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**LEGAL TECH IN LAW FIRMS : AN ANALYSIS OF ADOPTION OF LEGAL TECH  
IN INDIA, UPDATING IN LAW SCHOOLS AND COURTS**

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## Abstract:

The business models of many law firms or we can say the legal profession as whole is experiencing a considerable change since the day the law firms has adopted the technology for their work in fact it consists of services which do not require legal education but require data procession. Legal technology or legal tech consists of lots of solutions at various levels for both the lawyers and the clients. Legal technology has turned out to be an essential element of competition within the legal market. This paper will highlight the superiority of the legal technology in comparison to the traditional firms. By using legal technology, a lot of advancements can take place. Through the use of technology legal services have turned out to be more affordable and are easily accessible to all because the lawyers are experiencing a relaxed working environment. Coming to the law schools then the main subject for this paper would be the specific treatment of the support for the law teachers so that they can conduct legal and socio legal researches. The Indian law teachers needs to be inspired to use the readily available technology and should contribute more interactively to the legal education reforms. The internet technology available in a courtroom can be configured without the parties to spend extra money on the additional hardware's and software's. The lawyers and the judges deal with the data because of which it is possible to create high technology courtrooms and the virtual courtrooms. The virtual courtrooms would replace the traditional ones and even the tribunals. The traditional places of the law and judgments will experience a new form of virtual evidence and the adjudication. However, we have an opportunity so that we can build a technology which will be specialized in virtual courtrooms.

**Keywords:** data, legal technology, traditional firms, education reforms, virtual courtrooms.

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# INTRODUCTION

## **Legal technology:**

Legal technology refers to the use of technology and software for providing legal services. This helps in law firms with the practice management, storage of the documents, accounting, and billings<sup>3</sup>. The use of technology makes the person use the online software's which eliminates the need for consultation with a lawyer (Wikipedia, 2020). The law firms which are successful enough understand the need of the legal technology in their firms so that they can understand the workflows and the technology helps in improving the quality, efficiency, and the experience of clients. The firms use technology not because it is considered to be cool but because they know that if they use it then it would enhance their work and will make it look better (Lawyerist, 2020). Legal technology is considered to be highly complex to understand because it keeps on changing from time to time, lawyers working in the firms are never taught how to use technology strategies their law schools, how to adapt with the right tools and how to keep them updated with the latest trends which would be useful. The lawyers working in the firm need to make the legal tech work for them and not against them for this they need to run efficient practices and choose the right solutions for their problems. The tech-driven firm will help in providing more efficient information. A legal tech buying guide will provide their thoughts with the help of hardware, software's backups, etc. As a lawyer it is important to have legal technology for the growth of the firm<sup>4</sup>.

## **Blending of the law and technology:**

### **The services of legal technology:**

The main approach of the legal tech industry is the cybersecurity and the privacy issues which is faced by the firms<sup>5</sup>. These technologies know how to perform the legal operations and what the actual needs of the lawyers are (Intellectsoft, 2019).

### **The various services provided by them are:**

**Practice management software:** They concentrate mainly on activities such as billing, task management, project management, client management, etc. If there is a proper channel of communication between the clients and the lawyers then the practices will be run more efficiently.

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<sup>3</sup>Rubin, Basha (6 December 2014). "Legal Tech Startups Have A Short History and A Bright Future"

<sup>4</sup>Hibnick, Eva (7 September 2014). "What is Legal Tech?". The Law Insider.

<sup>5</sup>"The Cloud Has Landed: 10 Legal Tech Innovations and What They Mean". *Wisconsin Lawyer*

**Legal billing software:** The legal billing software helps in proper time tracking and invoicing the processes. These applications are supported by artificial intelligence so they can collect the data easily which is related to the client's activities (Unicornly, 2020).

**Law firm business intelligence:** They help in sifting through the data and the information available so that they can find new ideas and opportunities for earning more profits in their firms<sup>6</sup>.

**Document management:** Most of the attorneys have to create a huge amount of volumes for their letters, agreements, and a great amount of documentary information. So, the legal technology helps in managing this information.

**Document automation:** It helps in the production of documents related to law, generating documents with very high quality after consulting the various users, professionals, or by legal document services.

**Document analysis:** AI helps in converting the unstructured documents into structured data. They can convert this automatically. They help in making all the data available when we need them, this will help in saving time, money, and labor<sup>7</sup>.

**Contract management:** This helps in the creation and tracking of the contracts. The lawyer's structure all the contracts and try to create a link between them. This technology helps by automatically extracting the contract terms so that the review of the contract can be done.

**Online dispute resolution:** They concept is related to the virtual courts and eliminating the traditional courtrooms. They partially or wholly help in resolving a dispute and creates a solution on their online platforms.

**Legal chatbots:** This is a software that automatically does the tasks which are usually carried out by the lawyers. Various lawyers use this so that they can complete their tasks speedily and so that the clients can also receive a better experience.

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<sup>6</sup>See more about this at <https://unicornly.io/legal-tech/>

<sup>7</sup>ibid

**Conflict check software:** This software scans that whether the client is presenting a conflict of interest for the firm or the lawyer. This application will help in analyzing that law firms meet their requirements related to professional responsibility.

**IP asset management:** This software protects the patents, copyrights, trademarks, etc. This manages the intellectual property portfolios with the help of billings, docketing, etc.

**Risk management:** Organizations that are there at small scales to the organizations at large scales have to face a large number of risks daily. The risks can be of many kinds such as financial, governance, legal, etc. So, this software helps in predicting these risks and will help in taking measures to prevent it.

**Regulatory compliance:** This will help in reducing the regulatory cost of the business and will help in minimizing the risks. This tool will help in providing alerts for detecting the changes that can cause risks.

**Legal research and analytics:** This will help in quantitative analytics which will create visualizations of the various correlations in the case laws.

**Document review and e-discovery:** This tool is helping the lawyers to review their documents more efficiently. It helps the lawyers to manage the entire discovery lifecycle.

## **Technology and application areas:**

Legal tech is an industry in which they can perform the digital transformation i.e. They use technology and various software so that they can simplify their operations and come to the pace with the modern customers (Intellectsoft, 2019).<sup>8</sup>

### **They comprise of the following software:**

Artificial intelligence algorithms.

Analytics software tools.

Workflow software tools.

Cloud technology

Distributed ledger technology.

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<sup>8</sup> See more about this at <https://www.intellectsoft.net/blog/what-is-legaltech/>

### **Difference between legal tech and law tech:**

Legal tech refers to the various software and technologies which are used by the lawyers so that they can ease out the workload. Whereas law tech refers to using technology for their clients. Lawyers think that law tech is not an appropriate name because it only implies the subject of law rather than any industry (Medium.com, 2018).

### **Artificial intelligence document analysis:**

Artificial intelligence is used in the legal industry to ease out the large amount of paperwork. It is used due to its diligence, compliance management, and insurance. Artificial intelligence uses computer visions, machine learning, etc. so that they can analyze the documents in a much faster speed as compared to humans. It makes it possible for the people to concentrate more on the important tasks so that they can accurately divide their time and benefit it for the clients (Intellectsoft, 2019). Therefore, artificial intelligence can be used to ease out the work which is done following the classical legal business.

### **Technology in the office:**

The use of computers in the legal practice which has encouraged the lawyers, paralegals, and various legal secretaries to use the electronic spreadsheets, database, presentation applications, etc. The electronics in the organization has changed the method of preparation of the legal documents. The firms are not using the electronic mediums to edit, archive, and distribute the documents. The invoices made on the traditional papers have now been replaced by the electronic billings (Vertical IT, 2020).

### **Technology in the courtrooms:**

The filing of papers in the court electronically is referred to as the E- filing. The courtrooms now post their filings on the online databases. The latest courtrooms have now set up the bells and whistles through which they can use the latest technology. The monitors and the types of equipment help in presentations in the courtrooms (Comtech, 2018).

### **Legal technology in corporate environments:**

Companies are using technology to form strategies that can be advantageous to the firms. The computers are used for filing copyrights, trademarks, prepare budgets, etc.

### **The legal tech platforms which can help in modernizing the law firm:**

**Diligen:** This software provides the firm an easy to use interface, automatic contract analysis, and project management. This software will help the firm in focusing on important tasks and

will help in bringing new ideas to the firm. If humans perform a task there is a possibility of errors but this software will complete them with perfect accuracy (Diligen, 2018).

**ROSS intelligence:** This is a software that uses artificial intelligence to perform legal researches more accurately and efficiently. ROSS introduces a traditional search function such as those of the LexisNexis or the Westlaw which provides all the required tools for research (Diligen, 2018).

**Zoom.ai:** This provides all the employees with a personal assistant so that they can carry out everyday tasks and activities. This will help to streamline all the business scenarios such as meetings, travels, etc.

**Clio:** This software will help in streamlining the operations such as from billing to the documentation. This is a time tracking software that will allow keeping all the tabs of bills accurately and timely and will reduce the time taken on these tasks.

**My Case:** This is considered to be the all in one solution for the law firms which will help in efficiently managing the practice. The various time-consuming tasks which include invoice making, billings, management of contacts, etc. can be done through my case.

**Abacus law:** This is known to be the best legal solution. This software provides various powerful tools that will manage all the aspects of the law. This provides access to all the information in one single place<sup>9</sup>.

**There are three stages which are necessary to be followed for enabling the smooth adoption of technology in the legal departments(Axdraft, 2019 ):**

**Choosing the right technology provider:** It is a very crucial step to do that the legal practice can be managed more rationally and can deliver better services to the clients. The elements necessary for the adoption of legal tech are:

**Onboarding:** This is the top priority for any innovation process. Onboarding will provide benefits to the firm only if the company and the tech provider properly align with each other. One or two onboarding specialists is required to establish communication between the team and the provider. They are also responsible for setting up the infrastructure of IT which is required for integrating the new technology. Companies require to hire specialist which are responsible for the adoption of technology.

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<sup>9</sup> See more about this at <https://www.diligen.com/6-legal-tech-platforms-that-can-modernize-your-law-firm/>

They can act as a bridge between the lawyers and the technology initiatives which are needed to be adopted by the firms.

**Support:** The tech company finds a new solution because people resist change. The tech service providers should be ready to provide 24/7 support to the people whom they provide their products and services. Nobody knows the product the way the manufacturer or the company that created it. Through this way, they can ask for feedback from the people and can improve their product by introducing new versions.

**Integration:** The staff of the firm will embrace the new technology if it fits the software of the firm or department. The legal service will form the feedbacks depending on the existing systems with the external offerings.

### **Legal education in law schools:**

Due to the crisis in the justice system throughout the world, it is causing a huge impact on the legal education system. The reputed universities in the world are trying to find new ideas and solutions so that they can have a qualitative push in improving the education system. In this process, the small law schools have to fight for their survival in this cut-throat competition. There is a necessity for the legal education reforms because the states have confirmed that they have outdated training programs and have a lack of access to education. The various students in the law fields do not have so much money by which they can afford the legal education because of the high cost and the distance in the universities and the place where the students live (Forbes, 2019).

**The president of the law schools global league had introduced few advices which will help the universities in becoming successful:**

**Creation of multicultural academic groups.** Through this method, the students will be able to learn new software skills within their universities.

**Project-based learning.** Through this, the students will ask for help within their group only and the professor will only be asked for help when it is necessary. Students will be able to control their learning's independent.

**Strategic partnership with non-law schools.** In this when the students will get an exposure to interact with the students of other universities then they will be able to work more productively on various multidisciplinary topics.



**Cooperation** with the law firms and the companies of IT will help in ensuring the relevancy in the curriculum.

The teachers, leaders, and the administration of the law schools must have an **innovative and entrepreneurial spirit**.

## **Can technology upgrade legal education?**

If we expect a society where every person is emancipated then new ways should be introduced for access to education. If we talk about the US there is only a small portion of Americans who can afford to go to a law education at a university. There are a lot of people who live very far from law schools and cannot commute there easily (Axdraft, 2019 ).

Example: there is no American bar association through which the law schools can be accredited. So, for places like there is only one solution that is online education. The universities such as the Harvard law school, Stanford law school all of these universities are finding methods to help the students by adopting innovations in their programs. (Cnbc makeit, 2020)

### **Technology in the law schools in India:**

Technology is creating a global evolution in the law field. It has been accepted by many law professors for achieving educational objectives. Technology has played a great role in transforming the legal practice but has not able to change the way the law professors teach. Many professors do not want any change in their methods of teaching. Law professors think that the technology is unreliable. Some professors want to communicate with their student which according to them is only possible in a classroom. Using technology will only bring stress and uncertainty to their comfort zones. In the later life of the students when they become a lawyer, they will need a laptop or a computer for doing their work efficiently. But due to technology, the students will be encouraged to take class notes on their laptops or tablets by using various software such as Microsoft word, google docs, etc.

Measures need to be taken for encouraging the professors to adopt a tech-friendly environment because if the faculty is not teaching the students with technology then the students will never learn to use it in practice.

### **The technologies which should be taught to the law students are:**

**E-Discovery:** Law students should be able to use the e-discovery tools so that they will be able to make efficient use of it and save their time.

**Presentation skills:** Power Point presentation is a necessity because the attorneys are required to have very good presentation skills and should be able to deliver it to their listeners.

**Marketing/ web designing:** Nowadays the clients use the online self-help options but more than half of the law firms do not have a website of their own. Half of the firms spend a lot of money on web development but which ends up not being user friendly.

**Hardware/ software:** Lawyers which are present in a small environment have to make very difficult choices related to technology. The firms can hire consultants for recommendations for the best software or hardware for their firms.

**Case management lawyers:** Lawyers use a large number of tools through which they can manage the clients and the cases. These help in storing, retrieving the necessary documents.

If the technology is incorporated in law schools then it can be possible that there is a lack of technology savvy law graduates. It is considered essential that if a person has to work in law firms then he/ she needs to know about the necessary technology.

Due to this the traditional method of hiring the employees will be replaced by hiring the employees who know the technology. The graduates who are planning to work in the courts will also be benefitted if they know the technology through which they will be able to satisfy their clients. In the law field knowing technology means having more new clients, stronger products, and will be able to divide time in a better manner. Therefore, technology is truly changing the practice of law in a better manner.

#### **The future of lawyers: legal tech, artificial intelligence, big data, and the online courts:**

In today's world artificial intelligence is providing a solution to solve the issue of access to justice and is trying to completely change our legal system which is coming from old times.

**The future of law:** Future of law the book written by Richard which was published in 1996 had predicted that in future times the lawyers and clients will be communicating through emails. At that time it was shocking for the people working in the law fields but today it has now become common between the lawyers and the clients (Forbes, 2020).

In our current scenario, the problem to access to justice has become insignificant. If we talk about facts then only 46% of the people have access to the legal system. Litigation requires a lot of time and money so with the help of technology we can have legal resolutions online.

The people who are using the court system can submit their evidence and their arguments to the judges through the online platforms so the judgments can also move from courtrooms to online. Through the online platform,

an alternative dispute resolution can also be provided and will be able to guide the people regarding their legal issues.

The lawyers do not need to write the court dates anymore instead through machine learning they can know the next case and can act accordingly. But there are obstacles to it as well because the politics will then not be able to support the lawyers and the judges through funding them. So, technology will improve the outcomes and people will be able to get their disputes resolved. This does not solve all the problems but there can be an improvement in the legal system.

### **The future of lawyers:**

The technology in the legal system supports the lawyers in emails, accounting, and many more. The biggest struggle is that the law schools because they are making more 20th century lawyers while there is a need of more 21st century lawyers so that they can work in the companies and meet the demands which can be delivered electronically. The legal work now can be done with the help of machines, in the past, this could not even be imagined. Many lawyers and paralegals review these documents. The machines are now started to draft documents. Nowadays machines are doing tasks which could only be thought to be done by the lawyers (Forbes, 2020).

Lawyers will be able to find new ways by which they can solve the problems with the help of technology. The legal sector has started to be digitized and the industry has started to bloom due to what the technology is offering. In the future, the lawyers and the machines will move hand in hand which will help in changing the works of the lawyers because the machines will solve the tasks in a new way.

The legal data is considered to be the ideal ground for artificial intelligence solutions. The more the cases in which artificial intelligence can solve more will be the learning to detect the errors. They can handle the legal reviews present on a large scale which are necessary for the change of law. They are considered much better in aspects of the accuracy and the time taken.

### **Principle legal tech business areas:**

#### **Firms with legal technology:**

Will take advantage of the technology so that they can fulfill their operational needs and meet their goals.

They will be able to save paper by scanning and by digitally filing all the papers and keeping all the things they need safe.

If the firm is a mobile firm then by using mobile technology, they can update their firm and do work productively.

For a person to reach its goals it is really important to upgrade itself according to the technology evolution and if a person doesn't follow it then he/ she would become frustrated because they will not be able to the operations effectively and will have a lot of losses in their revenues (ESQ Law, 2020).

A comprehensive tech plan should be set because a proper plan will only help to outline the various steps which will help in reaching the tech goals which are set for the firm.

### **Embrace the legal technology and become more client focus:**

The companies or firms which focus on the needs of clients or the customers become more successful. The companies which focus on the clients earn 60% more profit than the companies which do not focus. So, the main point is that the companies need to focus more on their customers<sup>10</sup>.

For a law firm to become more successful they need the right technology for focusing on the clients. There is a software which helps in focusing on the clients effectively which is the client relationship software (CRS). Through this software, the client will be able to book an appointment for themselves for speaking with the firm according to the schedule of a firm. There are other tools available such as emails, text communications, and marketing automation, etc. all this will provide legal services that will matter to the client the most.

### **The various legal technology available from which the firms can select are:**

Word processors

E-discovery software

Cloud-based software

Backup software

Accounting software

Practice management software

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<sup>10</sup> "Four Areas of Legal Ripe for Disruption by Smart Startups". Law Technology

Billing software

For all these software's to work there is a need for hardware which includes the computers, scanners, monitors.

## **Legal technology leverages on other systems:**

**The legal tech allows the firm to use the system to the maximum advantage. The various systems are:**

**Marketing:** Marketing automation should be adopted and should be implemented. The tools such as the CRM systems will help in automating the repetitive tasks and would not waste the time of the firm.

**Office management:** This tool will help in managing the clients and the scanners will help in tracking the location of the files when there is a need for them.

**Client intake and services:** This will help in providing client-focused services by creating more communication and different modes of contacting improve the billing process and will help in increasing the delivery of the legal services.

**Finance:** The various accounting software will help in managing the finances of the law firm. The other feature available in the mobile time tracking which is developed to be used in the legal field specifically.

I will explain the concept of the legal tech business area with the help of a case study

Magoosh is a company which comprises of two teams which have 50 agents each. Each team have their separate work such as first team have to handle the account inquiries and the other team have to handle in depth questions for specific tests. They use Zindesk for handling their consumer request but the staff found it difficult to discover the macrons so that they could offer help to the clients. So, to resolve this problem a digital genius AL platform was introduced comprising of magoosh Zindesk console so because of this they could offer help to their clients easily.

## Conclusion:

The legal education focuses on the disengagement with the profession because the law schools are not preparing the students for practicing instead, they are making the students more experiential, engaged, and focused on active learning. Law schools and the professors are trying to embrace new methods for the teachings which can be based on the skills which the lawyers will need for their practice. If a lawyer uses the technology effectively in their firms then it would lead to more clients and will help in using the time efficiently. Through the teaching of technology, they will be able to have better job prospects. So, the law schools must train the students how to understand and choose the best technology for their firms.

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