



The Future of Legal Services

One Microsoft Solution for Legal



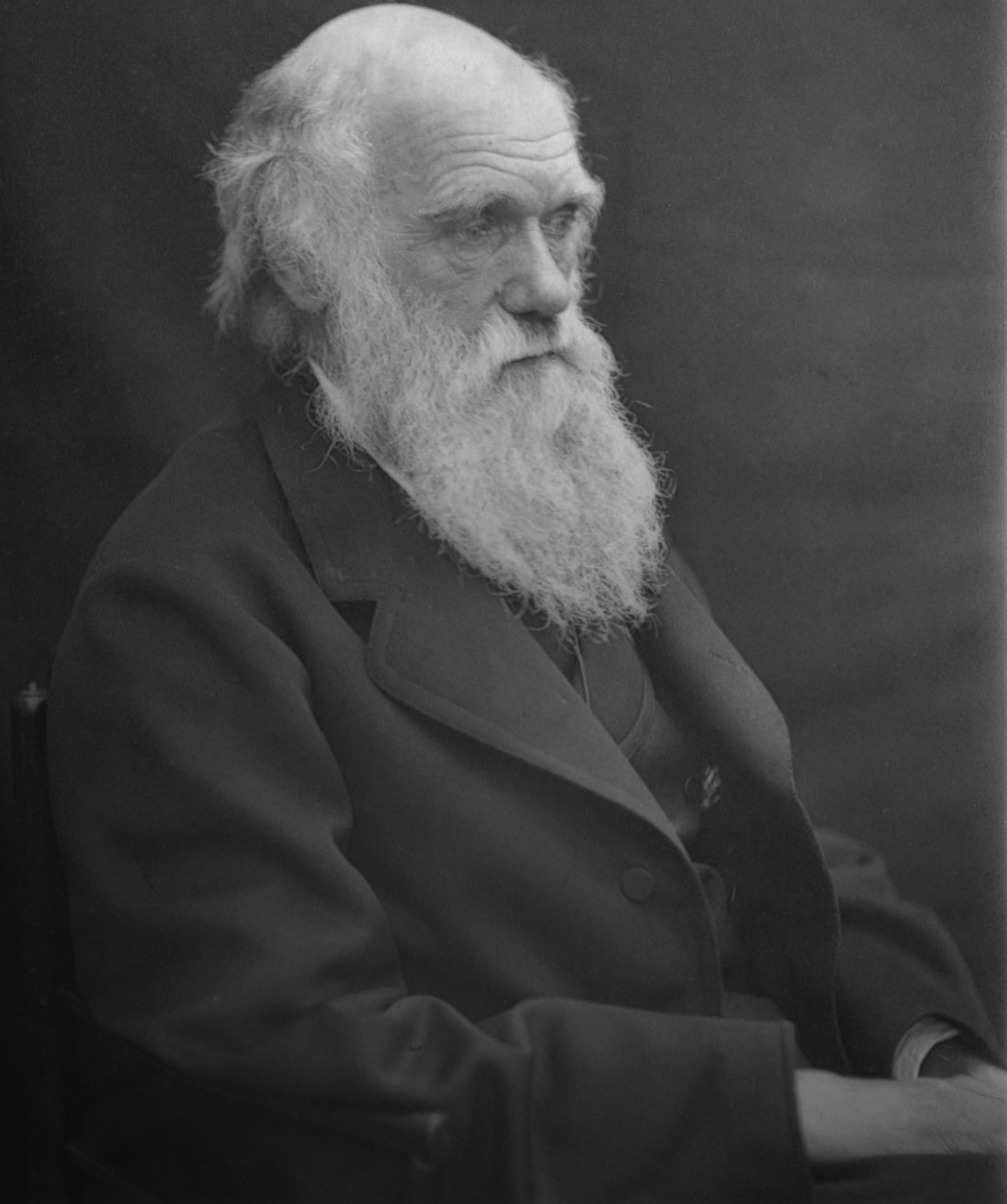
**International Legal
Technology Association**

- Microsoft 365 for Legal Initiative (Series in Spring 2021)
- There's No Going Back: Complex Hybrid Work in a Microsoft Environment (Dec. 1, 2021)
- The Brave New World of Compliance in a Teams Environment (Dec. 8, 2021)
- Teams: Your Phone of the Future, Now (Dec. 15, 2021)
- Better, More Inclusive Meetings with Microsoft Teams and Teams Devices (Jan. 12, 2022)
- Architecting Teams for Law Firms (Jan. 19, 2022)
- External Collaboration Best Practices (Jan. 26, 2022)
- How Do I Evolve My Licensing as the Microsoft Product Stack Changes (Feb. 2, 2022)
- **One Microsoft Solution for Legal (Feb. 9, 2022)**

All PowerPoint presentations available at www.iltanet.org/resources/recordings

It is not the strongest of
the species that survive
nor the most intelligent
but the ones most
responsive to change

Charles Darwin (1809-1882)



The Listening & Learning Process





The legal services landscape is evolving

Client needs and preferences are changing

- Increased focus on business outcomes
- Disaggregation of legal services gives legal departments control, choice and flexibility
- General counsels treated as businesses with KPIs, not just cost centers

Pressure to adopt technology is growing

- Budget pressures fuel desire for new efficiencies
- General counsels are looking for law firms that can collect and deliver data
- 2/3 of legal departments say their primary outside firm has made no progress in innovation over the past year²

New providers are disrupting the market

- Alternative legal services providers (ALSPs) and legal tech are disrupting traditional business models
- Offerings differentiated through state-of-the-art technology
- About a quarter of ALSPs interviewed say their systems use AI¹

Attorney well-being is a concern

- Teams feel isolated and fatigued due to remote work
- Organizations are struggling to maintain a consistent culture and onboard new staff in a hybrid environment
- 55% of law firms say attorney well-being is a top challenge²

What are the factors impacting your law firm?

Day-to-day legal professional experience



Multiple complex, often manual, cross-functional processes



Time-consuming email management



Inefficient collaboration through attachments with document control challenges

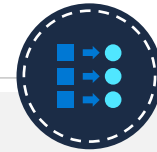


Loss of institutional knowledge and relationships due to remote work

Management efficiency and decision making



Disconnected tools, systems and data



No single view of workflow progress and distribution of tasks



Lack of visibility into client documents interactions, and satisfaction



Lack of systematic performance monitoring and management

Collaborative applications transform the legal experience



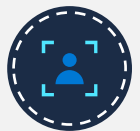
Empower attorneys to achieve more

- Integrate and simplify to achieve a seamless experience across your tools, and establish a single source of truth for your data
- Automate and optimize manual processes, including email filing



Enhance practice management

- Gain visibility into workflow progress, staffing, spending and performance through a unified view
- Achieve a clear view of relationships, pipelines, investments, and prospects



Personalize client service

- Track client interactions and handle inquiries through a single automated, digitized journey
- Give your teams the right information at the right time with advanced search capabilities and AI powered tools



Collaborate seamlessly on legal matters

- Grant clients access to self-service tools and portals to reduce the burden of exchanging information
- Create, edit, store, locate, and collaborate through a single document management system, designed for matter organization



Legacy systems are holding legal services back



Security vulnerabilities

For many firms, implementing security measures on prem to match the cloud is too costly to contemplate, leaving client data vulnerable to hacks.



Disconnected data

Siloed data systems prevent organizations from realizing the true value of their data, as valuable insights, trends, connections and relationships are missed due to lack of visibility.



Inefficient collaboration

Clients increasingly want transparency and real time updates. Today, most information is shared manually through emails, which is time-consuming and makes document control difficult.



Time-consuming management

On-prem servers carry high storage and maintenance costs and demand a great deal of time and expertise from IT staff to configure, manage, and secure.



Lack of backup and recovery

On-prem servers are vulnerable to physical catastrophes, like fire, floods, break-ins, or hardware faults and lack redundant copies of data to serve as backups.



Remote work barriers

On prem systems are designed for use in-house. In a hybrid environment, firms need a VPN solution to enable remote work which adds additional complexity for users and IT teams.

The cloud opportunity for legal services

Secure data



Client data is protected and monitored 24/7 by a world class security team equipped with cutting edge tools and global threat intelligence.

Unified data



Firms gain greater visibility through integrated dashboards and can provide clients with quick, insightful service. This unified data system provides a foundation for advanced analytics and AI/ML.

Frictionless collaboration



Legal service providers and clients can collaborate frictionlessly, in real time on a shared file. Clients have access to self-service tools like portals, chatbots and automation.

Simple management



The IT environment is simpler and less costly, allowing firms to shift focus to strategic initiatives such as adopting automation and establishing new technology driven offerings.

Resilient firms



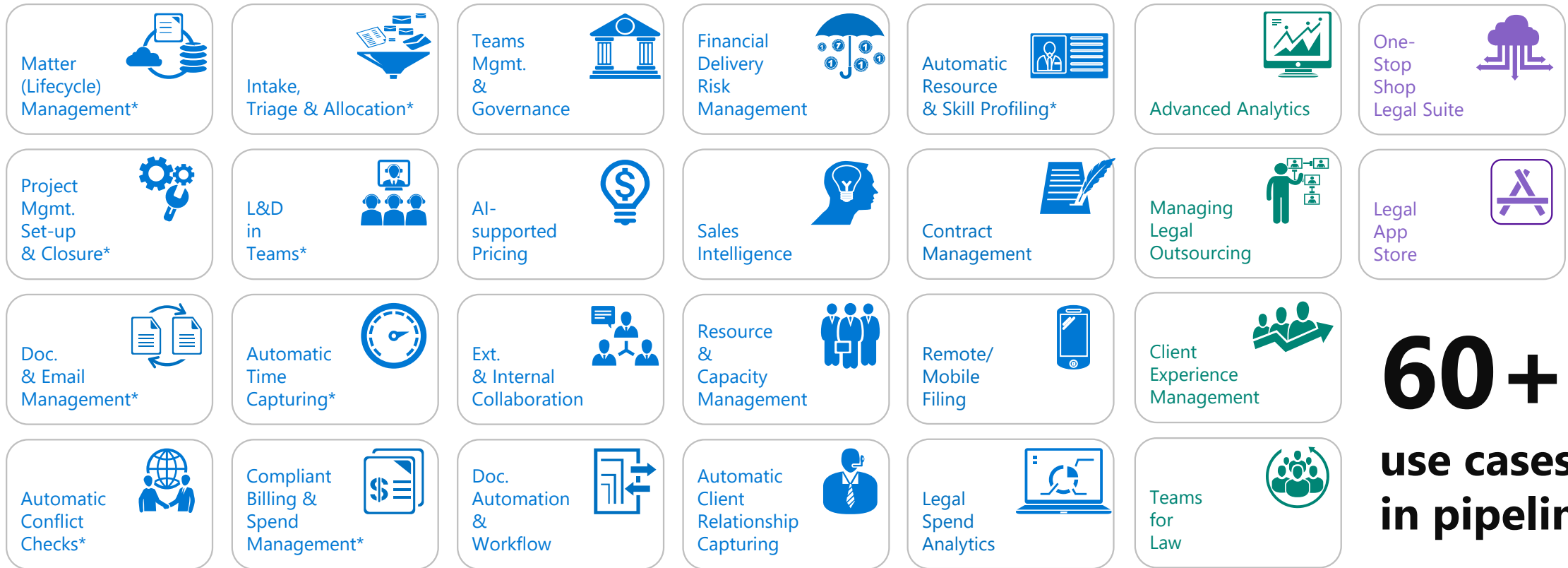
The firm is highly resilient with server redundancy. Firms have limitless scalability and improved application performance and uptime.

Attorney mobility



Remote workers can seamlessly and securely access information whenever they want it or need it, from any device, with Cloud collaboration tools to build strong connections across distributed teams.

Prioritized use cases



Horizon Wave

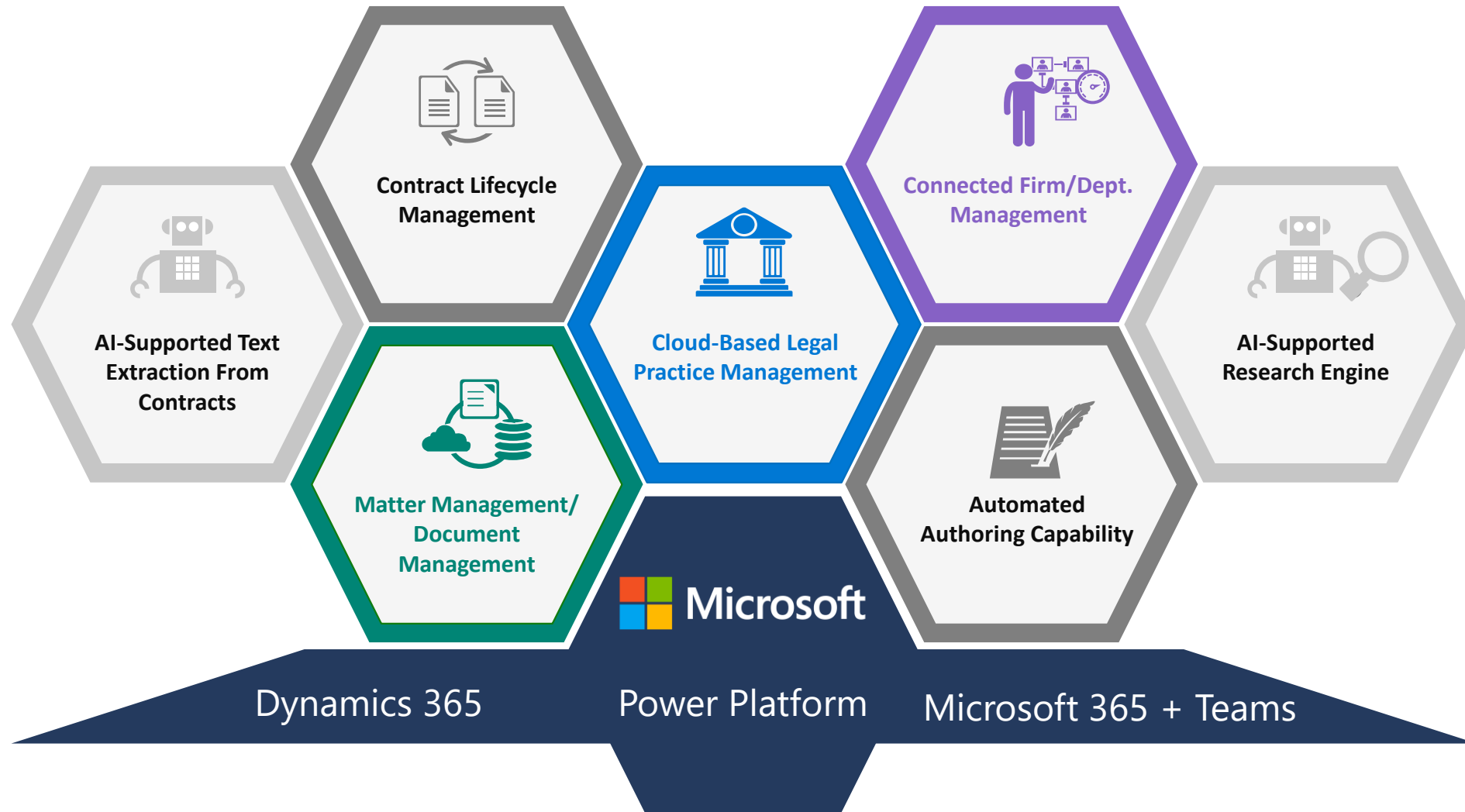


Horizon Wave



Horizon Wave





Thinking about the future of legal service...

- 1 What of your application portfolio really needs to go away, rather than be migrated to the cloud?
- 2 How do you think about collaborative applications?
- 3 How are you thinking about using artificial intelligence to drive new business processes?
- 4 How do you think about vertical applications? What ISVs and legal tech do you depend on to run your practice?
- 5 How are you leveraging your data estate to support your digital transformation?
- 6 What is your cyber strategy and how are you thinking of security as the foundation for your digital strategy?



Virtual briefing and whiteboarding session

Engage with Microsoft executives and engineers

Inspire creativity, content and experiences

Realize new opportunities, scenarios



Envisioning session

Realize new opportunities, scenarios

Shared vision, program of change and roadmap

Focus on value, reduce cost



Visit <https://www.microsoft.com/en-us/Legalindustry/>