

# Adapting to the Changing Legal Landscape

Results from the 2016 ALPMA/InfoTrack Survey

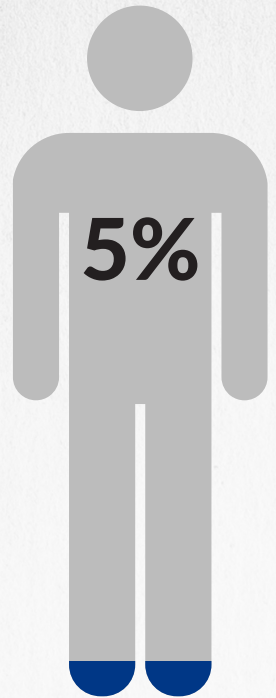
## Technology



More than one in five firms are challenged by a lack of in-house IT capabilities, non-integrated systems and a lack of technology investment.

## People

Only 5% reported that they have no people-related issues.



are satisfied with their culture **78%**

## Changing culture

**57%** are planning cultural change this year

## Progress challenges

Most firms are working on...

Workflow automation

Electronic settlement

Customer relationship management systems

Improving approach to performance management

## Innovation vs adaption

**1 in 2**

Almost one in two (46%) have no blueprint or plan for change.

almost  
**4 in 5**

## Process

Most leaders (78%) believe there is ample opportunity to change their firm's business processes with manual, inefficient and old-fashioned processes holding them back.

## The future

Truly innovative firms are working on...

customer apps

artificial intelligence

legal process outsourcing

Lean Six Sigma process improvements