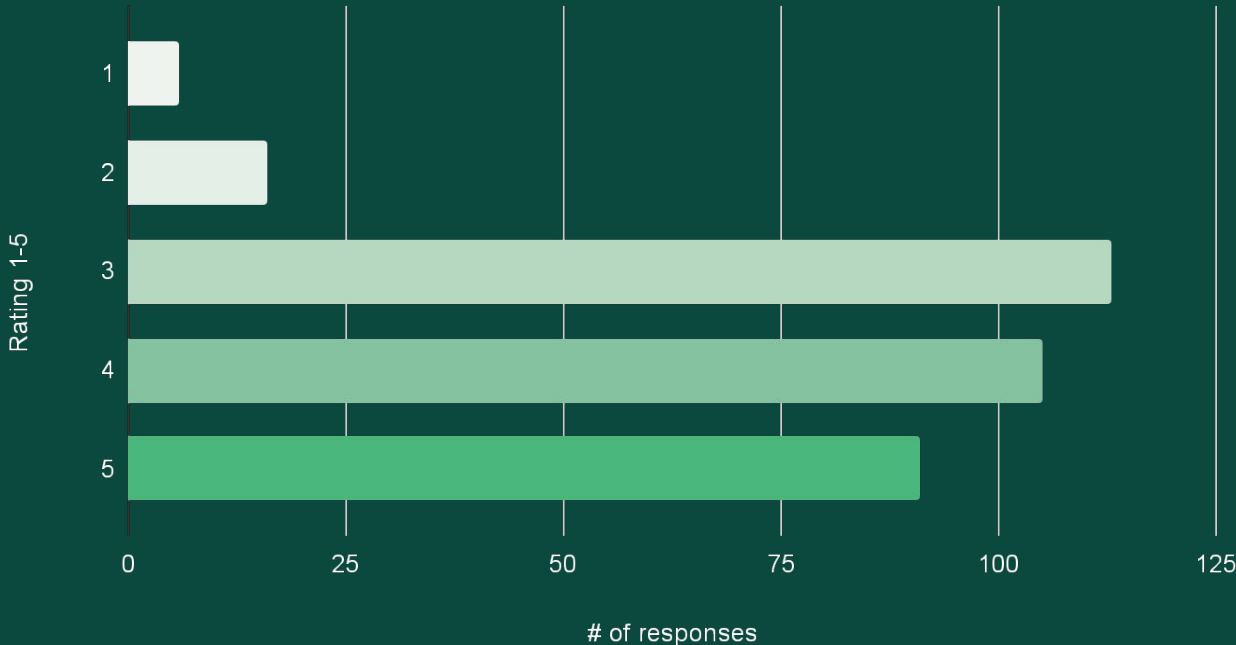
Put simply, firms that use legaltech more frequently are more likely to report higher levels of satisfaction with legaltech. The legal community isn't just **using** legaltech; they're **mastering** it. And the more they master legaltech, the more satisfied they become.

## B. Expanded: A large opportunity remains in increasing legaltech satisfaction.

Current legaltech adoption levels among law firms are quite high; however, satisfaction levels lag, creating room for improvement in the legaltech space.

While it's clear that Canadian law firms are adopting legal technology at a rapid pace, there are still some hurdles for the legaltech industry to overcome. **Only 28% of Canadian legal professionals are “very satisfied” with current legaltech solutions**, while 32% are “mostly satisfied”. Approximately 33% of Canadian legal professionals are only “somewhat satisfied”, indicating that the legaltech industry has some work to do.

### Legaltech Satisfaction

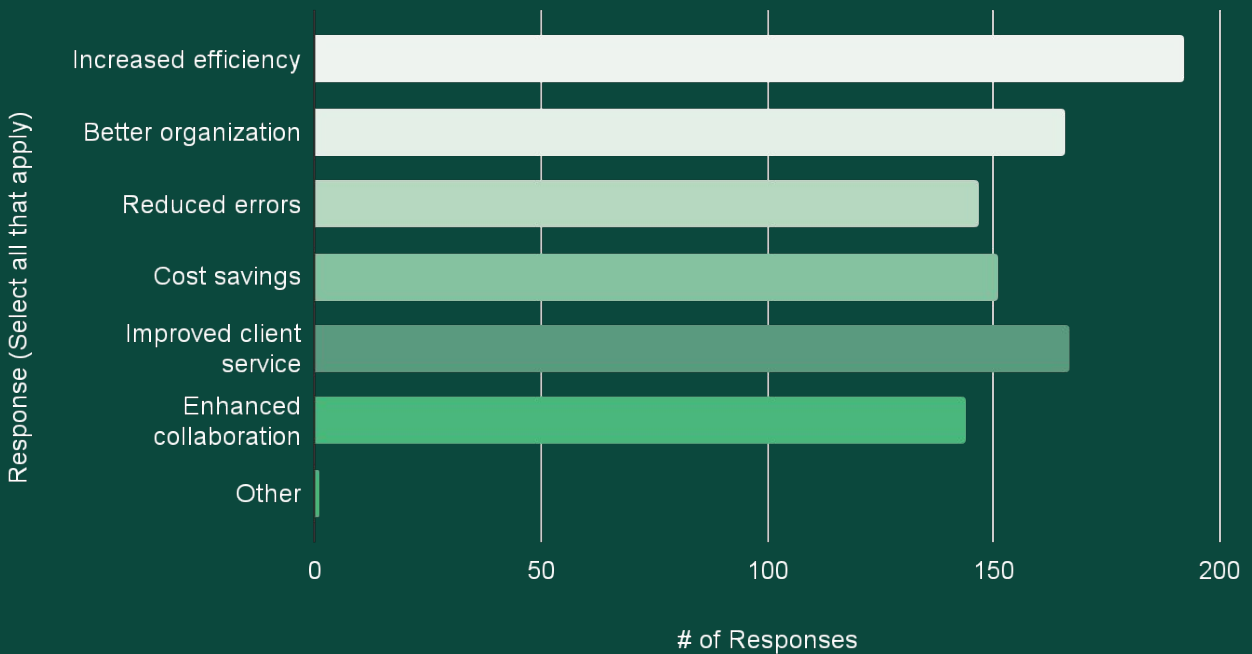


However, given that **firms that use legaltech are more likely to be satisfied with it**, the legal industry has an opportunity to revolutionize its operations. Law firms that can overcome resistance to change and technological learning curves stand to benefit greatly from legal technology, realizing advantages such as reduced costs, greater process efficiencies, and improved client service.

## C. Expanded: Legaltech enhances efficiency and client service.

Across the board, law firms that have implemented legal technology have realized the benefits of greater efficiency and reduced costs. This is particularly important as firms face mounting pressure to deliver more with less. Automation of routine tasks, improved data management, and streamlined workflows are key drivers behind these benefits.

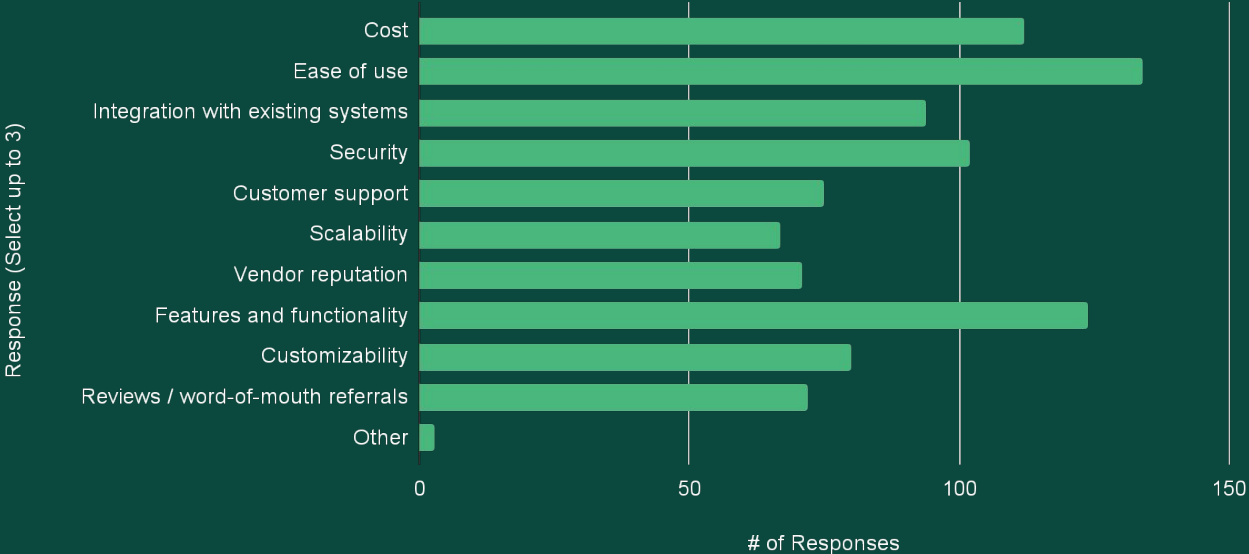
### Benefits of Legaltech



Firms that have integrated legal technology note significant improvements in client service and internal collaboration. These firms benefit from better communication, faster response times, and more accurate delivery of legal services, all of which are essential in maintaining client trust and satisfaction.

Most importantly, our data shows that **firms' evaluation factors are also the top benefits realized** through the implementation of legaltech. Benefits and evaluation factors closely align; firms that have efficiency in mind when evaluating legaltech often find process efficiencies after implementing legaltech, and so forth.

### Key Factors When Evaluating Legaltech

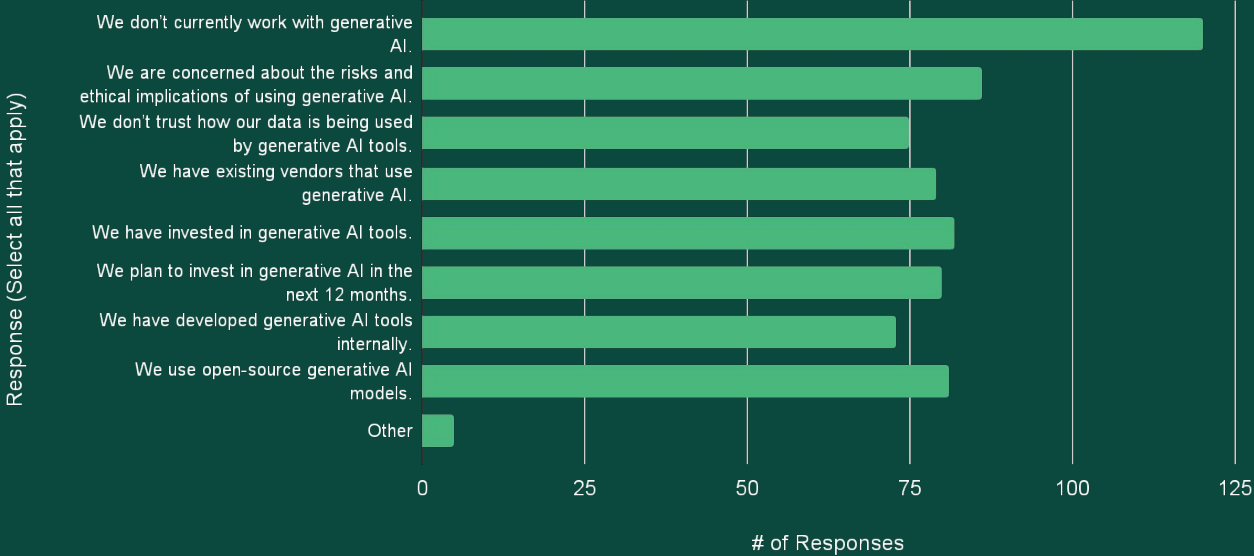


# D. Expanded: Hype around Gen AI is still strong, but results are lacking.

Generative AI has come a long way in recent years, but many law firms are still reluctant to use it. While generative AI has created a significant amount of hype, it still renders complications like hallucinations and inaccuracies that are holding the legal industry back from fully adopting it. While there is a lot of promise, the results are not being realized.

The hype around generative AI has caused a minority of law firms to adopt it as an emerging tool. A minority of legal professionals are forging ahead with AI, having either leveraged an open-source solution, purchased an AI tool, or developed an AI tool internally. **24% of survey respondents** deal with vendors who use generative AI, while **25%** have invested in generative AI tools.

Firm Stance on Generative AI Tools and LLMs



Concerns around data privacy, security, and accuracy are holding the legal industry back from fully embracing AI. **One-third (36%) of respondents say they don't currently work with AI.** Meanwhile, **26%** of respondents are concerned about the risks and ethical implications of using AI, and **23%** don't trust how their data is being used by generative AI tools.

(Interested in learning more about AI? **Appara's AI Best Practices Guide**, co-authored with AI expert Polly Allen, has you covered.)



## Key Findings:

# In-House

In-house legal professionals exhibit many of the same trends as law firms, with some key differences. Our research has uncovered the following patterns and trends among in-house legal teams, **expanded further** on subsequent pages.

## **A. High-adopting in-house legal teams are satisfied, but most rate adoption and experience as low to moderate.**

In-house legal teams that rate their adoption of legal technology higher tend to be more satisfied with legal technology. In-house legal teams that adopt legal technology tend to experience greater efficiency, with 53% of survey respondents indicating that legal technology has made their department more efficient. 52% of in-house legal professionals have a positive view of the adoption of legal technology at their organization, indicating that in-house departments that adopt legal technology are more satisfied with it.

However, there is a significant gap between desired and actual proficiency with the use of legal technology. 42% of respondents rate their proficiency with legal technology tools as moderate or lower (< 3 on a scale of 1-5), indicating that a significant portion of in-house legal professionals do not feel confident using legal technology tools.

## **B. Legal teams can unlock cost savings and efficiency by overcoming budget roadblocks.**

As many as **53% of respondents** say that legal technology has improved their organization's efficiency. However, **38% of respondents** say the size of their organization negatively impacts their adoption of legal technology, and **62% of respondents** say that budget constraints are a key barrier to adopting legal technology. **31% of respondents** do not plan to invest in new legal technology within the next 12 months; this is in spite of the fact that **77% of respondents** say legal technology brings increased efficiency and better organization.

## **C. AI skeptics risk falling behind as early adopters gain a competitive edge.**

Artificial intelligence is changing the legal industry in myriad ways. Emerging AI tools are making it easier for in-house legal departments to conduct legal work faster, reduce administrative burden, and achieve better results for clients.

While the promise of AI is strong, a number of organizations are reluctant to use artificial intelligence. **29% of survey respondents** say they do not plan to invest in AI, making AI laggards a minority within the in-house legal community. These organizations risk falling behind as more tech-savvy competitors forge ahead.

## **D. Legal departments can thrive with stronger strategic organizational support.**

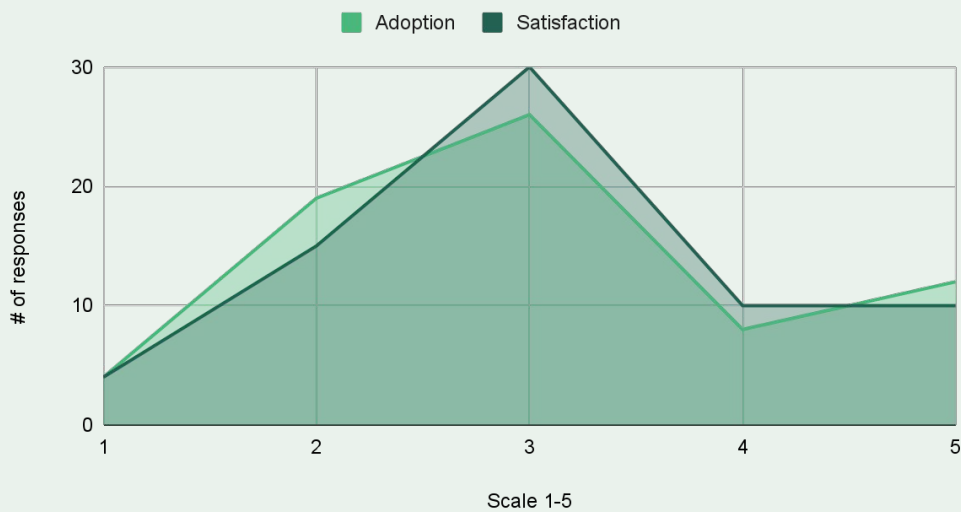
Legal departments face a variety of challenges in adopting new legal technology. From budget constraints, to resistance to change and time pressures, there are a variety of factors that prevent in-house legal departments from capitalizing on legaltech's promise of efficiency.

These challenges can be overcome with stronger strategic organizational support in the form of better IT support, a dedicated point-person for legaltech evaluation and implementation, and informed vendor partnerships.

# A. Expanded: High-adopting in-house legal teams are satisfied, but most rate adoption and experience as low to moderate.

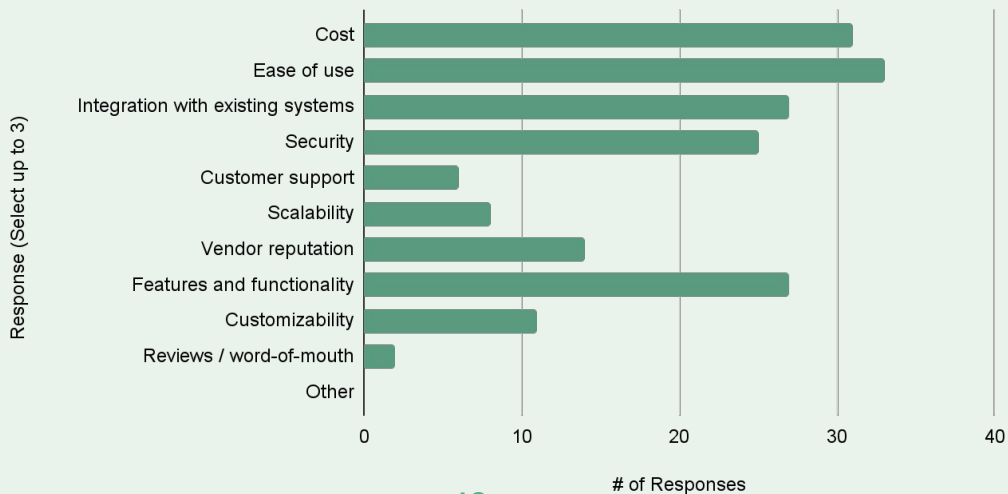
In-house legal teams that adopt legal technology are more likely to be satisfied with it. In-house legal professionals report adoption rates that are closely aligned with satisfaction (as shown in the chart below).

Legaltech Adoption & Satisfaction



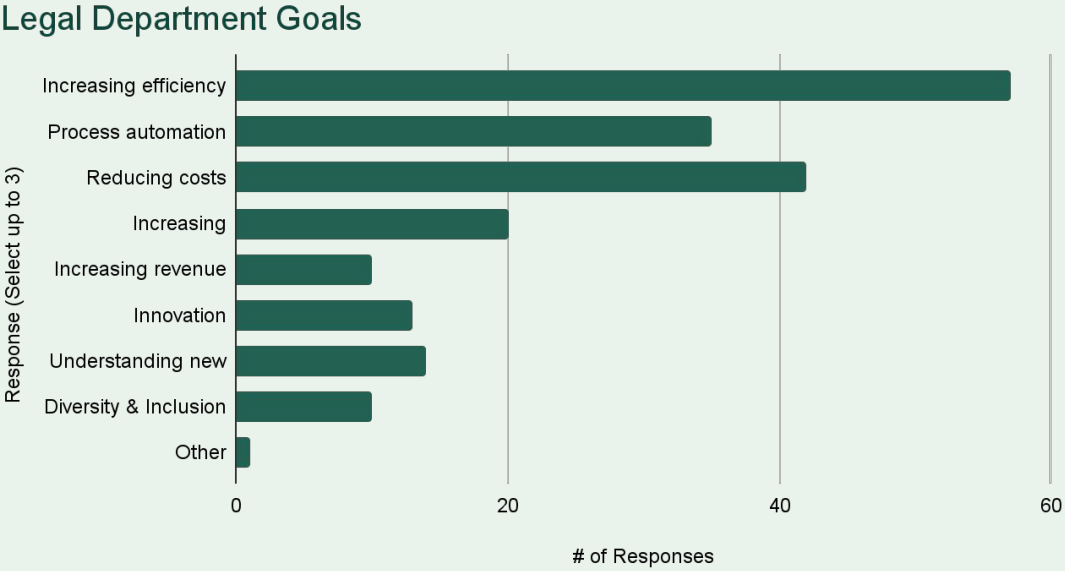
The majority of legal departments that use legaltech rate both adoption and satisfaction as 3 or less. The key factors that were cited as most important when considering new legal technology highlight the need for easy to use, cost-effective, and robust solutions that seamlessly integrate into existing workflows, as shown below.

Key Factors When Evaluating Legaltech

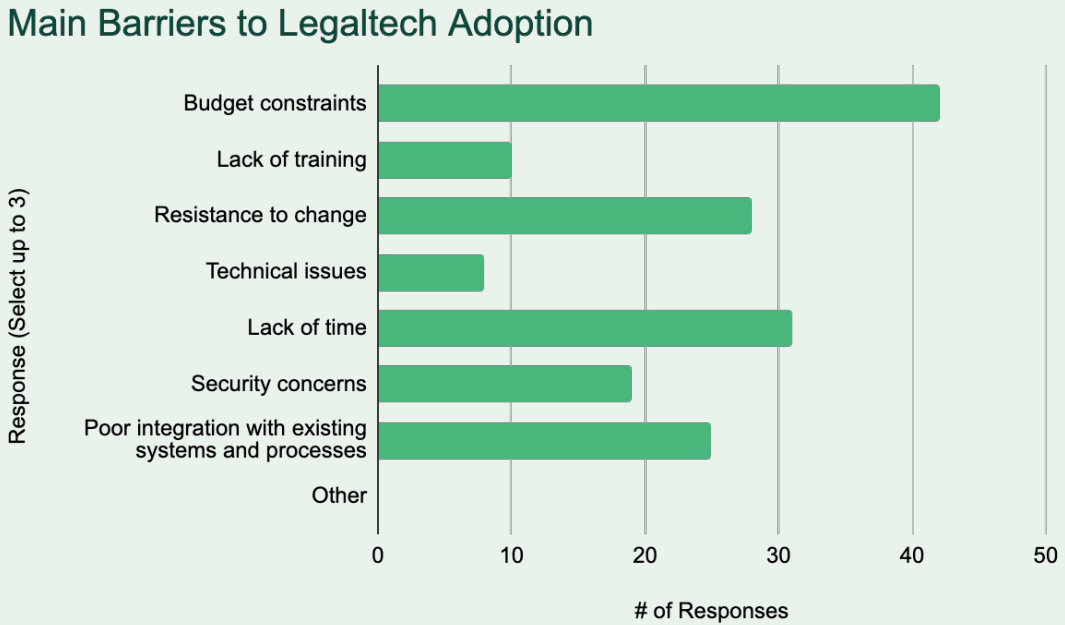


# B. Expanded: Legal teams can unlock cost savings and efficiency by overcoming budget roadblocks.

The primary objectives for in-house legal departments adopting technology are **increasing efficiency (70%)** and **reducing costs (51%)**, as shown in the chart below.



While reducing costs is cited as a key factor, legal teams cite budget constraints as the key challenge for legaltech adoption, as shown in the chart below.



Despite these challenges, those surveyed are keen to use legal technology and believe there is a benefit to its use that aligns with their mandates:

- ~61% of respondents have a neutral-to-positive view of legaltech.
- ~62% say they would use legaltech tools daily if implemented.
- ~70% say legaltech would improve their organization's efficiency.
- ~45% say legaltech implementation would result in cost reductions.
- ~51% of in-house legal departments aim to reduce costs this year.

In essence, in-house legal departments can boost efficiency and cut costs by finding room in the budget for more legaltech.

The misalignment between cost-saving goals and budget limitations must be addressed for teams to fully realize the efficiency gains reported by highly satisfied legaltech adopters.

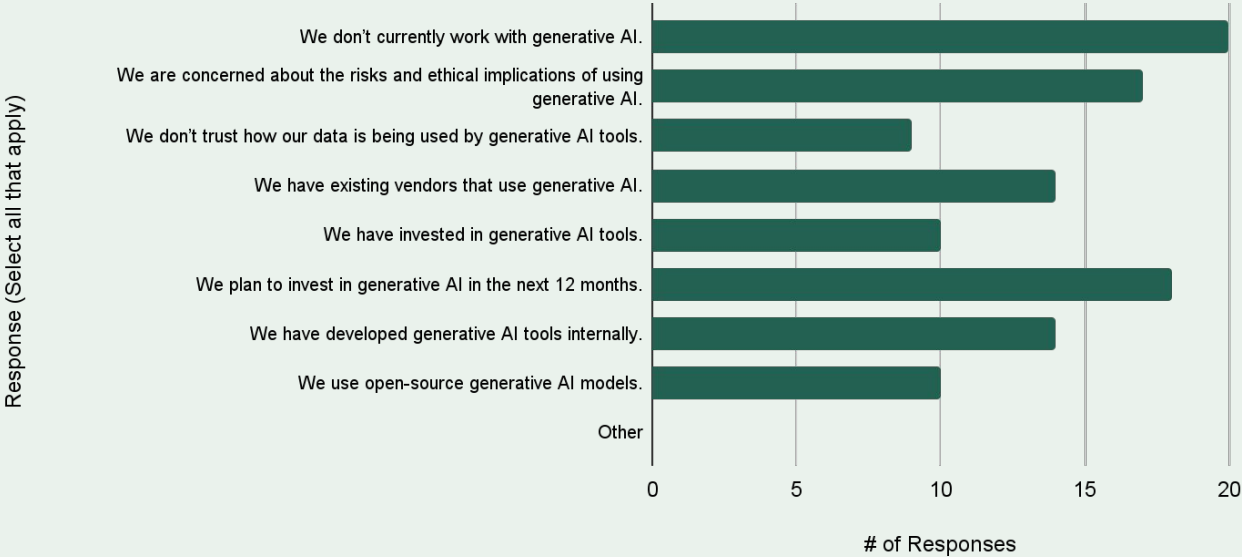


# C. Expanded: AI skeptics risk falling behind as early adopters gain a competitive edge.

Generative AI presents a polarizing scenario within the legal industry. While some organizations have begun investing in AI tools, many remain skeptical:

- **Do not currently work with generative AI: 29%.**
- **Plan to invest in next 12 months: 26%.**
- **Have invested in generative AI tools: 15%.**
- **Developed generative AI tools internally: 20%.**

## Stance on Generative AI Tools and LLMs



A number of in-house legal departments are concerned about the risks and ethical implications of generative AI, which is understandable given the sensitive nature of legal work. This cautious stance suggests that AI's potential depends heavily on addressing these concerns through clear, transparent, and ethical practices.

Key Concerns include:

- **Data security: 28%.**
- **Risks & ethical implications: 25%.**

Looking ahead, legal professionals anticipate a future where automation and AI play a larger role in legal operations. Open-ended question responses indicated there is a strong belief that those who adopt these technologies will gain a competitive advantage, while those who resist may be left behind. However, successful integration of AI and automation will require overcoming current barriers.

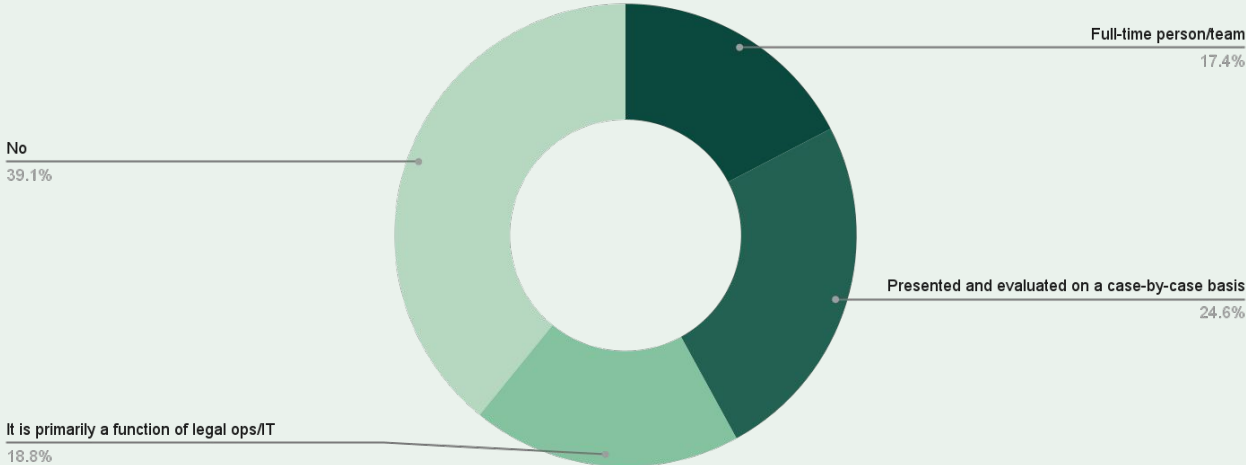
## D. Expanded: Legal departments can thrive with stronger strategic organizational support.

Legal departments face distinct challenges in adopting new technology, particularly in environments with constrained resources and limited infrastructure (see chart below regarding how legal departments source, manage, and implement legaltech). Addressing these barriers requires strategic planning and thoughtful alignment with technology partners.

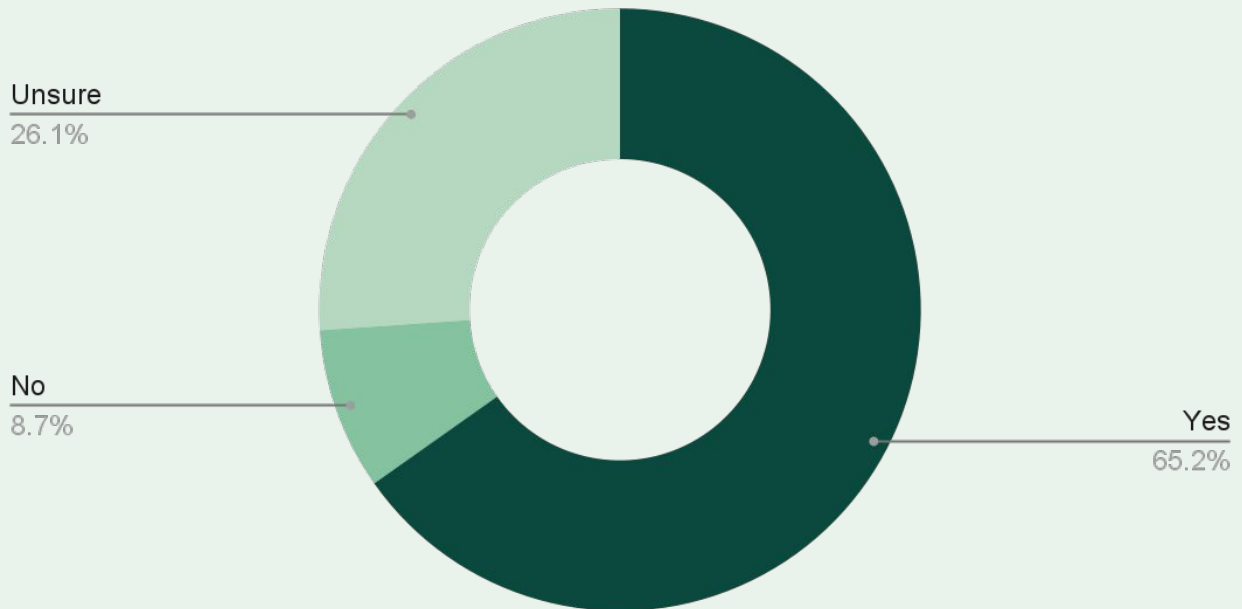
The following are the key constraining factors:

- **Lack of dedicated technology personnel: 39%** do not have team members dedicated to legal technology.
- **IT infrastructure limitations: 35%** are unsure or state their infrastructure does not support legal technology.


### Sourcing, Managing, and Implementing Legaltech



## IT Infrastructure Support for Legaltech



Partnering with vendors that provide scalable, cost-effective solutions and understand the unique operational constraints of these teams is critical. By aligning with technology providers that offer tailored support, legal teams can better navigate resource limitations and drive operational efficiencies.



# Comparative Analysis

Law firms and in-house legal departments are both adopting technology to enhance their operations, but notable differences exist in their levels of adoption, perceived benefits, and challenges faced.

## Adoption

A significant **66%** of law firm professionals rate their firm's adoption of legal technology as high, whereas only **29%** of in-house professionals report high adoption levels. This disparity suggests that law firms are generally more advanced in integrating legal technology compared to their in-house counterparts.

## Benefits & Priorities

Both law firms and in-house legal departments acknowledge efficiency as a primary benefit of legal technology. In law firms, **58%** identify increased efficiency, while **86%** of in-house teams that use legal technology report increased efficiency.

Law firms place a stronger emphasis on improved client service (**51%**) and enhanced collaboration (**44%**), reflecting their client-centric focus. In contrast, in-house legal departments focus more on internal collaboration tools like cloud email systems (**75%**) and e-signatures (**68%**). This disparity demonstrates that while law firms aim to improve client service, in-house legal departments are prioritizing the streamlining of their internal workflows.

## Challenges & Barriers

Both groups face significant hurdles, but with varying intensity. Budget constraints are a main obstacle for **39%** of law firms, while a higher **61%** of in-house departments identify budget limitations as a primary barrier. Resistance to change is more pronounced in in-house settings (**41%**) compared to law firms (**36%**). Additionally, poor integration with existing systems hinders **39%** of law firms and **36%** of in-house departments. These differences highlight that in-house legal teams may struggle more with resource limitations and

organizational resistance, whereas law firms may have more support in implementing new technologies.

## Adoption of Generative AI

Generative AI adoption also varies between the two groups. Law firms demonstrate a higher level of adoption, with **25%** having already invested in generative AI tools and **24%** planning to invest in the next 12 months. In contrast, only **15%** of in-house professionals have invested in generative AI, with **26%** planning future investments. Both sectors share concerns about data security and ethical implications, but these worries are slightly more prevalent among law firms (**26%** concerned about risks and ethical implications) than in-house departments (**25%**). This suggests that while law firms are more proactive in exploring advanced technologies, they are also more cognizant of the associated risks.



# The Future of Legal Technology in Canada

Legal professionals are eager to see how legaltech improves in the future, with legal professionals anticipating new capabilities and features in legaltech like scalability, improvements to security, and better communication features.

A significant number of respondents said they are looking forward to seeing **more user-friendly interfaces** and **better integrations with other programs** and **government systems** in legaltech.

Many respondents are looking forward to emerging new solutions like predictive analytics, neuro-linguistic programming algorithms for contract analysis, and blockchain technology for creating and enforcing smart contracts. Others are eager to see VR tools for presenting evidence in courtrooms, as well as technology that can automate repetitive processes like file archival.

Here at Appara, our vision is to transform the legal industry. As such, we intend to leverage the insights gained from this survey to enhance our role as a leading, all-in-one ecosystem for modern legal professionals. We look forward to working with our current and future customers to continue to push the limits of legaltech.

# About Appara

The all-in-one ecosystem for modern legal professionals.

Appara is an all-in-one document automation, workflow automation, and entity management Platform for legal professionals in the corporate, real estate, estate planning, and estate administration practice areas. Trusted by over 250 North American law firms, Appara helps its users save time, reduce errors, cut costs, and boost productivity.

Book a demo to unlock your **FREE** trial [here](#).



Appendix I:

# Survey Methodology & Demographics

We conducted a Google Forms survey of 443 Canadian legal professionals, both in-house and at law firms. We incentivized responses by providing the first 100 respondents with a \$10 Starbucks gift card. We also raffled off one Appara swag package as an added incentive.

Of the 443 respondents, **~75% are law firm professionals**, **~19% are in-house legal professionals**, and **~3% are law students**.

**45% of respondents** say they've been working in law for 6-10 years, and **51% of respondents are 35-44 years old**.

# Law Firm Demographics: Overview

Of the **law firm professionals** surveyed, **99% say their firms currently use legal technology.**

## Experience and Technology Adoption

Professionals with 1-5 years of experience generally rate their tech adoption lower but express optimism about legal technology's potential, particularly in improving client service and reducing errors. Those with 11-20 years of experience show mixed adoption levels, reflecting varied experiences with integration and resistance to change.

## Gender/Age and Technology Adoption

Females aged 35-44, the most common demographic among respondents, tend to report mid-level satisfaction with legal technology, often highlighting integration issues as a barrier. Males aged 45-54 are more likely to rate tech adoption and satisfaction higher, especially in firms that prioritize innovation and process automation.

# Firm Size & Technology Adoption

## Small Firms (1-10 Employees):

- Comprise 16.5% of respondents.
- Exhibit mixed levels of legal tech adoption but consistently report improvements in efficiency and client service.
- Budget constraints are a significant barrier.

## Medium Firms (11-200 Employees):

- Make up 67.9% of respondents.
- Generally rate their tech adoption between 3 and 4.
- Emphasize process automation and cost savings.

## Large Firms (201-1000+ Employees):

- Represent 15.6% of respondents.
- Tend to rate their adoption higher, highlighting enhanced collaboration and significant cost savings.

# Role Insights

## IT/Business/Legal Operations Professionals:

- Although only 2.1% of respondents, they are the most proactive in adopting and leveraging legal technology.
- Value integration and security features.

## Paralegals and Law Clerks:

- Account for 34.7% of respondents.
- Often experience moderate satisfaction.
- Point to gaps in training and system integration as hindrances.

## Lawyers:

- The largest group at 51.8%.
- Generally have a positive view of legal technology but express concerns about costs and change management.

## Legal Assistants and Administrators:

- Comprise 9.9%.
- Face challenges with training and technical issues, leading to lower satisfaction levels.

# Firm Scope

Two-thirds (67.7%) of respondents say their firms offer services within Canada only, while nearly one-third (31.7%) say their firms offer services in Canada and the United States. The majority of respondents (64.1%) say their firms specialize in corporate law, while a substantial number of respondents also offer services in real estate law (53.9%), estate administration (39.5%), estate planning (50.9%), and tax planning (26.3%).

*Note: The percentages add up to more than 100% because several of the firms surveyed specialize in more than one type of law.*



# In-House Demographics: Overview

Of the **in-house professionals** surveyed, **84%** say their departments already use legal technology.

## Experience

In-house survey respondents specialize in a diverse array of law matters, with top specializations including contracts and commercial transactions, corporate governance, data protection and privacy, employment law, compliance, and risk management.

# Role & Demographic Insights

## Lawyers:

- Make up **91.5%** of in-house respondents.
- Focus on tools that directly impact their work, such as contract lifecycle management.

## Paralegals and Law Clerks:

- Prioritize tools that aid in process automation and cost reduction.
- Report positive impacts from technology adoption but face challenges related to system integration and lack of training.

## Legal Assistants and Administrators:

- Value solutions that offer better organization and enhanced collaboration.
- Often struggle with technical issues and inadequate training.

## Senior Legal Professionals (45-54 Years Old):

- Generally cautious about new technologies due to data security and ethical concerns.
- Prefer reliable solutions that integrate smoothly with existing systems.

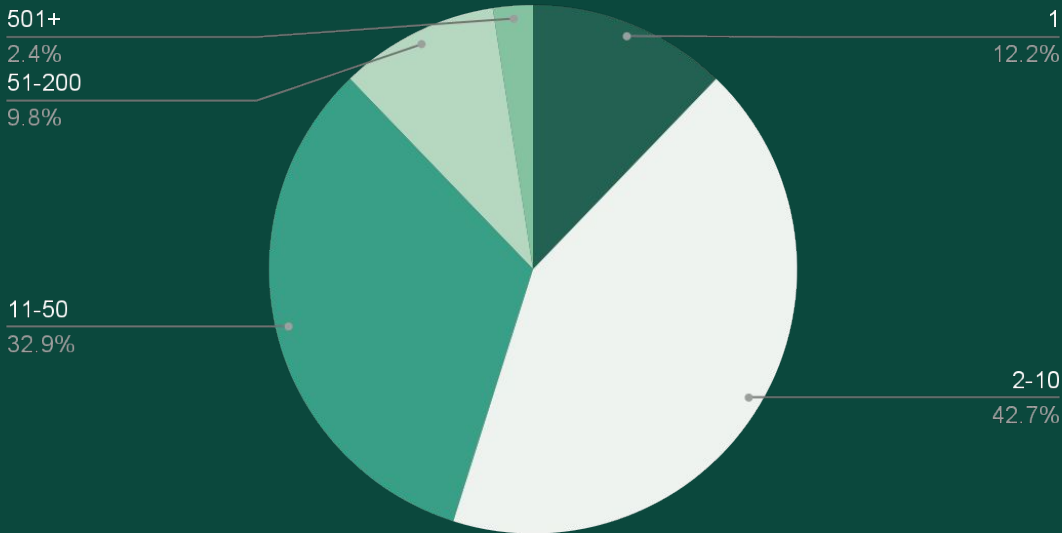
## Younger Legal Professionals (25-34 Years Old):

- More willing to experiment with new technologies, including generative AI.
- Advocate for solutions that streamline processes and improve the quality of their work.

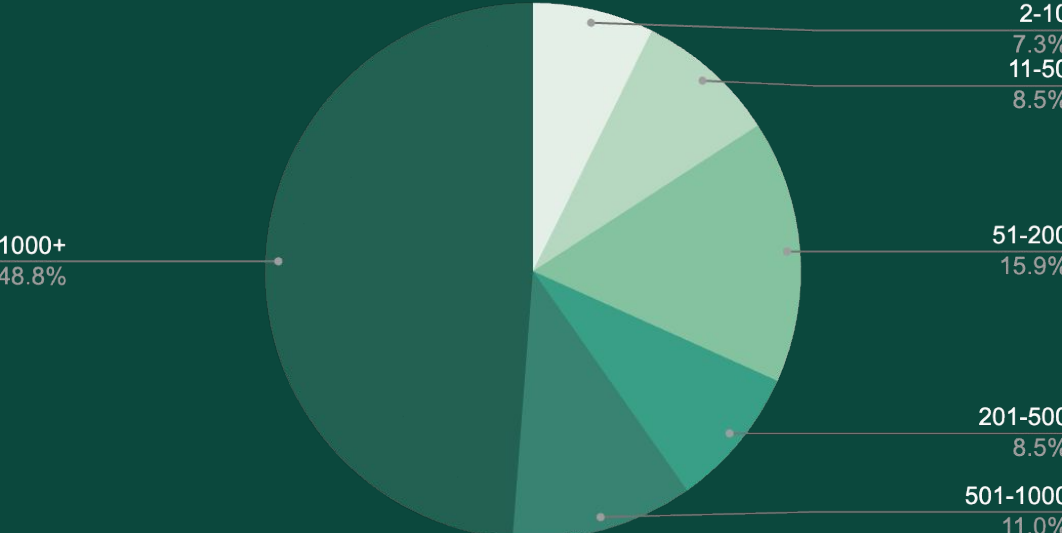
# Legal Department & Organization Size

This survey attracted responses from a wide array of organizations of varying sizes.

## Legal Department Size



## Organization Size



## Appendix II:

# Survey Results

<b>All Respondents:</b>		
What best describes your current status in the legal industry?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Law firm professional	334	75.4%
In-house legal professional	82	18.5%
Other	27	6.1%
<i>443 responses</i>		

<b>Law Firm Respondents: Firmographics</b>		
What best describes your role?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Lawyer	173	51.8%
Paralegal / Law Clerk	116	34.7%
Legal Assistant / Admin	33	9.9%
Conveyancer	3	0.9%
Notary	2	0.6%
IT / Business / Legal Ops	7	2.1%
<i>334 responses</i>		

<b>Law Firm Respondents: Firmographics</b>		
What is the size of your firm?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Sole Practitioner	12	3.6%
2-10	43	12.9%
11-50	113	33.8%
51-200	114	34.1%
201-500	39	11.7%
501-1000	9	2.7%
1000+	4	1.2%
<i>334 responses</i>		

## Appendix II: Continued

<b>Law Firm Respondents: Firmographics</b>		
Where is your firm located?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Canada	329	98.5%
USA	5	1.5%
<i>334 responses</i>		

<b>Law Firm Respondents: Firmographics</b>		
What practice areas does your firm specialize in?		
<i>Check all that apply.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Corporate	214	64.1%
Real Estate	180	53.9%
Estate Admin	132	39.5%
Estate Planning	170	50.9%
Tax Planning	88	26.3%
Other	21	6.3%
<i>334 responses</i>		

<b>Law Firm Respondents: Firmographics</b>		
What are your firm's top goals for this year?		
<i>Select up to three. Options were shuffled to avoid order-based bias.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Increasing efficiency	165	49.4%
Process automation	118	35.3%
Reducing costs	96	28.7%
Increasing profitability	124	37.1%
Increasing revenue	129	38.6%
Innovation	104	31.1%
Understanding new technologies	111	33.2%
Diversity & Inclusion	82	24.6%
Other	2	0.6%
<i>334 responses</i>		

## Appendix II: Continued

<b>Law Firm Respondents: Firmographics</b>		
Does your firm use legal technology ("Legaltech")?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Yes	331	99.1%
No	3	0.9%
<i>334 responses</i>		

<b>In-House Respondents: Firmographics</b>		
What best describes your role?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Lawyer	75	91.5%
Paralegal / Law Clerk	5	6.1%
Legal Assistant / Admin	2	2.4%
<i>82 responses</i>		

<b>In-House Respondents: Firmographics</b>		
What is the size of your legal department?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1	10	12.2%
2-10	35	42.7%
11-50	27	32.9%
51-200	8	9.8%
201-500	0	0.0%
501+	2	2.4%
<i>82 responses</i>		

## Appendix II: Continued

<b>In-House Respondents: Firmographics</b>		
What is the size of your organization?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1	0	0.0%
2-10	6	7.3%
11-50	7	8.5%
51-200	13	15.9%
201-500	7	8.5%
501-1000	9	11.0%
1000+	40	48.8%
<i>82 responses</i>		

<b>In-House Respondents: Firmographics</b>		
Where is your legal department primarily located?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Canada	72	87.8%
Other	10	12.2%
<i>82 responses</i>		

<b>In-House Respondents: Firmographics</b>		
Where does your organization offer products/services?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Canada only	37	45.1%
Canada and the U.S.	26	31.7%
Other (Globally, etc.)	19	23.2%
<i>82 responses</i>		

## Appendix II: Continued

<b>In-House Respondents: Firmographics</b>		
What practice areas does your department specialize in?		
<i>Check all that apply.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Antitrust and competition law	10	12.2%
Compliance	33	40.2%
Contracts and commercial transactions	59	72.0%
Corporate governance	47	57.3%
Data privacy and protection	48	58.5%
Employment law	44	53.7%
Environmental law	10	12.2%
Intellectual property	25	30.5%
Litigation and dispute resolution	33	40.2%
Mergers and acquisitions	22	26.8%
Real estate	23	28.0%
Regulatory affairs	27	32.9%
Risk management	39	47.6%
Securities law	13	15.9%
Tax law	5	6.1%
Other	4	4.9%
<i>82 responses</i>		

<b>In-House Respondents: Firmographics</b>		
What are your department's top goals for this year?		
<i>Select up to three. Options were shuffled to avoid order-based bias.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Increasing efficiency	57	69.5%
Process automation	35	42.7%
Reducing costs	42	51.2%
Increasing profitability	20	24.4%
Increasing revenue	10	12.2%
Innovation	13	15.9%
Understanding new technologies	14	17.1%
Diversity & Inclusion	10	12.2%
Other	1	1.2%
<i>82 responses</i>		

## Appendix II: Continued

<b>In-House Respondents: Firmographics</b>		
Does your legal department use legal technology ("Legaltech")?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Yes	69	84.1%
No	13	15.9%
<i>82 responses</i>		

<b>Law Firm Respondents that Use Legaltech</b>		
Which of the following legal technology tools are currently used in your firm?		
<i>Select all that apply.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Accounting: Manages financial operations and ensures compliance with legal regulations (e.g., Soluno, PCLaw).	160	48.3%
Billing / Time Tracking / Practice Management: Tracks billable hours and generates invoices automatically (e.g., Clio).	146	44.1%
Cloud Email Systems: Provides secure, accessible email services with robust security (e.g., Office 365, Google Workspace).	161	48.6%
Collaboration Tools: Enables real-time communication and collaboration among teams (e.g., Slack).	92	27.8%
Contract Lifecycle Management: Manages contract creation, approval, and tracking efficiently (e.g., Ironclad).	89	26.9%
Document Management System: Stores, organizes, and manages documents securely in the cloud (e.g., NetDocuments, iManage).	106	32.0%
Entity Management: Digitally manages and organizes corporate minute books, etc. (e.g., Appara, MinuteBox, Athennian).	106	32.0%
E-Signatures: Allows secure, legally binding electronic signatures on documents (e.g., DocuSign).	168	50.8%
Legal Research: Provides access to legal databases and resources for research (e.g., LexisNexis).	113	34.1%
Productivity Solutions: Document and workflow automation (e.g., Appara, eConveyance, Unity).	91	27.5%
Simple Cloud Storage: Offers scalable, secure storage for documents and data (e.g., Dropbox).	73	22.1%
Other	10	3.0%
<i>331 responses</i>		

## Appendix II: Continued

<b>Law Firm Respondents that Use Legaltech</b>		
On a scale of 1 to 5, how would you rate the level of your firm's adoption of legal technology?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Very Low: Our organization rarely uses Legaltech.	4	1.2%
2	8	2.4%
3	101	30.5%
4	107	32.3%
5 – Very High: Our organization is a leader in adopting & utilizing Legaltech.	111	33.5%
<i>331 responses</i>		

<b>Law Firm Respondents that Use Legaltech</b>		
How satisfied are you with the current legal technology tools available at your firm?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Very dissatisfied	6	1.8%
2	16	4.8%
3	113	34.1%
4	105	31.7%
5 – Very satisfied	91	27.5%
<i>331 responses</i>		

<b>Law Firm Respondents that Use Legaltech</b>		
How do you believe the size of your firm impacts the adoption of legal technology?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Positively	222	67.1%
Negatively	66	19.9%
No impact	32	9.7%
Unsure	11	3.3%
<i>331 responses</i>		

## Appendix II: Continued

<b>Law Firm Respondents that Use Legaltech</b>		
Does your firm plan to invest in any of the following legal technology areas in the next 12 months?		
<i>Select all that apply.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Accounting	95	28.7%
Billing / Time Tracking / Practice Management	111	33.5%
Cloud Email Systems	66	19.9%
Collaboration Tools	92	27.8%
Contract Lifecycle Management	84	25.4%
Document Management System	121	36.6%
Entity Management	55	16.6%
E-Signatures	98	29.6%
Legal Research	85	25.7%
Productivity Solutions	74	22.4%
Simple Cloud Storage	58	17.5%
Other	9	2.7%
We don't plan to invest more in Legaltech	17	5.1%
<i>331 responses</i>		

<b>Law Firm Respondents that Use Legaltech</b>		
What benefits do legal technology bring to your firm?		
<i>Select all that apply. Options were shuffled to avoid order-based bias.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Increased efficiency	192	58.0%
Better organization	166	50.2%
Reduced errors	147	44.4%
Cost savings	151	45.6%
Improved client service	167	50.5%
Enhanced collaboration	144	43.5%
Other	1	0.3%
<i>331 responses</i>		

## Appendix II: Continued

<b>Law Firm Respondents that Use Legaltech</b>		
What factors are most important to you when considering legal technology for your firm?		
<i>Select up to three. Options were shuffled to avoid order-based bias.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Cost	112	33.8%
Ease of use	134	40.5%
Integration with existing systems	94	28.4%
Security	102	30.8%
Customer support	75	22.7%
Scalability	67	20.2%
Vendor reputation	71	21.5%
Features and functionality	124	37.5%
Customizability	80	24.2%
Reviews / word-of-mouth referrals	72	21.8%
Other	3	0.9%
<i>331 responses</i>		

<b>Law Firm Respondents that Use Legaltech</b>		
What are the main barriers to adopting legal technology in your firm?		
<i>Select up to three. Options were shuffled to avoid order-based bias.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Budget constraints	130	39.3%
Lack of training	129	39.0%
Resistance to change	118	35.6%
Technical issues	134	40.5%
Lack of time	126	38.1%
Security concerns	127	38.4%
Poor integration with existing systems and processes	129	39.0%
Other	5	1.5%
<i>331 responses</i>		

## Appendix II: Continued

<b>Law Firm Respondents that Use Legaltech</b>		
Does your firm currently have team members dedicated to sourcing, managing, and implementing legal technology?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Full-time person/team	164	49.5%
Presented and evaluated on a case-by-case basis	92	27.8%
It is primarily a function of legal ops/IT	43	13.0%
No	31	9.4%
Other	1	0.3%
<i>331 responses</i>		

<b>Law Firm Respondents that Use Legaltech</b>		
Does your current IT infrastructure support the use of legal technology tools?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Yes	300	90.6%
No	20	6.0%
Unsure	11	3.3%
<i>331 responses</i>		

<b>Law Firm Respondents that Use Legaltech</b>		
How well do your current legal technology tools integrate with your other systems and workflows?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Very poorly	2	0.6%
2	9	2.7%
3	96	29.0%
4	116	35.0%
5 – Very well	108	32.6%
<i>331 responses</i>		

## Appendix II: Continued

<b>Law Firm Respondents that Use Legaltech</b>		
What is your firm's current stance on generative AI tools or large language models (LLMs)?		
<i>Select all that apply. Options were shuffled to avoid order-based bias.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
We don't currently work with generative AI.	120	36.3%
We are concerned about the risks and ethical implications of using generative AI.	86	26.0%
We don't trust how our data is being used by generative AI tools.	75	22.7%
We have existing vendors that use generative AI.	79	23.9%
We have invested in generative AI tools.	82	24.8%
We plan to invest in generative AI in the next 12 months.	80	24.2%
We have developed generative AI tools internally.	73	22.1%
We use open-source generative AI models.	81	24.5%
Other	5	1.5%
<i>331 responses</i>		

<b>Law Firm Respondents that Use Legaltech</b>		
How has legal technology affected your firm's interactions with clients?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Significantly deteriorated	3	0.9%
2	5	1.5%
3	94	28.4%
4	131	39.6%
5 – Significantly improved	98	29.6%
<i>331 responses</i>		

## Appendix II: Continued

<b>Law Firm Respondents that Use Legaltech: Legaltech and You</b>		
How frequently do you use legal technology tools?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Daily	208	62.8%
Weekly	103	31.1%
Monthly	17	5.1%
Rarely	3	0.9%
Never	0	0.0%
<i>331 responses</i>		

<b>Law Firm Respondents that Use Legaltech: Legaltech and You</b>		
How would you rate your proficiency with legal technology tools?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Not proficient	4	1.2%
2	6	1.8%
3	79	23.9%
4	144	43.5%
5 – Very proficient	98	29.6%
<i>331 responses</i>		

<b>Law Firm Respondents that Use Legaltech: Legaltech and You</b>		
How has the adoption of legal technology affected your workload?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Significantly increased	50	15.1%
2	30	9.1%
3	122	36.9%
4	86	26.0%
5 – Significantly decreased	43	13.0%
<i>331 responses</i>		

## Appendix II: Continued

<b>Law Firm Respondents that Use Legaltech: Legaltech and You</b>		
How do you feel about the adoption of legal technology in your firm?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Very negative	6	1.8%
2	21	6.3%
3	95	28.7%
4	102	30.8%
5 – Very positive	107	32.3%
<i>331 responses</i>		

<b>Law Firm Respondents that Use Legaltech: Legaltech and You</b>		
Do you believe legal technology has improved your firm's efficiency?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Strongly disagree	4	1.2%
2	28	8.5%
3	61	18.4%
4	105	31.7%
5 – Strongly agree	133	40.2%
<i>331 responses</i>		

<b>Law Firm Respondents that Use Legaltech: Legaltech and You</b>		
How adequate is the training you have received for using legal technology tools?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Very inadequate	4	1.2%
2	16	4.8%
3	81	24.5%
4	138	41.7%
5 – Very adequate	92	27.8%
<i>331 responses</i>		

## Appendix II: Continued

<b>Law Firm Respondents that Use Legaltech: Legaltech and You</b>		
What types of training would be most beneficial for you?		
<i>Select all that apply. Options were shuffled to avoid order-based bias.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Online courses	178	53.8%
In-person workshops	152	45.9%
Webinars	165	49.8%
One-on-one coaching	171	51.7%
User manuals and guides	163	49.2%
Other	1	0.3%
<i>331 responses</i>		

<b>Law Firm Respondents that Use Legaltech: Optional Open-Ended Questions</b>
<i>Responses are confidential.</i>
What features or capabilities would you most like to see in future legal technology tools?
Have you encountered any technical issues when implementing legal technology tools?
How do you foresee legal technology changing the legal industry in the next 5-10 years?

<b>Law Firm Respondents that Do NOT Use Legaltech</b>		
On a scale of 1 to 5, how would you rate your firm's readiness to adopt legal technology?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Very Low: Our firm is not considering Legaltech.	0	0.0%
2	1	33.3%
3	2	66.7%
4	0	0.0%
5 – Very High: Our firm is eager to implement Legaltech as soon as possible.	0	0.0%
<i>3 responses</i>		

## Appendix II: Continued

<b>Law Firm Respondents that Do NOT Use Legaltech</b>		
How important is it for your firm to consider adopting legal technology tools?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Very unimportant	0	0.0%
2	1	33.3%
3	1	33.3%
4	1	33.3%
5 – Very important	0	0.0%
<i>3 responses</i>		

<b>Law Firm Respondents that Do NOT Use Legaltech</b>		
How do you believe the size of your firm impacts the adoption of legal technology?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Positively	1	33.3%
Negatively	1	33.3%
No impact	0	0.0%
Unsure	1	33.3%
<i>3 responses</i>		

## Appendix II: Continued

<b>Law Firm Respondents that Do NOT Use Legaltech</b>		
Does your firm plan to invest in any of the following legal technology areas in the next 12 months?		
<i>Select all that apply.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Accounting: Manages financial operations and ensures compliance with legal regulations (e.g., Soluno, PCLaw).	0	0.0%
Billing / Time Tracking / Practice Management: Tracks billable hours and generates invoices automatically (e.g., Clio).	0	0.0%
Cloud Email Systems: Provides secure, accessible email services with robust security (e.g., Office 365, Google Workspace).	1	33.3%
Collaboration Tools: Enables real-time communication and collaboration among teams (e.g., Slack).	1	33.3%
Contract Lifecycle Management: Manages contract creation, approval, and tracking efficiently (e.g., Ironclad).	1	33.3%
Document Management System: Stores, organizes, and manages documents securely in the cloud (e.g., NetDocuments, iManage).	1	33.3%
Entity Management: Digitally manages and organizes corporate minute books, etc. (e.g., Appara, MinuteBox, Athennian).	1	33.3%
E-Signatures: Allows secure, legally binding electronic signatures on documents (e.g., Docusign).	1	33.3%
Legal Research: Provides access to legal databases and resources for research (e.g., LexisNexis).	1	33.3%
Productivity Solutions: Document and workflow automation (e.g., Appara, eConveyance, Unity).	0	0.0%
Simple Cloud Storage: Offers scalable, secure storage for documents and data (e.g., Dropbox).	0	0.0%
We don't plan to invest in legal tech	1	33.3%
Other	1	33.3%
<i>3 responses</i>		

## Appendix II: Continued

<b>Law Firm Respondents that Do NOT Use Legaltech</b>		
What benefits would legal technology bring to your firm?		
<i>Select all that apply. Options were shuffled to avoid order-based bias.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Increased efficiency	0	0.0%
Better organization	2	66.7%
Reduced errors	2	66.7%
Cost savings	1	33.3%
Improved client service	0	0.0%
Enhanced collaboration	1	33.3%
Other	1	33.3%
<i>3 responses</i>		

<b>Law Firm Respondents that Do NOT Use Legaltech</b>		
What factors are most important to you when considering legal technology for your firm?		
<i>Select up to three. Options were shuffled to avoid order-based bias.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Cost	1	33.3%
Ease of use	2	66.7%
Integration with existing systems	0	0.0%
Security	0	0.0%
<i>Customer support</i>	1	33.3%
Scalability	0	0.0%
Vendor reputation	0	0.0%
Features and functionality	1	33.3%
Customizability	0	0.0%
Reviews / word-of-mouth referrals	1	33.3%
Other	1	33.3%
<i>3 responses</i>		

## Appendix II: Continued

<b>Law Firm Respondents that Do NOT Use Legaltech</b>		
What factors are most important to you when considering legal technology for your firm?		
<i>Select up to three. Options were shuffled to avoid order-based bias.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Budget constraints	0	0.0%
Lack of training	0	0.0%
Resistance to change	2	66.7%
Technical issues	0	0.0%
Lack of time	2	66.7%
Security concerns	0	0.0%
Poor integration with existing systems and processes	1	33.3%
Other	1	33.3%
<i>3 responses</i>		

<b>Law Firm Respondents that Do NOT Use Legaltech</b>		
Does your firm currently have team members dedicated to sourcing, managing, and implementing legal technology?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Full-time person/team	0	0.0%
Presented and evaluated on a case-by-case basis	1	33.3%
It is primarily a function of legal ops/IT	1	33.3%
No	1	33.3%
Other	2	66.7%
<i>3 responses</i>		

<b>Law Firm Respondents that Do NOT Use Legaltech</b>		
Do you believe your current IT infrastructure could support legal technology tools?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Yes	2	66.7%
No	0	0.0%
Unsure	1	33.3%
<i>3 responses</i>		

## Appendix II: Continued

<b>Law Firm Respondents that Do NOT Use Legaltech</b>		
If your firm adopted legal technology tools, how well do you think they would integrate with your current processes and workflows?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Very poorly	1	33.3%
2	1	33.3%
3	0	0.0%
4	1	33.3%
5 – Very well	0	0.0%
<i>3 responses</i>		

<b>Law Firm Respondents that Do NOT Use Legaltech</b>		
What is your firm's current stance on generative AI tools or large language models (LLMs)?		
<i>Select all that apply. Options were shuffled to avoid order-based bias.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
We don't currently work with generative AI.	1	33.3%
We are concerned about the risks and ethical implications of using generative AI.	1	33.3%
We don't trust how our data is being used by generative AI tools.	1	33.3%
We have existing vendors that use generative AI.	1	33.3%
We have invested in generative AI tools.	0	0.0%
We plan to invest in generative AI in the next 12 months.	0	0.0%
We have developed generative AI tools internally.	0	0.0%
We use open-source generative AI models.	0	0.0%
Other	1	33.3%
<i>3 responses</i>		

<b>Law Firm Respondents that Do NOT Use Legaltech</b>		
How do you believe legal technology could impact your firm's interactions with clients?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Significantly deteriorate	0	0.0%
2	1	33.3%
3	1	33.3%
4	1	33.3%
5 – Significantly improve	0	0.0%
<i>3 responses</i>		

## Appendix II: Continued

<b>Law Firm Respondents that Do NOT Use Legaltech: Legaltech and You</b>		
How frequently would you use legal technology tools if implemented?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Daily	1	33.3%
Weekly	0	0.0%
Monthly	0	0.0%
Rarely	0	0.0%
Never	0	0.0%
Not sure	2	66.7%
<i>3 responses</i>		

<b>Law Firm Respondents that Do NOT Use Legaltech: Legaltech and You</b>		
How would you rate your proficiency with legal technology tools if they were implemented?		
<i>Based on your experience with non-legal technology tools or legal tech tools in previous roles.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Not proficient	1	33.3%
2	0	0.0%
3	2	66.7%
4	0	0.0%
5 – Very proficient	0	0.0%
<i>3 responses</i>		

<b>Law Firm Respondents that Do NOT Use Legaltech: Legaltech and You</b>		
How do you think the adoption of legal technology would impact your workload?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Significantly increase	1	33.3%
2	1	33.3%
3	0	0.0%
4	1	33.3%
5 – Significantly decrease	0	0.0%
<i>3 responses</i>		

## Appendix II: Continued

<b>Law Firm Respondents that Do NOT Use Legaltech: Legaltech and You</b>		
How do you feel about the potential adoption of legal technology in your firm?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Very negative	0	0.0%
2	1	33.3%
3	1	33.3%
4	1	33.3%
5 – Very positive	0	0.0%
<i>3 responses</i>		

<b>Law Firm Respondents that Do NOT Use Legaltech: Legaltech and You</b>		
Do you believe legal technology would improve your firm's efficiency?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Strongly disagree	0	0.0%
2	1	33.3%
3	1	33.3%
4	1	33.3%
5 – Strongly agree	0	0.0%
<i>3 responses</i>		

<b>Law Firm Respondents that Do NOT Use Legaltech: Legaltech and You</b>		
Do you believe legal technology would improve your firm's efficiency?		
<i>Select all that apply.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Online courses	1	33.3%
In-person workshops	0	0.0%
Webinars	0	0.0%
One-on-one coaching	1	33.3%
User manuals and guides	1	33.3%
Other	1	33.3%
<i>3 responses</i>		

## Appendix II: Continued

### Law Firm Respondents that Do NOT Use Legaltech: Optional Open-Ended Questions

*Responses are confidential.*

What features or capabilities would you most like to see in future legal technology tools?

What concerns do you have about implementing legal technology tools?

How do you foresee legal technology changing the legal industry in the next 5-10 years?

### In-House Respondents that Use Legaltech

Which of the following legal technology tools are currently used in your department?

*Select all that apply.*

<b>Response</b>	<b># of Responses</b>	<b>%</b>
Accounting: Manages financial operations and ensures compliance with legal regulations (e.g., Soluno, PCLaw).	9	13.0%
Billing / Time Tracking: Tracks hours and allocation of work (e.g., Clio).	8	11.6%
Cloud Email Systems: Provides secure, accessible email services with robust security (e.g., Office 365, Google Workspace).	52	75.4%
Collaboration Tools: Enables real-time communication and collaboration among teams (e.g., Slack).	37	53.6%
Contract Lifecycle Management: Manages contract creation, approval, and tracking efficiently (e.g., Ironclad).	25	36.2%
Document Management System: Stores, organizes, and manages documents securely in the cloud (e.g., NetDocuments, iManage).	26	37.7%
Entity Management: Digitally manages and organizes corporate minute books, etc. (e.g., Appara, MinuteBox, Athennian).	11	15.9%
E-Signatures: Allows secure, legally binding electronic signatures on documents (e.g., Docusign).	47	68.1%
Legal Research: Provides access to legal databases and resources for research (e.g., LexisNexis).	26	37.7%
Productivity Solutions: Document and workflow automation (e.g., Appara, eConveyance, Unity).	3	4.3%
Simple Cloud Storage: Offers scalable, secure storage for documents and data (e.g., Dropbox).	16	23.2%
Other	2	2.9%

*69 responses*

## Appendix II: Continued

<b>In-House Respondents that Use Legaltech</b>		
On a scale of 1 to 5, how would you rate your department's adoption of legal technology?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Very Low: Our organization rarely uses Legaltech.	4	5.8%
2	19	27.5%
3	26	37.7%
4	8	11.6%
5 – Very High: Our organization is a leader in adopting & utilizing Legaltech.	12	17.4%
<i>69 responses</i>		

<b>In-House Respondents that Use Legaltech</b>		
How satisfied are you with the current legal technology tools available at your organization?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Very dissatisfied	4	5.8%
2	15	21.7%
3	30	43.5%
4	10	14.5%
5 – Very satisfied	10	14.5%
<i>69 responses</i>		

<b>In-House Respondents that Use Legaltech</b>		
How do you believe the size of your organization impacts the adoption of legal technology?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Positively	33	47.8%
Negatively	16	23.2%
No impact	10	14.5%
Unsure	10	14.5%
<i>69 responses</i>		

## Appendix II: Continued

<b>In-House Respondents that Use Legaltech</b>		
Does your organization plan to invest in any of the following legal technology areas in the next 12 months?		
<i>Select all that apply.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Accounting	7	10.1%
Billing / Time Tracking	10	14.5%
Cloud Email Systems	7	10.1%
Collaboration Tools	10	14.5%
Contract Lifecycle Management	23	33.3%
Document Management System	20	29.0%
Entity Management	9	13.0%
E-Signatures	3	4.3%
Legal Research	9	13.0%
Productivity Solutions	8	11.6%
Simple Cloud Storage	3	4.3%
We don't plan to invest more in Legaltech	23	33.3%
Other	2	2.9%
<i>69 responses</i>		

<b>In-House Respondents that Use Legaltech</b>		
What benefits do legal technology bring to your organization?		
<i>Select all that apply. Options were shuffled to avoid order-based bias.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Increased efficiency	59	85.5%
Better organization	47	68.1%
Reduced errors	29	42.0%
Cost savings	31	44.9%
Enhanced collaboration	28	40.6%
Other	0	0.0%
<i>69 responses</i>		

## Appendix II: Continued

<b>In-House Respondents that Use Legaltech</b>		
What factors are most important to you when considering legal technology for your organization?		
<i>Select up to three. Options were shuffled to avoid order-based bias.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Cost	31	44.9%
Ease of use	33	47.8%
Integration with existing systems	27	39.1%
Security	25	36.2%
Customer support	6	8.7%
Scalability	8	11.6%
Vendor reputation	14	20.3%
Features and functionality	27	39.1%
Customizability	11	15.9%
Reviews / word-of-mouth referrals	2	2.9%
Other	0	0.0%
<i>69 responses</i>		

<b>In-House Respondents that Use Legaltech</b>		
What are the main barriers to adopting new legal technology in your organization?		
<i>Select up to three. Options were shuffled to avoid order-based bias.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Budget constraints	42	60.9%
Lack of training	10	14.5%
Resistance to change	28	40.6%
Technical issues	8	11.6%
Lack of time	31	44.9%
Security concerns	19	27.5%
Poor integration with existing systems and processes	25	36.2%
Other	0	0.0%
<i>69 responses</i>		

## Appendix II: Continued

<b>In-House Respondents that Use Legaltech</b>		
Does your organization currently have team members dedicated to sourcing, managing, and implementing legal technology?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Full-time person/team	12	17.4%
Presented and evaluated on a case-by-case basis	17	24.6%
It is primarily a function of legal ops/IT	13	18.8%
No	27	39.1%
Other	0	0.0%
<i>69 responses</i>		

<b>In-House Respondents that Use Legaltech</b>		
Does your current IT infrastructure support the use of legal technology tools?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Yes	45	65.2%
No	6	8.7%
Unsure	18	26.1%
<i>69 responses</i>		

<b>In-House Respondents that Use Legaltech</b>		
How well do your current legal technology tools integrate with your other systems and workflows?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Very poorly	4	5.8%
2	5	7.2%
3	38	55.1%
4	17	24.6%
5 – Very well	5	7.2%
<i>69 responses</i>		

## Appendix II: Continued

<b>In-House Respondents that Use Legaltech</b>		
What is your department's current stance on generative AI tools or large language models (LLMs)?		
<i>Select all that apply. Options were shuffled to avoid order-based bias.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
We don't currently work with generative AI.	20	29.0%
We are concerned about the risks and ethical implications of using generative AI.	17	24.6%
We don't trust how our data is being used by generative AI tools.	9	13.0%
We have existing vendors that use generative AI.	14	20.3%
We have invested in generative AI tools.	10	14.5%
We plan to invest in generative AI in the next 12 months.	18	26.1%
We have developed generative AI tools internally.	14	20.3%
We use open-source generative AI models.	10	14.5%
Other	0	0.0%
<i>69 responses</i>		

<b>In-House Respondents that Use Legaltech: Legaltech and You</b>		
How frequently do you use legal technology tools?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Daily	27	39.1%
Weekly	27	39.1%
Monthly	6	8.7%
Rarely	9	13.0%
Never	0	0.0%
<i>69 responses</i>		

<b>In-House Respondents that Use Legaltech: Legaltech and You</b>		
How would you rate your proficiency with legal technology tools?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Not proficient	5	7.2%
2	5	7.2%
3	19	27.5%
4	28	40.6%
5 – Very proficient	12	17.4%
<i>69 responses</i>		

## Appendix II: Continued

<b>In-House Respondents that Use Legaltech: Legaltech and You</b>		
How has the adoption of legal technology affected your workload?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Significantly increased	2	2.9%
2	3	4.3%
3	48	69.6%
4	12	17.4%
5 – Significantly decreased	4	5.8%
<i>69 responses</i>		

<b>In-House Respondents that Use Legaltech: Legaltech and You</b>		
How do you feel about the adoption of legal technology in your organization?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Very negative	1	1.4%
2	8	11.6%
3	24	34.8%
4	20	29.0%
5 – Very positive	16	23.2%
<i>69 responses</i>		

<b>In-House Respondents that Use Legaltech: Legaltech and You</b>		
Do you believe legal technology has improved your organization's efficiency?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Strongly disagree	0	0.0%
2	7	10.1%
3	25	36.2%
4	23	33.3%
5 – Strongly agree	14	20.3%
<i>69 responses</i>		

## Appendix II: Continued

<b>In-House Respondents that Use Legaltech: Legaltech and You</b>		
How adequate is the training you have received for using legal technology tools?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Very inadequate	4	5.8%
2	11	15.9%
3	31	44.9%
4	19	27.5%
5 – Very adequate	4	5.8%
<i>69 responses</i>		

<b>In-House Respondents that Use Legaltech: Legaltech and You</b>		
What types of training would be most beneficial for you?		
<i>Select all that apply. Options were shuffled to avoid order-based bias.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Online courses	34	49.3%
In-person workshops	28	40.6%
Webinars	35	50.7%
One-on-one coaching	26	37.7%
User manuals and guides	25	36.2%
Other	0	0.0%
<i>69 responses</i>		

<b>In-House Respondents that Use Legaltech: Optional Open-Ended Questions</b>
<i>Responses are confidential.</i>
What features or capabilities would you most like to see in future legal technology tools?
Have you encountered any technical issues when implementing legal technology tools?
How do you foresee legal technology changing the legal industry in the next 5-10 years?

## Appendix II: Continued

<b>In-House Respondents that Do NOT Use Legaltech</b>		
On a scale of 1 to 5, how would you rate your organization's readiness to adopt legal technology?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Very Low: Our organization is not considering Legaltech.	2	15.4%
2	3	23.1%
3	3	23.1%
4	4	30.8%
5 – Very High: Our organization is eager to implement Legaltech as soon as possible.	1	7.7%
<i>13 responses</i>		

<b>In-House Respondents that Do NOT Use Legaltech</b>		
How important is it for your organization to consider adopting legal technology tools?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Very unimportant	1	7.7%
2	0	0.0%
3	2	15.4%
4	7	53.8%
5 – Very important	2	15.4%
<i>13 responses</i>		

<b>In-House Respondents that Do NOT Use Legaltech</b>		
How do you believe the size of your organization impacts the adoption of legal technology?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Positively	4	30.8%
Negatively	5	38.5%
No impact	2	15.4%
Unsure	2	15.4%
<i>13 responses</i>		

## Appendix II: Continued

<b>In-House Respondents that Do NOT Use Legaltech</b>		
Does your department plan to invest in any of the following legal technology areas in the next 12 months?		
<i>Select all that apply.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Accounting: Manages financial operations and ensures compliance with legal regulations (e.g., Soluno, PCLaw).	0	0.0%
Billing / Time Tracking: Tracks hours and allocation of work (e.g., Clio).	1	7.7%
Cloud Email Systems: Provides secure, accessible email services with robust security (e.g., Office 365, Google Workspace).	3	23.1%
Collaboration Tools: Enables real-time communication and collaboration among teams (e.g., Slack).	4	30.8%
Contract Lifecycle Management: Manages contract creation, approval, and tracking efficiently (e.g., Ironclad).	5	38.5%
Document Management System: Stores, organizes, and manages documents securely in the cloud (e.g., NetDocuments, iManage).	5	38.5%
Entity Management: Digitally manages and organizes corporate minute books, etc. (e.g., Appara, MinuteBox, Athenian).	2	15.4%
E-Signatures: Allows secure, legally binding electronic signatures on documents (e.g., DocuSign).	3	23.1%
Legal Research: Provides access to legal databases and resources for research (e.g., LexisNexis).	3	23.1%
Productivity Solutions: Document and workflow automation (e.g., Appara, eConveyance, Unity).	0	0.0%
Simple Cloud Storage: Offers scalable, secure storage for documents and data (e.g., Dropbox).	2	15.4%
We don't plan to invest in legal tech	4	30.8%
Other	0	0.0%
<i>13 responses</i>		

## Appendix II: Continued

<b>In-House Respondents that Do NOT Use Legaltech</b>		
What benefits would legal technology bring to your organization?		
<i>Select all that apply. Options were shuffled to avoid order-based bias.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Increased efficiency	10	76.9%
Better organization	10	76.9%
Reduced errors	6	46.2%
Cost savings	8	61.5%
Enhanced collaboration	5	38.5%
Other	0	0.0%
<i>13 responses</i>		

<b>In-House Respondents that Do NOT Use Legaltech</b>		
What factors are most important to you when considering legal technology for your organization?		
<i>Select up to three. Options were shuffled to avoid order-based bias.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Cost	9	69.2%
Ease of use	4	30.8%
Integration with existing systems	2	15.4%
Security	5	38.5%
<i>Customer support</i>	0	0.0%
Scalability	2	15.4%
Vendor reputation	1	7.7%
Features and functionality	7	53.8%
Customizability	5	38.5%
Reviews / word-of-mouth referrals	0	0.0%
Other	1	7.7%
<i>13 responses</i>		

## Appendix II: Continued

<b>In-House Respondents that Do NOT Use Legaltech</b>		
What are the main barriers to adopting legal technology in your organization?		
<i>Select up to three. Options were shuffled to avoid order-based bias.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Budget constraints	8	61.5%
Lack of training	3	23.1%
Resistance to change	5	38.5%
Technical issues	2	15.4%
Lack of time	7	53.8%
Security concerns	2	15.4%
Poor integration with existing systems and processes	3	23.1%
Other	0	0.0%
<i>13 responses</i>		

<b>In-House Respondents that Do NOT Use Legaltech</b>		
Does your organization currently have team members dedicated to sourcing, managing, and implementing legal technology?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Full-time person/team	1	7.7%
Presented and evaluated on a case-by-case basis	3	23.1%
It is primarily a function of legal ops/IT	2	15.4%
No	7	53.8%
Other	0	0.0%
<i>13 responses</i>		

<b>In-House Respondents that Do NOT Use Legaltech</b>		
Do you believe your current IT infrastructure could support legal technology tools?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Yes	8	61.5%
No	3	23.1%
Unsure	2	15.4%
<i>13 responses</i>		

## Appendix II: Continued

<b>In-House Respondents that Do NOT Use Legaltech</b>		
If your organization adopted legal technology tools, how well do you think they would integrate with your current processes and workflows?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Very poorly	1	7.7%
2	1	7.7%
3	5	38.5%
4	5	38.5%
5 – Very well	1	7.7%
<i>3 responses</i>		

<b>In-House Respondents that Do NOT Use Legaltech</b>		
What is your department's current stance on generative AI tools or large language models (LLMs)?		
<i>Select all that apply. Options were shuffled to avoid order-based bias.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
We don't currently work with generative AI.	7	53.8%
We are concerned about the risks and ethical implications of using generative AI.	5	38.5%
We don't trust how our data is being used by generative AI tools.	3	23.1%
We have existing vendors that use generative AI.	2	15.4%
We have invested in generative AI tools.	2	15.4%
We plan to invest in generative AI in the next 12 months.	2	15.4%
We have developed generative AI tools internally.	1	7.7%
We use open-source generative AI models.	2	15.4%
Other	0	0.0%
<i>13 responses</i>		

<b>In-House Respondents that Do NOT Use Legaltech: Legaltech and You</b>		
How frequently would you use legal technology tools if implemented?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Daily	8	61.5%
Weekly	3	23.1%
Monthly	1	7.7%
Rarely	1	7.7%
Never	0	0.0%
Not sure	0	0.0%
<i>13 responses</i>		

## Appendix II: Continued

<b>In-House Respondents that Do NOT Use Legaltech: Legaltech and You</b>		
How would you rate your proficiency with legal technology tools if they were implemented?		
<i>Based on your experience with non-legal technology tools or legal tech tools in previous roles.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Not proficient	2	15.4%
2	1	7.7%
3	6	46.2%
4	1	7.7%
5 – Very proficient	3	23.1%
<i>13 responses</i>		

<b>In-House Respondents that Do NOT Use Legaltech: Legaltech and You</b>		
How do you think the adoption of legal technology would impact your workload?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Significantly increase	0	0.0%
2	0	0.0%
3	8	61.5%
4	2	15.4%
5 – Significantly decrease	3	23.1%
<i>13 responses</i>		

<b>In-House Respondents that Do NOT Use Legaltech: Legaltech and You</b>		
How do you feel about the potential adoption of legal technology in your organization?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Very negative	2	15.4%
2	3	23.1%
3	2	15.4%
4	3	23.1%
5 – Very positive	3	23.1%
<i>13 responses</i>		

## Appendix II: Continued

<b>In-House Respondents that Do NOT Use Legaltech</b>		
If your organization adopted legal technology tools, how well do you think they would integrate with your current processes and workflows?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Very poorly	1	7.7%
2	1	7.7%
3	5	38.5%
4	5	38.5%
5 – Very well	1	7.7%
<i>3 responses</i>		

<b>In-House Respondents that Do NOT Use Legaltech</b>		
What is your department’s current stance on generative AI tools or large language models (LLMs)?		
<i>Select all that apply. Options were shuffled to avoid order-based bias.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
We don’t currently work with generative AI.	7	53.8%
We are concerned about the risks and ethical implications of using generative AI.	5	38.5%
We don’t trust how our data is being used by generative AI tools.	3	23.1%
We have existing vendors that use generative AI.	2	15.4%
We have invested in generative AI tools.	2	15.4%
We plan to invest in generative AI in the next 12 months.	2	15.4%
We have developed generative AI tools internally.	1	7.7%
We use open-source generative AI models.	2	15.4%
Other	0	0.0%
<i>13 responses</i>		

<b>In-House Respondents that Do NOT Use Legaltech: Legaltech and You</b>		
How frequently would you use legal technology tools if implemented?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Daily	8	61.5%
Weekly	3	23.1%
Monthly	1	7.7%
Rarely	1	7.7%
Never	0	0.0%
Not sure	0	0.0%
<i>13 responses</i>		

## Appendix II: Continued

<b>In-House Respondents that Do NOT Use Legaltech: Legaltech and You</b>		
Do you believe legal technology would improve your organization's efficiency?		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
1 – Strongly disagree	1	7.7%
2	2	15.4%
3	1	7.7%
4	4	30.8%
5 – Strongly agree	5	38.5%
<i>13 responses</i>		

<b>In-House Respondents that Do NOT Use Legaltech: Legaltech and You</b>		
What types of training would be most beneficial for you if legal technology were adopted?		
<i>Select all that apply.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Online courses	9	69.2%
In-person workshops	4	30.8%
Webinars	9	69.2%
One-on-one coaching	5	38.5%
User manuals and guides	5	38.5%
Other	0	0.0%
<i>13 responses</i>		

<b>In-House Respondents that Do NOT Use Legaltech: Optional Open-Ended Questions</b>
<i>Responses are confidential.</i>
What features or capabilities would you most like to see in future legal technology tools?
What concerns do you have about implementing legal technology tools?
How do you foresee legal technology changing the legal industry in the next 5-10 years?

## Appendix II: Continued

<b>All Active Law Firm or In-House Respondents</b>		
How many years have you been practicing law or working in the legal industry?		
<i>Optional.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Less than 1 year	3	0.7%
1-5 years	79	19.5%
6-10 years	183	45.1%
11-20 years	102	25.1%
More than 20 years	38	9.4%
Prefer not to say	1	0.2%
<i>406 responses</i>		

<b>All Active Law Firm or In-House Respondents</b>		
What is your age?		
<i>Optional.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Under 25	1	0.2%
25-34 years old	114	28.1%
35-44 years old	207	51.0%
45-54 years old	59	14.5%
55-64 years old	19	4.7%
65+ years old	2	0.5%
Prefer not to say	4	1.0%
<i>406 responses</i>		

<b>All Active Law Firm or In-House Respondents</b>		
How many years have you been practicing law or working in the legal industry?		
<i>Optional.</i>		
<b>Response</b>	<b># of Responses</b>	<b>%</b>
Male	178	43.8%
Female	221	54.4%
Prefer not to say	7	1.7%
Other	0	0.0%
<i>406 responses</i>		