

**VOLUME 3: ISSUE 2**

**TECHNOLOGY : A SALVAGE TO LEGAL FRATERNITY**

**By : SHRUTI MISHRA\***

**KASHISH JAIN**



## Abstract

The Covid-19 crisis and the disruption to lives and livelihoods that have followed have had a spectrum of affects upon individuals, including the people who make up every law firm. It will take a long time for employers to understand and then respond to all of those affects. Technology has had a crucial role to play in enabling people to keep working and earning. Being the sector lacking behind in running trend of technology, Now is the time, we believe, when all firms must begin to review where they have landed on the technology road map and what to do next to secure and deal with those open risks and issues. The pinnacle to get aware of about all the possible techniques we could adopt during this pandemic to stand with all our efficiency and deal with the current situation with utter intelligence. The research talks about the use of technology, various applications; software's which already persist in the developing world but still not accepted by us. It further explains different activities performed in legal sector and the inclusion of technology to give it a seasoning of modernization. It stipulates the need of replacing orthodox methods in which we are tangled to keep our survival up reducing our efficiency and proficiency.

**Keywords :** Covid-19, Economy: Environment, Sustainable Development and Sustainable Development Goals.

**Authors:** Shruti Mishra\*<sup>1</sup>

**CoAuthor :** Kashish Jain<sup>2</sup>

---

<sup>1</sup> The Author is currently pursuing LLB 3<sup>rd</sup> year at DAVV INDORE. Contact no. – 9174730200,  
Email - Mishrashruti659@gmail.com

<sup>2</sup> The Coauthor is currently pursuing 5<sup>th</sup> year BA.LLB at Jeewaji university Gwalior. Contact no. – 6266655673 ,  
Email - Jainkashish64@gmail.com

## INTRODUCTION

Wreaked by havoc of corona followed by social distancing and a nationwide lock-down in every country, almost every sector is under major encumbrance for keeping the financial wheels rolling steadily this year. Only alternative left is to lean upon the technology to deal with the uncertainty until reached normalcy. Every sector being agile is techno-friendly but still legal sector is behindhand in switching completely over technology. The phase of halt had opened the doors for legal industry to transmute the old traditional culture of dealing into a smart way. Over the past few weeks, we have seen the stage being set for making the change, the change that we all have been assessing and contemplating and have yet always resisted and to some extent ignored. The magnitude of the change requires all of us to contribute and participate towards making this a reality. As per the data from the Bar Council of India, there are about 20 lakh registered Lawyers in India and the growth rate with which new professionals are joining the profession is about 4 per cent per year. Contrary to the advent and disruption due to the deep penetration of technology in our lives, more than 95 per cent of the legal professionals across all legal forums like District Courts, High Courts, tribunals etc. face a lack of appropriate legal-tech knowledge and all these entities and professionals manage their cases, teams, documents, and all other legal requirements manually thereby reducing the efficiency, transparency and outreach. As per data we lose around 40% of our productivity due to task-switching. In a law firm, multiple tasking is imperative to stay on top of client work. Automation streamlines work-flow, optimization of time, efficiency and productivity. Implementation of legal technology adroitly, such as AI, proper use of the cloud, and mobility it enhances the work quality by replacing manual work flows, such as, client intake, billing, and more. Covid – 19 has somewhere proved into a positive opportunity for the legal fraternity to march towards the development.

## ARTIFICIAL INTELLEGEANCE AND LEGAL FIRMS

Artificial intelligence (AI) has come to market and is impacting industries across the spectrum. While the legal industry hasn't been the first to embrace AI, it has a lot of potential to benefit from this technology. Law firms that are embracing this powerful technology are working more productively and spending less time on monotonous tasks. Andrew Arruda, lawyer and CEO of ROSS Intelligence, used his insights as a lawyer to build ROSS, the world's first artificially intelligent lawyer. He says "lawyers serving on the front lines... get better results for their clients and become better lawyers in the process."

Applications of AI appear to fall in six major categories:

**Due diligence**– Litigators perform due diligence with the help of AI tools to uncover background information. We've decided to include contract review, legal research and electronic discovery in this section.

**Prediction technology**– An AI software generates results that forecast litigation outcome.

**Legal analytics**– Lawyers can use data points from past case law, win/loss rates and a judge’s history to be used for trends and patterns.

**Document automation**– Law firms use software templates to create filled out documents based on data input.

**Intellectual property**– AI tools guide lawyers in analysing large IP portfolios and drawing insights from the content.

**Electronic billing**– Lawyers’ billable hours are computed automatically.

AI continually changing the legal profession, requiring lawyers to possess an increasing number of skills to make use of such technology to remain competitive in the market. This wave of technology will also require the creation of more data analytics jobs that can tap into legal and business data-sets and generate actionable insights to improve the practice of law. We’re already seeing a rise of legal technology companies providing alternative legal services backed by AI and machine learning that are enhancing how lawyers practice law the day is not so far when law firms will begin building their own engineering departments and product teams, too. AI shall enable lawyers to complete more work at a higher degree of accuracy, freeing up bandwidth to focus on different or more complex types of work that can create substantial value for their companies and clients. Another factor to consider is that artificial intelligence will make legal assistance more affordable.

## **INTERNET AS A LEGAL TOOL**

Apart from achieving gains in economy, effectiveness and efficiency, information technology accelerates the deskilling of the ‘intellectual craft work’ of legal practice. The Internet offers lawyers the advantage of being able to search on any topic at any time; and according to the survey, the lawyers are making good use of the resources available. Internet can become the most important part of a lawyer’s practice or profession. It is not possible all the time to go through law books, texts, legal reports of judgment but with the access to internet it is a great relief for the lawyer as he can easily and effectively find out the relevant or required information/counsel through search engines. Moving towards an integrated approach to IT therefore provides a number of key advantages. Technology undeniable forms a key component in supporting the delivery of excellent legal advice now and in meeting the challenges posed by the potential opening up of the legal market in the future. In a nutshell, the lawyer who uses information technology successfully knows that he is in the information business as well as the legal business and that he is competing with others in the

information business. Philip Leith, author of “The Computerised Lawyer”, recognizes the intimate relationship between the two and does recognize the transformation potential of information technology. SO LETS DISCUSS the various sub sectors which can improvise its working by inculcating technology as a part of their lives. Where we will be comparing the old traditional mode with the modern ways and how it helps in increasing efficiency of lawyers and law firms.

## **THE IDEOLOGY**

On March 19, court systems as an important part of public service was articulated by the Chief Justice of England and Wales, when he stated as follows:

“We have an obligation to continue with the work of the courts as a vital public service, just as others in the public sector and in the private sector are doing...”

Legal fraternity until then were strictly adhered to manual practicing and conducting their services. But somehow the rigid mentality of our professionals came to an end by joining hands with the technology.

Although it is quite strenuous to adopt the technical mode of operating which has not been a part of our current work culture without sufficient knowledge, But to start with is never a bad idea. It is worth considering that most of the legal professionals are already acquired with some kind of technologies, applications which are part of their daily lives, so why not to initiate our work processing by expanding the same to our professional sphere, then the transformation would not be too difficult.

## **CLIENT MANGEMENT**

As per now virtual courts have overtook the trend by replacing the open courts due to compulsions associated with lock down coupled with social distancing. In this scenario to mark the presence before court is practiced via video conferencing supported by various applications we use today, which can be used as a regular method for streamlining client meetings. The only biggest secret of successful companies is that they are client centric. Approximately 86% of clients are willing to pay extra costs for speedy and superior services. Arranging meeting with clients through audio- video mode would save tremendous amount of time energy. Real-time messaging tools, emails, web conferencing virtual receptionists, marketing automation, and more will economize advocate-client communications in a way that matters most to your client: seamlessly. And will also help both of them to keep a record of previous communications as well.

Apart from the day to day application some of the websites are:-

- **Lawrato.com:-** allows users to reach out to lawyers via email, phone, video calling and personal meetings. Users can post queries online, get them answered by lawyers and book a consultant for detailed opinion.
- **Lawyered.in:-** administers access of critical legal services just at a click. Introduces to lawyers with the clients and lets the meeting to be fixed online or offline whichever mode preferred.
- **Legalraasta:-** committed to helping start-ups and small business owners in solving legal compliance. Offers affordable, quick and automated professional services to clients. Through technology, brings numerous government/ legal forms at one place and have simplified them to be fully understood by common man.

## DOCUMENT AUTOMATION

Legal documents are an analysis of facts and presentation of arguments. It involves drafting, updating contracts and wills, document reviewing, template customization etc. Drafting and other paper work seeks a lot of time and iterations. Each type of document corresponds to different set of rules, compliance and contracts. It takes almost triple the time to dictate the content and rechauffe the entire document which is rather not an assured procedure to ensure that the document require no further modifications. According to an international association for contract management, organizations lose 9.2% of revenue every year due to poor contract management. Even the supreme court had opted for online mode for rendering the service of summon, notices and other necessary documents mandatory in almost all legal proceedings through instant what's-app, emails, pdf's, messengers. Although the intention conceiving the idea of jumping towards the progressive method is to prevent transmission of corona but is a step towards linking the legal world with technology. In an online seminar organized by Tamil Nadu Dr Ambedkar Law University (TNDALU) on access to justice and judicial reforms sitting Supreme Court judge Justice Surya Kant opined that technology must be interlinked with current system. The modes opted must not be temporary. A mix functioning physically as well as technically would be ideal in dealing with perceived docket explosion.

Legal contract management being the focus for many firms to hit the profits is the process of managing the flows of contracts held between a company and its clients/a legal department and other divisions in a corporation. Elements of contract management include contract creation, negotiation, adherence, service level agreements, and documentation.

Some of the most popular types of contracts that legal professionals use are:



- Deed of trust
- Rental lease agreement
- Service agreement
- Commercial agreements
- Litigation documents

The effective contract management process acts as a safeguard against all sorts of legal actions by successfully and timely fulfilling all the requirements. Legal project management and contract management are now critical to managing various legal processes and satisfying clients at scale. Without a streamlined administrative process, it is almost impossible for legal teams to complete all their arrangements successfully. According to the General Counsel's Technology Report by Forbes Insights and K&L Gates, 35% of legal professionals feel contract management is a legal responsibility, with 45% feeling it's a business responsibility.

Larger firms that produce thousands of contracts rely on software products to oversee the completion of hundreds of existing agreements and documents. For these firms, it wouldn't be cost-effective or financially viable to attempt to manage their flows of paperwork with manual processes.

Here are some assessors to figure the problem out.

- Centralizing files in cloud based document software like Microsoft one-drive, Google drive, box, Drop box are the easy and feasible methods.
- With cloud-based documents and simple review and document comparison tools, collaborative work can be proceeded despite the physical and temporal separations.
- With tools like Litera\_Desktop that provide a unified platform for all document-related tasks, attorneys can automate aspects of document creation, proofreading, comparison, and more without needing to call on support staff or waste their own time.
- Contract companion(Litera Microsystems), Drafting Assistant(Westlaw Next),Word Rake helps in Proofreading or reviewing a completed written document for spelling, grammar, inconsistencies, punctuation errors, formatting mistakes, typos cross-references, citations, quotation marks, numbering, phrases, and even drafting.
- Lawgeex assist legal teams to automate review and approve day to day business contracts making the task easier and time saving.

- Bigle Legal enables to create a template once and that you can amend individually rather than editing dozens of individual documents.

## **SPEECH RECOGNITION**

- The practice of law was always centred on oration. Later shifting its focus from oration to dictation and more emphasis was given to document creation, storage, and retrieval. The most of the time consumed was in meeting clients and understanding their problems, researching and studying past cases and trial histories, and drafting original case-related documents. From the old typewriting devices to the medieval word processors and the contemporary personal computers, document production and management has remained one of the core activities of the legal community.

This tide is turning and many lawyers are now spending more time on oration, defending their clients or arguing against their opponents, with less time remaining to complete their documentation works. The documentation requirements of today's legal practice are tedious and involve heavy writing. To tackle this Speech recognition is a technology which enables a machine to convert a person's speech into text by recognizing the spoken words in it. Every speech signal is converted into a set of words using AI algorithms implemented through a computer program. The text data thus generated through speech recognition is analysed further to derive useful insights.

The recent advances in speech recognition shows significant increase in performance, accuracy of detection, and ease of use For instance, Google's Cloud Speech-to-Text can recognize 120 languages and variants and has recently accomplished a 95 per cent word accuracy rate for the English language. Achievements of this kind are already creating remarkable breakthroughs in the legal domain.

Dependency on such technology would minimize dependency on support staff, lower transcription costs, dedicate more time to understand clients and their problems, and focus on any important business that could cross a lawyer's desk.

- Windows has had built-in speech recognition since Version 7, and apple added voice recognition beginning with Mountain Lion and higher versions of its Mac OS X operating system. You can dictate content and control your computer with both the Windows and Mac versions.
- Then the most obvious contender is Dragon Speech Recognition, which is the arguable leader in the voice-recognition software category.



- There are a few other options available BigHand, Winscribe or Philips can fit the best to speech recognition tools.

## TRANSLATORS

In a multilingual environment, criticality is even significant because of the risks involved. All translation involves code switching from one language to another, with all the cultural baggage that this entails. In recent years, due to increased population mobility, the presence of languages other than those normally taught at secondary and undergraduate levels, and hence in undergraduate translation degrees, has highlighted the pressing need to address this demand, which is most obvious in the courtroom. Legal translators must work not only between two languages and two cultures but between legal systems that may vary. There should be no room for error when it comes to translating a legal document in another language. For all legal and official purposes, evidentiary documents and other official documents are usually required to be submitted in the official language(s) of a jurisdiction. Translating manually is a time consuming and can be strenuous job in case if represented in some other state having different language. Technology provides a solution to this problem as well by providing the option of language to be translated in few minutes.

On July 17, 2019, even Supreme Court's website became the dedicated home of the translations in Assamese, Hindi, Kannada, Marathi, Odia, and Telugu. This is a first in India where the language of law is English, though four northern states use the local language, Hindi, in their High Courts. So why not legal firms should move in the direction drafting or using bi-languages to comfort their clients who are unaware of the language used in the courtrooms.

- **Translation India's legal translation** services guarantees translations with 100% accuracy.
- **Lingua World Services** is a huge platform translations service is provided.
- **Pairaphrase** offers best-in-class language translation software for legal documents, perfect for law firms. Thus modern document translation software can help you produce better legal translations by easier management, better translations, saves time, and is secures confidentiality as well.

## PRACTICE MANAGEMENT

Law Practice Management means to synchronize the front and back office activities of legal practices including: calendaring, appointment scheduling, case management, conflict checking, messaging, financing, etc. An automated functioning helps in eradicating the time consumption and increase the accuracy in work process.

- The two original cloud-based practice management products are **Clio and Rocket Matter**
- One of the oldest practice management companies, **Tabs3 Software**, also acquired one of the new cloud-based platforms, **CosmoLex**.
- **PracticePanther**, believed to be among the top companies in this space in terms of market share,
- **LawGro** helps law firms grow their practice. It offers a cloud & mobile based legal practice management software powered by Artificial Intelligence & driven by real time analytics which helps to capture billable hours, categorize tags based on client requirements, set up custom rules, and more.
- **Dibcase** Records management, task management, integrated calendar, Appeals Council spread sheet importing, document generation

## CONCLUSION

As the application of technology is a part of everybody's everyday life, there is an expanding demand for online services. Over a third of companies and almost half of users who use legal assistance say that they want online legal services. Consumers are stirring for technology in conveyancing, particularly to bring transparency and better access to information. Other advantages to using technology to deliver legal services are that the Government are looking to enhance the home buying process, by introducing e-conveyancing to this area of law. Federal Rules of Civil Procedure enacted in late 2006 have further fuelled the need for tech-savvy legal professionals. The new Federal Rules require parties in litigation to preserve and produce documents that exist only in electronic form ("e-documents") such as e-mails, voice mails, graphics, instant messages, e-calendars and data on hand held devices. A survey found that 87% of professions still use traditional pen and paper for their practice, meaning that law firms aren't using methods that can improve their service. The reason for this is because of the integration of the service, 64% found it difficult to work remotely whilst 52% had issues with the speed of their systems. Law firms need more secure systems that once implemented in their services can work effectively with regular maintenance to prevent issues for law firms and thus, indirect issues affecting consumers. It's clear that the legal industry is one of the industries that were more resistant and less proactive to the change that technology was bringing, but the tipping point has been reached and the profession is in a state of perpetual change which will dramatically change the dynamics of this traditional industry.

The Solicitors Regulation Authority (SRA) confirmed that increased use of technology can help the legal market by improving access to legal services, meet demand of their clients, drive competition in the market and improve standards of customer service. The SRA believe if firms can increase their efficiency and production output, they would be able to reduce costs which would, in turn, meet the needs of those who cannot afford legal advice – while still retaining profit for the firm. There is no doubt implementing technology greatly improves efficiency, productivity, accuracy, consistency, and even profitability. More importantly, though, using legal technology can make better use of solicitors' time to concentrate on their clients by giving the highest standards of service and client satisfaction. As clients demand services to be turned around quickly, AI applications can automate routine process work rapidly and in half the time a human lawyer can. Faster processing of everyday routine legal tasks coupled with better engagement will make clients more satisfied. And though there is no better time except now to include technology in our lives and get used to it.