



ILTA'S TECHNOLOGY SURVEY

2022

SURVEY RESULTS

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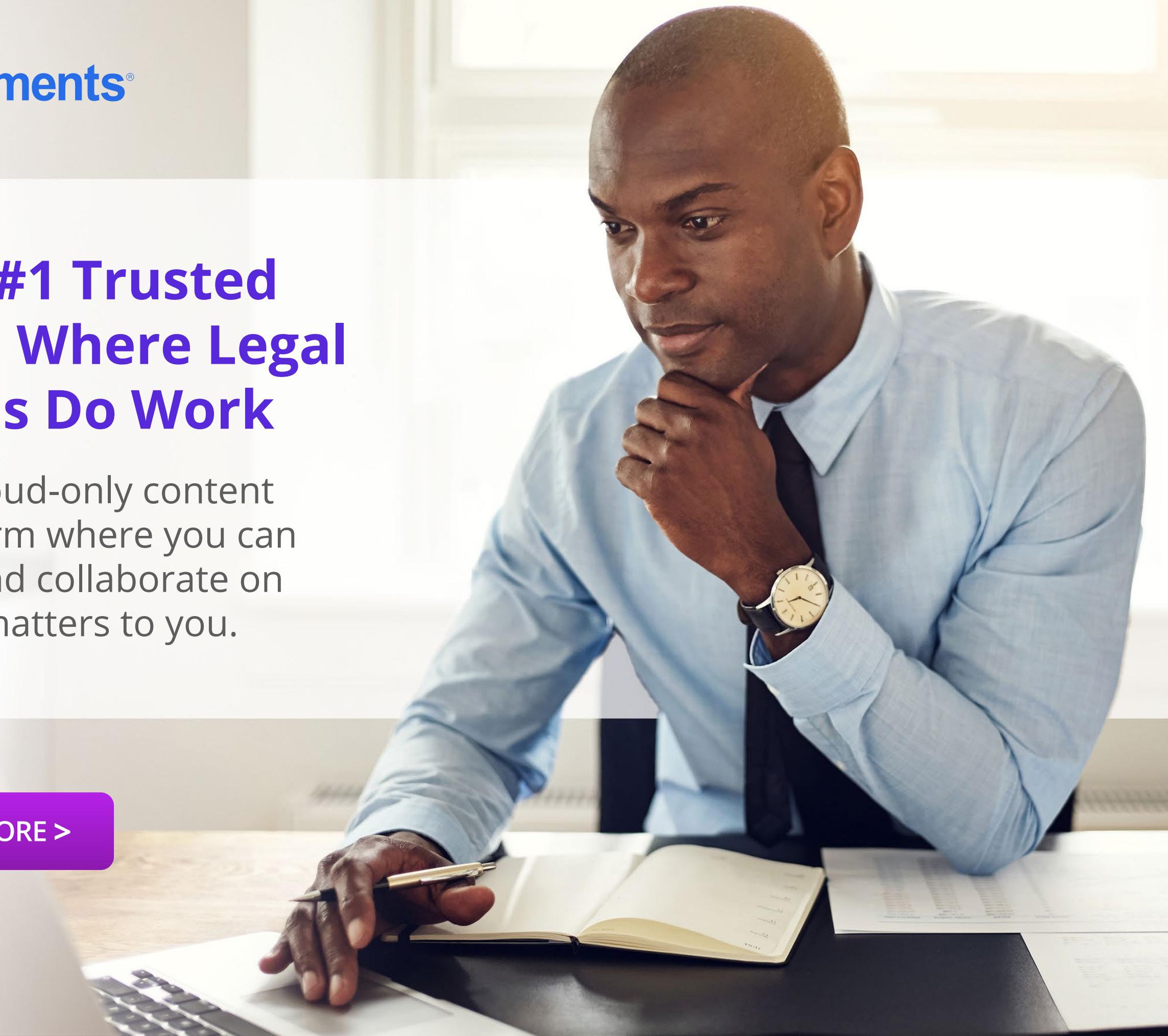
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FROM THE EDITOR



Beth Anne Stuebe

Director of Publications and Press at ILTA

Every year, as we wind down from ILTACON we look to the Technology Survey and hope to see something new emerging on the horizon. We know that the responses we get will create new and often repeating topics that we will need to cover for the next year.

This year's survey reports the input of 541 firms, representing about 126,000 attorneys and approximately 275,000 total users. This is the highest respondent rate that we have had in over half a decade. We have seen the continued use of the Survey, and we know that many of you turn to ILTA and the Survey to see where your firm sits, tech-wise, among the pack. We also know that many of you use this Survey to help budget and to help prepare yourselves in other ways.

Trends in legal are never ending... they keep us on our toes, in queue with IT, and they are at the forefront of this year's ILTA Tech Survey.

Trends in 2020 and 2021 dealt with a workforce that had to be quickly mobile, that had to quickly pivot to remote work. Many organizations were not prepared for this, and they spent much of 2021 implementing new security and processes that allowed workers to stay remote, move to hybrid, or simply adapt in ways that previously would not have been accessible... if it wasn't for the changing technology that we see within this Survey.

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Overall, we saw trends that cross boundaries, cross collaboration lines, if you will. We saw ILTAns, your colleagues, make different and engaging choices in Knowledge Management and in Information Governance. We invite you to look closely at how other firms are engaging with these topics, and, moreover, how Security concerns have heavily impacted many facets of legal. We did not see these trends so engagingly in years passed.

As times change, this Survey continues to change, to iterate. We have brought back old questions for their historical value, and we have introduced new questions to help you and your firm move forward in this post-pandemic workplace and workforce. We welcome your feedback and we look to make the ILTA Technology Survey a continued, valued resource that can anticipate, as best we can, the changing legal tech space and world.

This Survey is lengthy, and we are always grateful to those who consistently participate in the survey, helping us achieve something that is useful in a very digital world. I would like to offer my sincere thanks to my colleague, Teresa Laird, the real brains behind the data review and coordination for our team; this Survey would not come out without her. And a hearty and grateful thank you to our dedicated and engaged volunteer

Technology Survey Team, Todd Corham, Chief Information Officer at Saul Ewing Arnstein & Lehr; Chris Hunt, Director of Technology & Operations at Sugarman, Rogers, Barshak & Cohen, P.C.; Jim McCue, Director of Information Systems at Rodey Law; Howard Russell, Co-CEO at RBRO Solutions Inc.; Mark Grazman, President of Conversant; TJ Johnson, AVP, Legal Sector Strategist at Qualitest; Cindy MacBean, Litigation Support Manager at Honigman LLP.

We hope you enjoy the read. Thank you.



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Thank you to the 2022 Tech Survey Committee!

Todd Corham — Chair

Chief Information Officer at Saul Ewing Arnstein & Lehr

Chris Hunt — Board Liaison

Director of Technology & Operations at Sugarman, Rogers, Barshak & Cohen, P.C.

Jim McCue

Director of Information Systems at Rodey Law

Howard Russell

Co-CEO at RBRO Solutions Inc.

Mark Grazman

President of Conversant

TJ Johnson

AVP, Legal Sector Strategist at Qualitest

Cindy MacBean — PPC Liaison

Litigation Support Manager at Honigman LLP

Beth Anne Stuebe

Director of Publications and Press at ILTA

Teresa Laird

Senior Program Manager at ILTA

About ILTA

Technology solutions for law organizations and legal departments become more complex every day. Connecting with your peers to exchange ideas with those who have “been there done that” has never been more valuable. For over three decades, the International Legal Technology Association (ILTA) has led the way in sharing knowledge and experience for those faced with challenges in their organizations and legal departments. ILTA members include organizations of all sizes and all areas of practice, all sharing a common need to have access to the latest information about products and support services that impact the legal profession.

Mission Statement

ILTA is the trusted global resource community for legal technologists, providing information, education, peer connections, and career support that enhances the delivery of legal services..

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ILTA's Technology Survey is a crucial research document for the entire legal industry. From the CIOs of global law firms to IT leaders wearing multiple hats in smaller firms, to heads of legal operations in corporations, to technology consultants, developers, and vendors, they all use the survey results as a blueprint for future development and planning.

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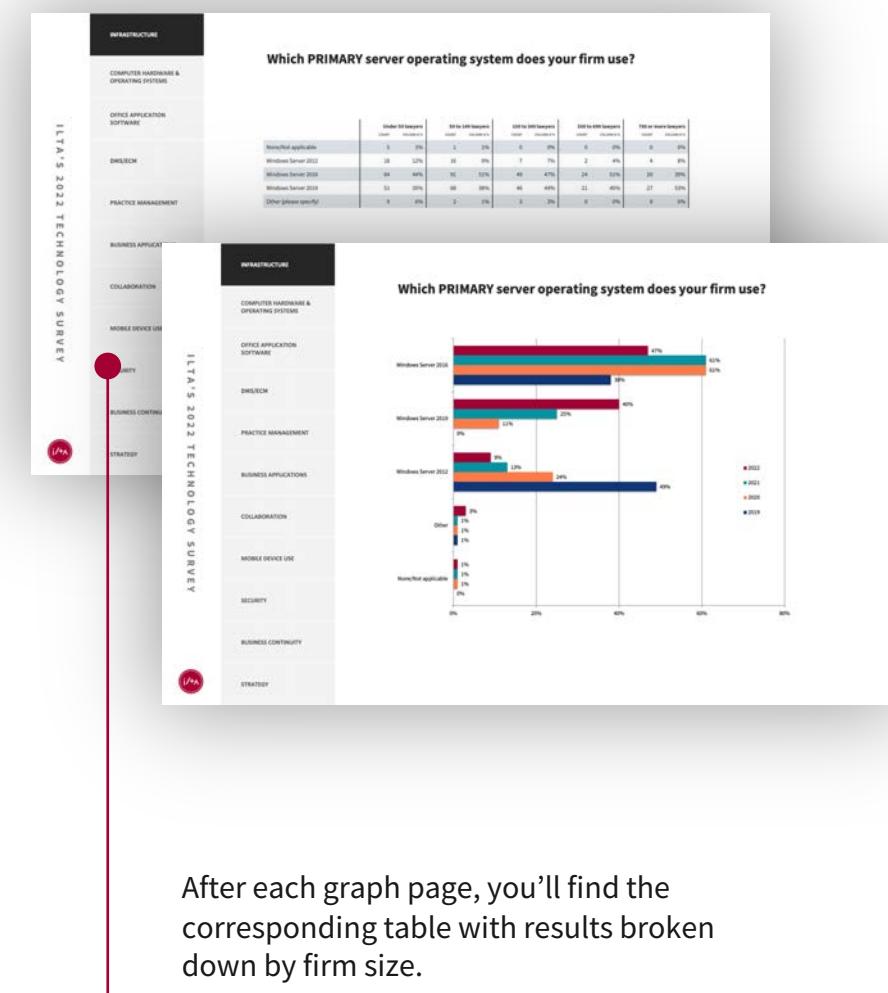
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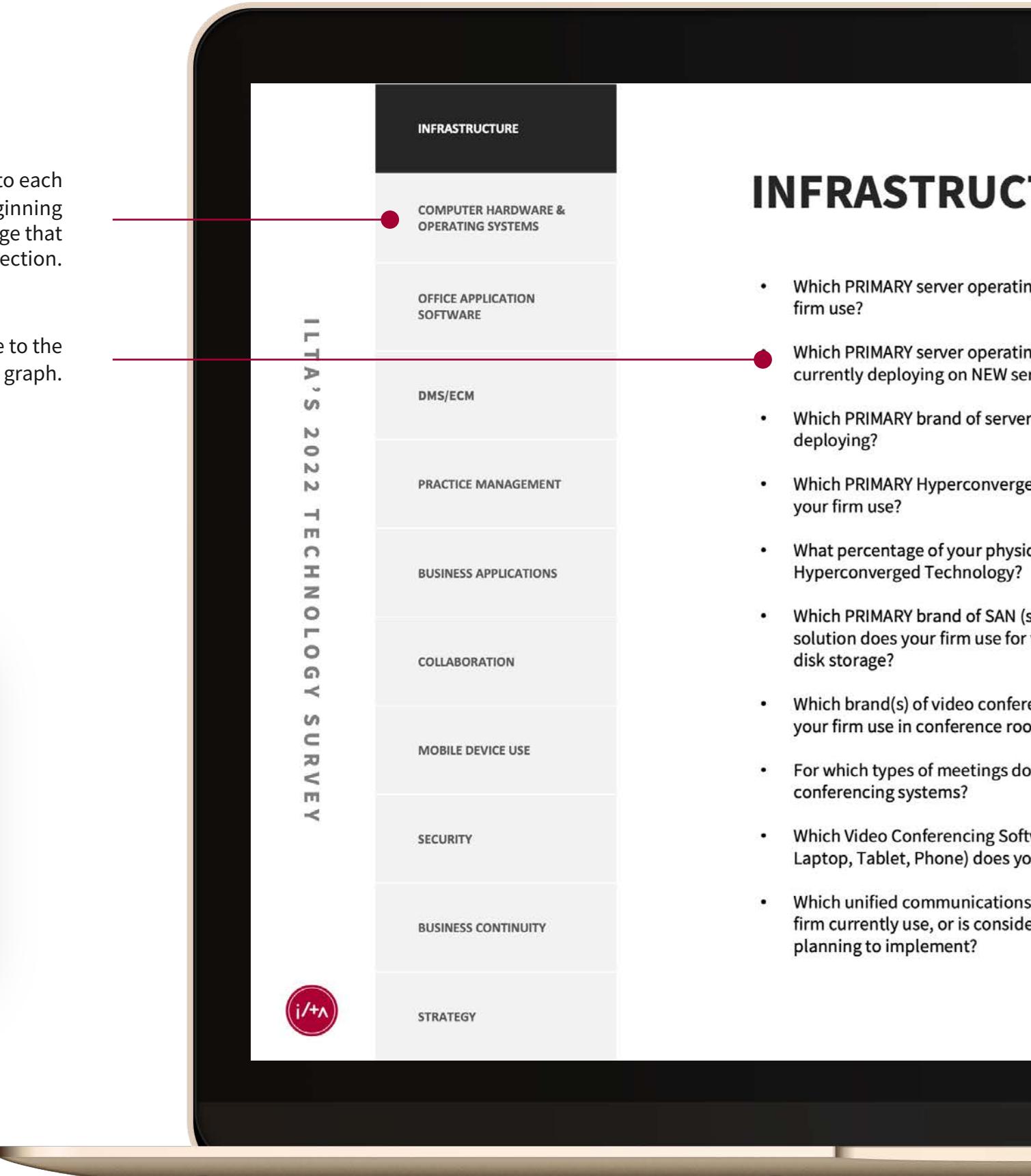
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The sidebar on each page will provide direct links to each section of the survey. Click a heading to jump to the beginning of that section. Each section begins with an index page that lists all questions within the section.

Browse page-by-page or click on a question to navigate to the corresponding graph.

After each graph page, you'll find the corresponding table with results broken down by firm size.

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- Which PRIMARY server operating firm use?
- Which PRIMARY server operating currently deploying on NEW server?
- Which PRIMARY brand of server deploying?
- Which PRIMARY Hyperconverged your firm use?
- What percentage of your physical Hyperconverged Technology?
- Which PRIMARY brand of SAN (storage) solution does your firm use for disk storage?
- Which brand(s) of video conferencing your firm use in conference rooms?
- For which types of meetings do you use conferencing systems?
- Which Video Conferencing Software (Laptop, Tablet, Phone) does your firm use?
- Which unified communications does your firm currently use, or is considering planning to implement?



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- Which PRIMARY server operating system does your firm use?
- Which PRIMARY server operating system is your firm currently deploying on NEW servers?
- Which PRIMARY brand of server is your firm currently deploying?
- Which PRIMARY Hyperconverged Technology does your firm use?
- What percentage of your physical servers are Hyperconverged Technology?
- Which PRIMARY brand of SAN (storage area network) solution does your firm use for very high-capacity disk storage?
- Which brand(s) of video conference system(s) does your firm use in conference rooms?
- For which types of meetings do you use video conferencing systems?
- Which Video Conferencing Software (Desktop, Laptop, Tablet, Phone) does your firm use?
- Which unified communications technology does your firm currently use, or is considering, evaluating, or planning to implement?
- Which PRIMARY server virtualization platform does your firm use?
- Which software distribution tools does your firm use for automating software installations and updates?
- Which PRIMARY remote-control software for helpdesk does your firm use?
- Which remote access technologies does your firm provide for users?
- Does your firm use any Software-defined WAN (SD-WAN) technology?
- Which software-defined WAN (SD-WAN) Vendor(s) does your firm use?
- Which brand(s) of network switches does your firm use?
- Which software does your firm use for hardware/software inventory control?
- Which PRIMARY brand of photocopier/MFP does your firm use?



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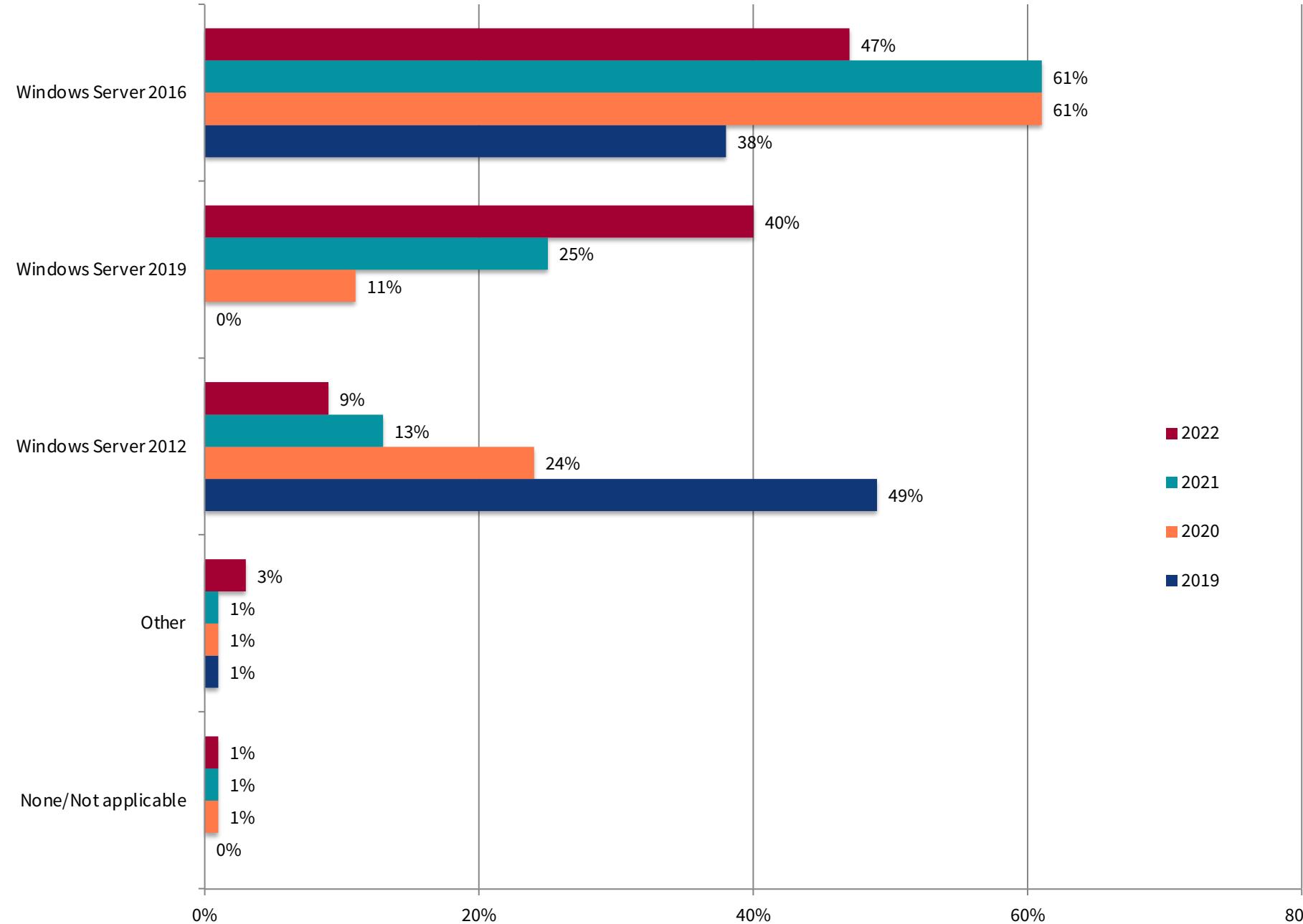
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Which PRIMARY server operating system does your firm use?



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Which PRIMARY server operating system does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	5	3%	1	1%	0	0%	0	0%	0	0%
DMS/ECM	Windows Server 2012	18	12%	16	9%	7	7%	2	4%	4	8%
	Windows Server 2016	64	44%	91	51%	49	47%	24	51%	20	39%
	Windows Server 2019	51	35%	68	38%	46	44%	21	45%	27	53%
PRACTICE MANAGEMENT	Other (please specify)	9	6%	2	1%	3	3%	0	0%	0	0%



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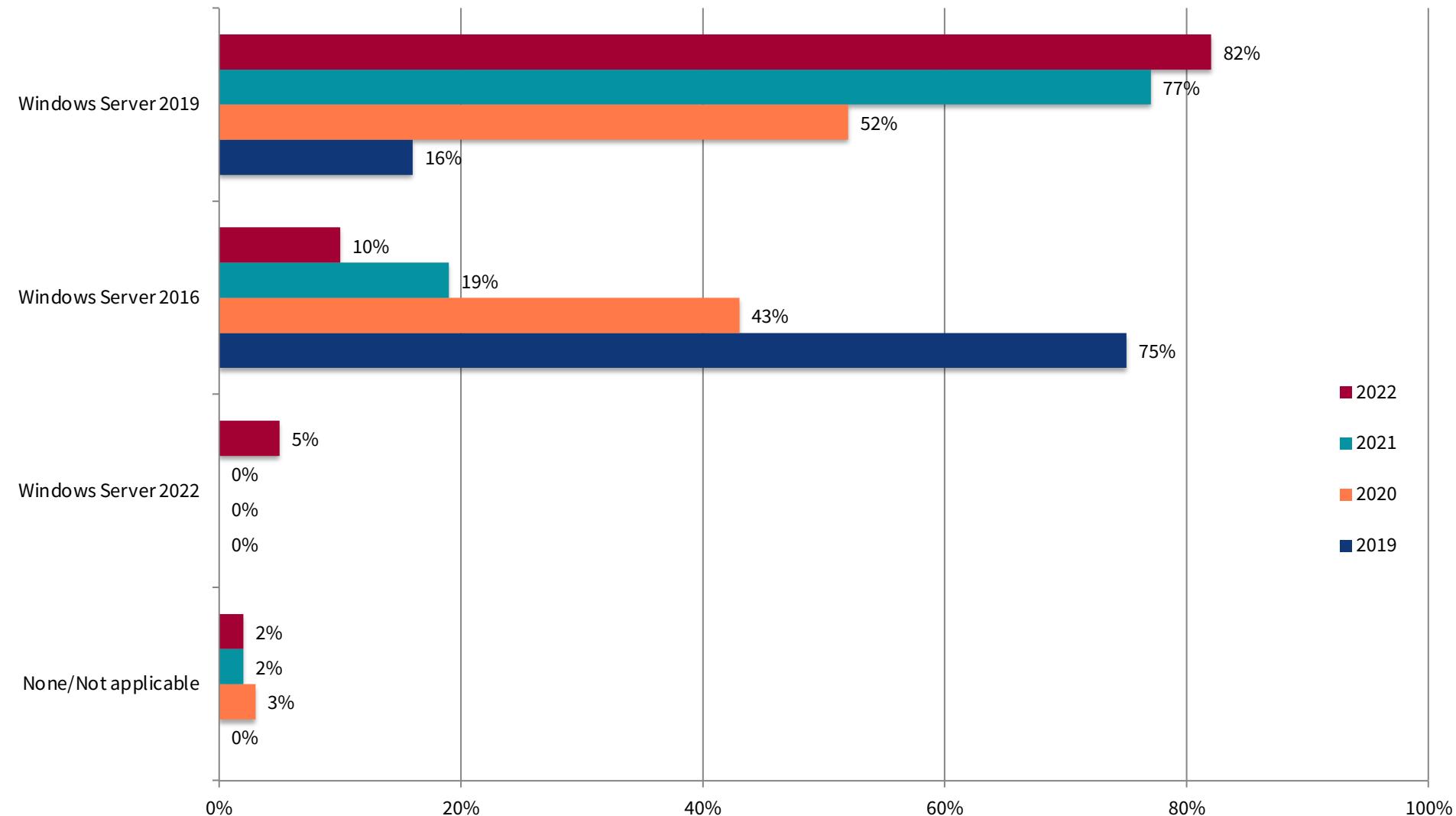
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Which PRIMARY server operating system is your firm currently deploying on NEW servers?



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Which PRIMARY server operating system is your firm currently deploying on NEW servers?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	8	5%	2	1%	1	1%	0	0%	0	0%
DMS/ECM	Windows Server 2016	22	15%	20	11%	5	5%	3	6%	4	8%
	Windows Server 2019	108	73%	148	83%	92	88%	43	91%	43	84%
	Windows Server 2022	7	5%	6	3%	7	7%	0	0%	4	8%
PRACTICE MANAGEMENT	Other (please specify)	2	1%	2	1%	0	0%	1	2%	0	0%

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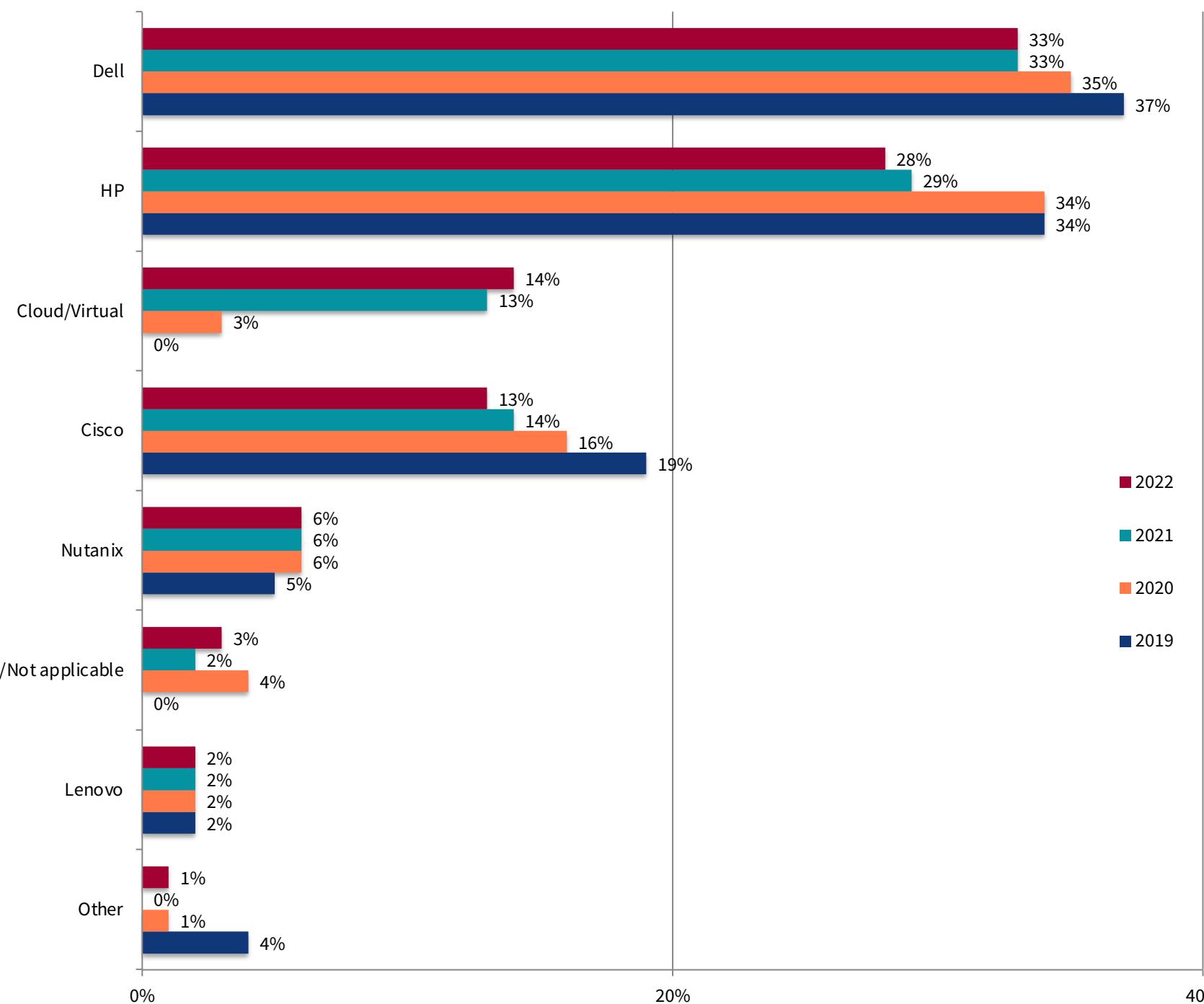
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Which PRIMARY brand of server is your firm currently deploying?

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Which PRIMARY brand of server is your firm currently deploying?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	6	4%	5	3%	2	2%	1	2%	0	0%
	Cisco	4	3%	20	11%	21	20%	10	21%	15	29%
	Cloud/Virtual	16	11%	31	17%	15	14%	6	13%	6	12%
PRACTICE MANAGEMENT	Dell	67	46%	53	30%	31	30%	11	23%	12	24%
	HP	41	28%	56	31%	28	27%	12	26%	11	22%
	Lenovo	6	4%	3	2%	0	0%	2	4%	0	0%
BUSINESS APPLICATIONS	Nutanix	3	2%	9	5%	8	8%	5	11%	7	14%
	Other (please specify)	4	3%	1	1%	0	0%	0	0%	0	0%



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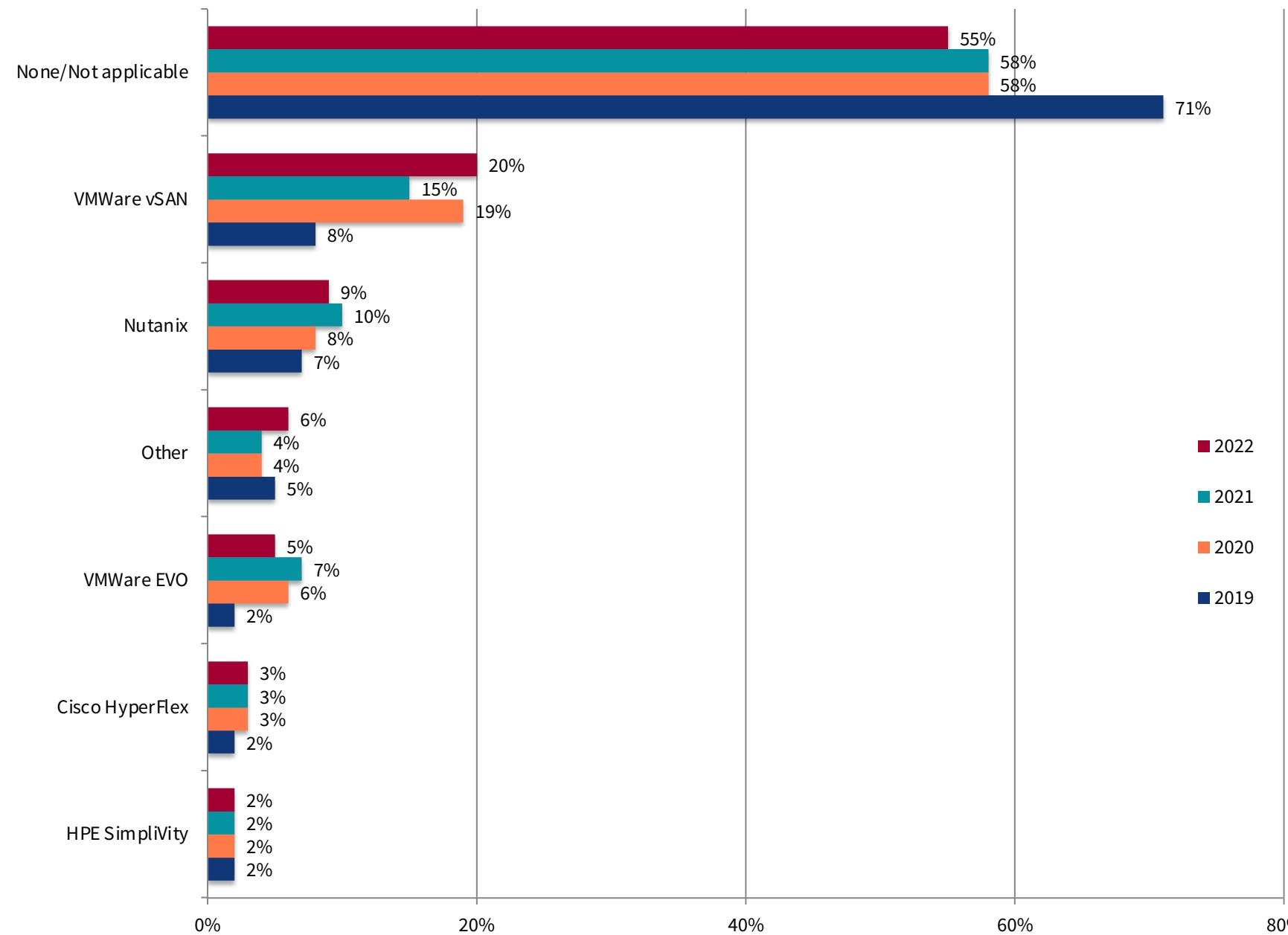
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Which PRIMARY Hyperconverged Technology does your firm use?



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Which PRIMARY Hyperconverged Technology does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	100	69%	110	62%	49	47%	15	32%	16	31%
	Cisco HyperFlex	3	2%	6	3%	4	4%	2	4%	2	4%
	HPE SimpliVity	1	1%	3	2%	4	4%	0	0%	1	2%
PRACTICE MANAGEMENT	Nutanix	5	3%	11	6%	12	11%	8	17%	11	22%
	VMWare EVO	5	3%	9	5%	5	5%	4	9%	3	6%
	VMWare vSAN	23	16%	27	15%	25	24%	16	34%	13	25%
	Other (please specify)	8	6%	12	7%	6	6%	2	4%	5	10%



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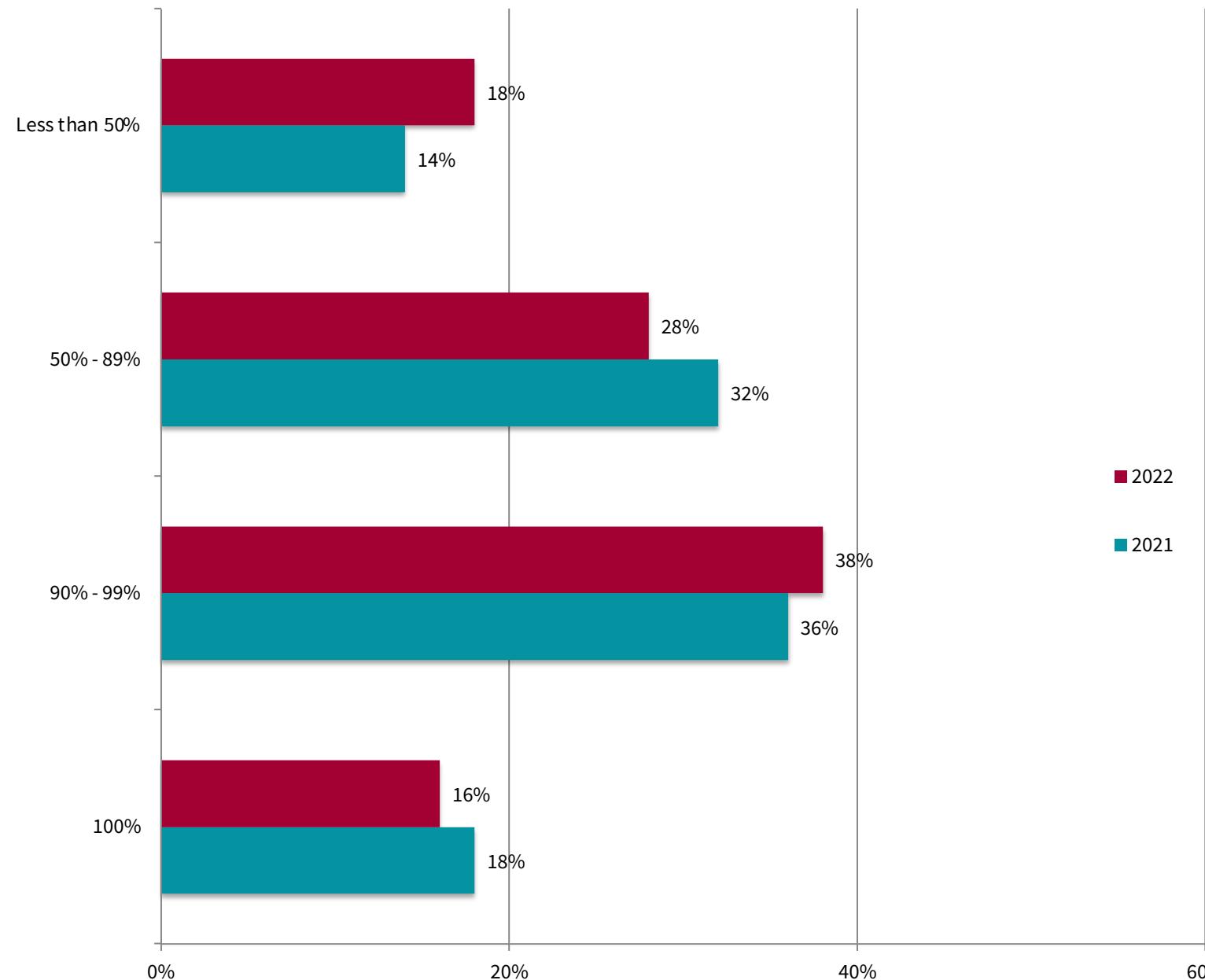
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What percentage of your physical servers are Hyperconverged Technology?



NOTE: Percentages are based on respondents who did NOT select none/not applicable for the question "Which primary Hyperconverged Technology does your firm use?"

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What percentage of your physical servers are Hyperconverged Technology?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	Less than 50%	3	7%	8	13%	13	23%	10	30%	7	21%
DMS/ECM	50% - 89%	15	36%	13	21%	11	19%	11	33%	13	38%
	90% - 99%	9	21%	30	49%	27	47%	6	18%	14	41%
	100%	15	36%	10	16%	6	11%	6	18%	0	0%

	Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
	Valid N		90%		90%		90%		80%	
BUSINESS APPLICATIONS	42		61		57		33		34	
	Median		90%		90%		90%		80%	
	Mean		84%		80%		73%		63%	

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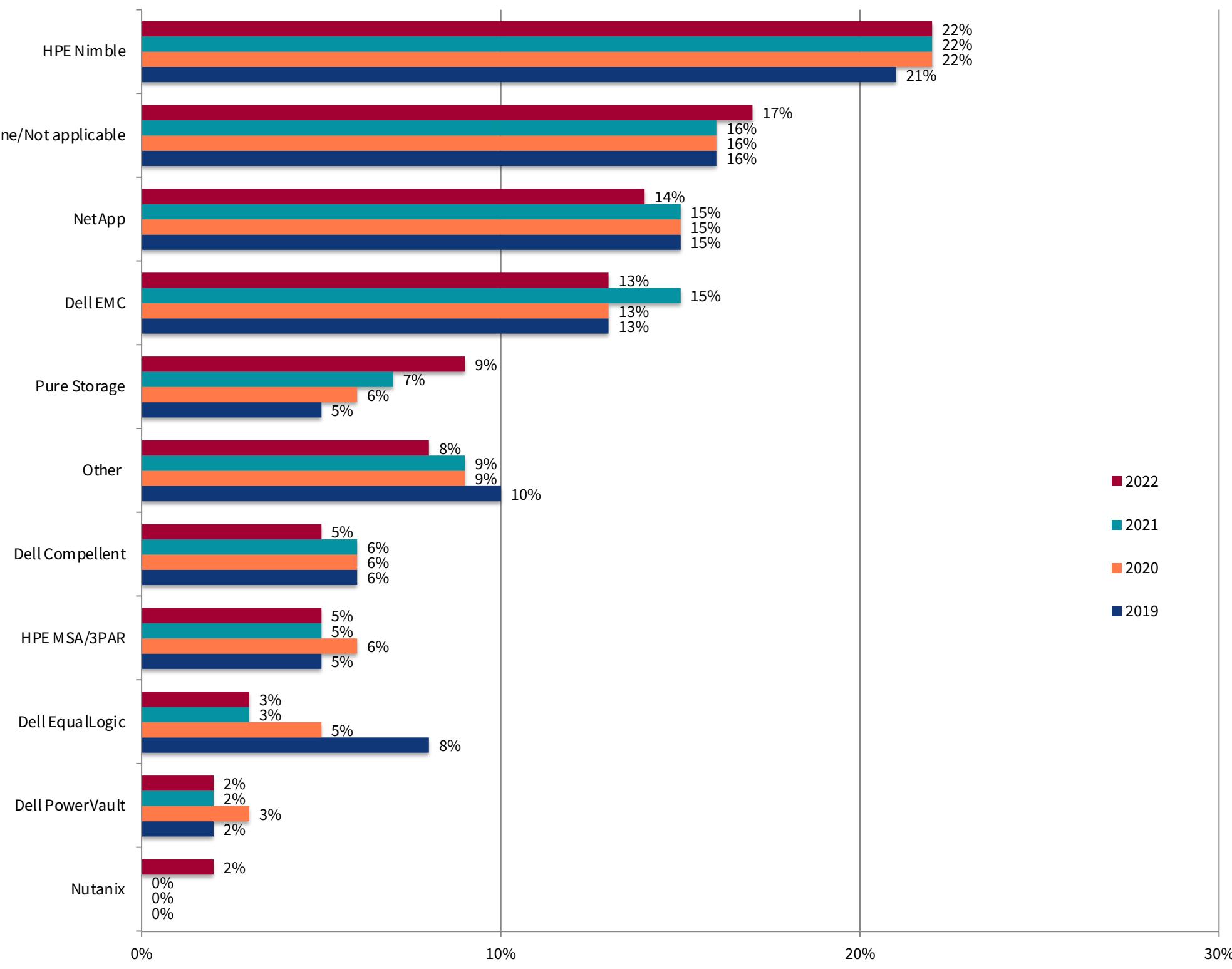
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Which PRIMARY brand of SAN (storage area network) solution does your firm use for very high-capacity disk storage?



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Which PRIMARY brand of SAN (storage area network) solution does your firm use for very high-capacity disk storage?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	45	31%	31	17%	11	10%	2	4%	2	4%
DMS/ECM	Dell Compellent	8	6%	8	4%	5	5%	5	10%	0	0%
	Dell EMC	13	9%	20	11%	18	17%	5	10%	12	24%
	Dell EqualLogic	7	5%	6	3%	3	3%	1	2%	0	0%
PRACTICE MANAGEMENT	Dell PowerVault	6	4%	4	2%	0	0%	0	0%	1	2%
	HPE MSA/3Par	11	8%	10	6%	2	2%	1	2%	2	4%
	HPE Nimble	27	19%	49	28%	27	26%	8	17%	6	12%
BUSINESS APPLICATIONS	NetApp	10	7%	20	11%	15	14%	11	23%	16	31%
	Pure Storage	2	1%	13	7%	15	14%	10	21%	7	14%
	Other (please specify)	15	10%	14	8%	6	6%	3	6%	4	8%
COLLABORATION	Nutanix	1	1%	3	2%	3	3%	2	4%	1	2%



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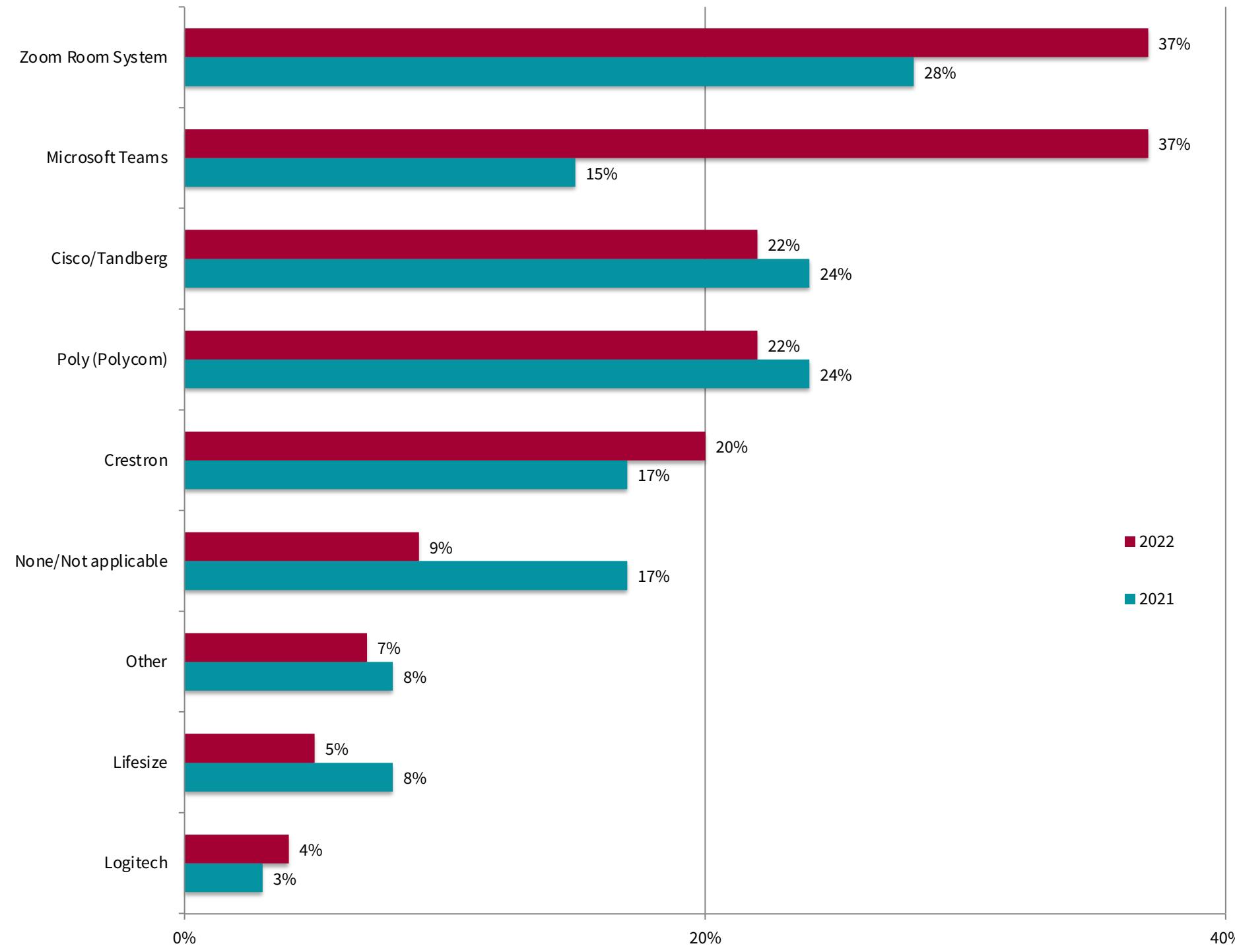
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Which brand(s) of video conference system(s) does your firm use in conference rooms?



Multiple response question; chart excludes responses less than 2%.

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Which brand(s) of video conference system(s) does your firm use in conference rooms?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	33	22%	15	8%	2	2%	0	0%	0	0%
DMS/ECM	Cisco/Tandberg	4	3%	24	13%	34	32%	19	40%	37	73%
	Crestron	18	12%	38	21%	28	27%	9	19%	15	29%
PRACTICE MANAGEMENT	Lifesize	3	2%	10	6%	7	7%	4	8%	3	6%
	Logitech	10	7%	4	2%	5	5%	3	6%	1	2%
BUSINESS APPLICATIONS	Microsoft Teams	45	31%	69	39%	39	37%	25	52%	19	37%
	Poly (Polycom)	19	13%	35	20%	32	30%	13	27%	20	39%
	Zoom Room System	54	37%	71	40%	41	39%	17	35%	15	29%
	Other (please specify)	10	7%	18	10%	7	7%	0	0%	2	4%



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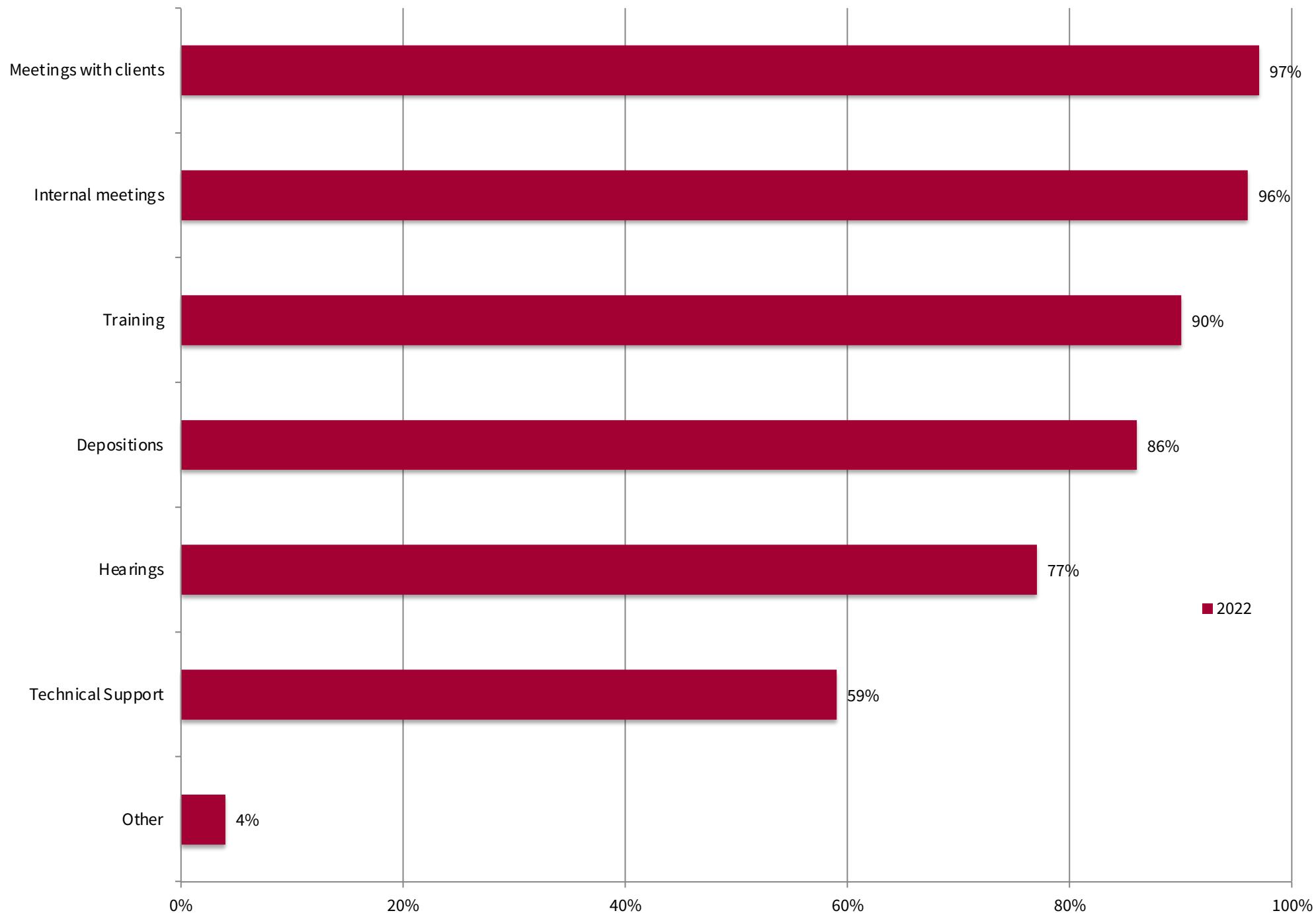
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For which types of meetings do you use video conferencing systems?

Multiple response question; chart excludes responses less than 2%.

NOTE: Percentages are based on respondents who did NOT select none/not applicable for the question "Which brand(s) of video conference system(s) does your firm use in conference rooms?"

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For which types of meetings do you use video conferencing systems?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	0	0%	0	0%	0	0%	0	0%	0	0%
DMS/ECM	Depositions	94	82%	144	89%	85	83%	42	88%	44	86%
	Hearings	86	75%	124	77%	74	73%	43	90%	38	75%
	Internal meetings	103	90%	158	98%	100	98%	48	100%	51	100%
PRACTICE MANAGEMENT	Meetings with clients	111	97%	156	96%	99	97%	48	100%	51	100%
	Technical Support	51	45%	95	59%	58	57%	37	77%	39	76%
	Training	89	78%	148	91%	96	94%	48	100%	50	98%
BUSINESS APPLICATIONS	Other (please specify)	8	7%	1	1%	5	5%	3	6%	2	4%



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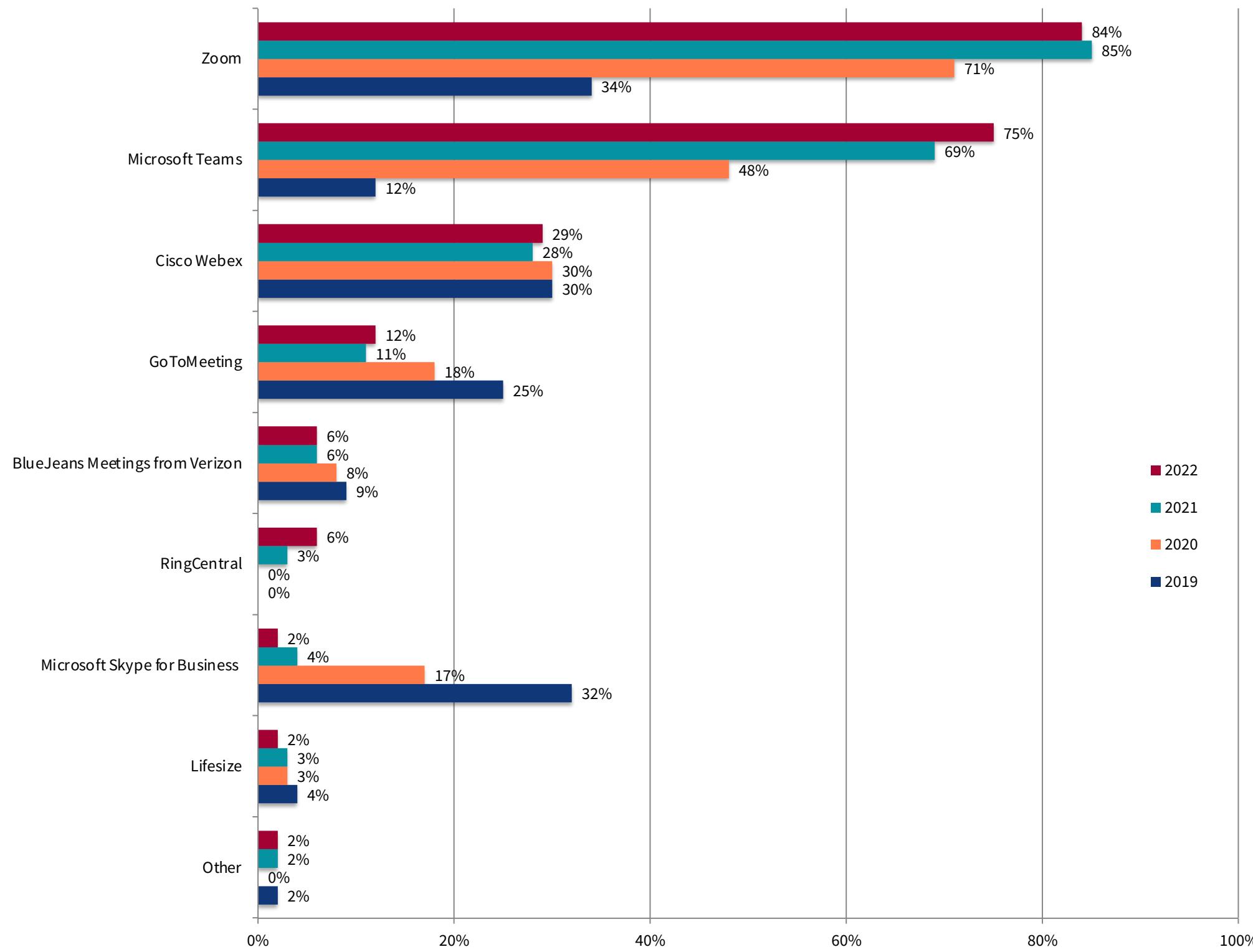
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Which Video Conferencing Software (Desktop, Laptop, Tablet, Phone) does your firm use?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	0	0%	0	0%	0	0%	0	0%	0	0%
DMS/ECM	BlueJeans Meetings from Verizon	5	3%	14	8%	3	3%	3	6%	7	14%
	Cisco Webex	29	20%	41	23%	33	31%	18	38%	31	61%
	GoTo Meeting	20	14%	27	15%	9	9%	6	13%	4	8%
PRACTICE MANAGEMENT	Lifesize	3	2%	5	3%	3	3%	1	2%	0	0%
	Microsoft Skype for Business	1	1%	1	1%	3	3%	1	2%	4	8%
	Microsoft Teams	98	67%	131	74%	81	77%	40	83%	45	88%
BUSINESS APPLICATIONS	RingCentral	15	10%	10	6%	8	8%	0	0%	1	2%
	Zoom	132	90%	153	86%	85	81%	38	79%	38	75%
	Other (please specify)	4	3%	6	3%	2	2%	0	0%	1	2%

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which Video Conferencing Software (Desktop, Laptop, Tablet, Phone) does your firm use?

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

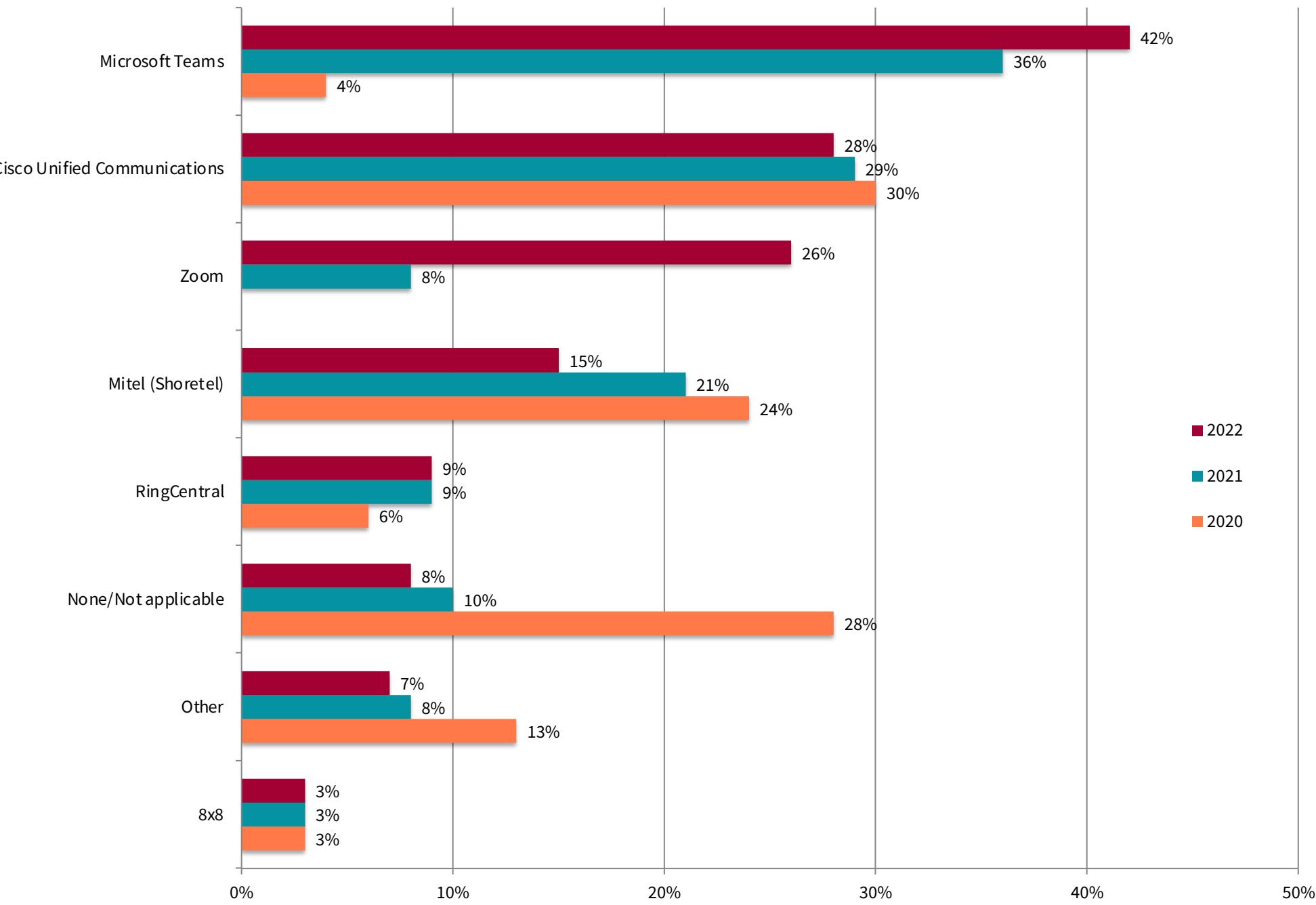
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which unified communications technology does your firm currently use, or is considering, evaluating, or planning to implement?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which unified communications technology does your firm currently use, or is considering, evaluating, or planning to implement?

			Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
			COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	25	17%	14	8%	1	1%	1	2%	1	2%	
	8x8	5	3%	8	4%	3	3%	1	2%	1	2%	
	Cisco Unified Communications	3	2%	42	24%	48	46%	26	54%	30	59%	
PRACTICE MANAGEMENT	Microsoft Teams	59	40%	72	40%	35	33%	23	48%	33	65%	
	Mitel (Shoretel)	28	19%	38	21%	11	10%	3	6%	1	2%	
	RingCentral	21	14%	15	8%	7	7%	1	2%	2	4%	
BUSINESS APPLICATIONS	Zoom	50	34%	44	25%	23	22%	7	15%	13	25%	
	Other (please specify)	14	10%	9	5%	7	7%	4	8%	2	4%	



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

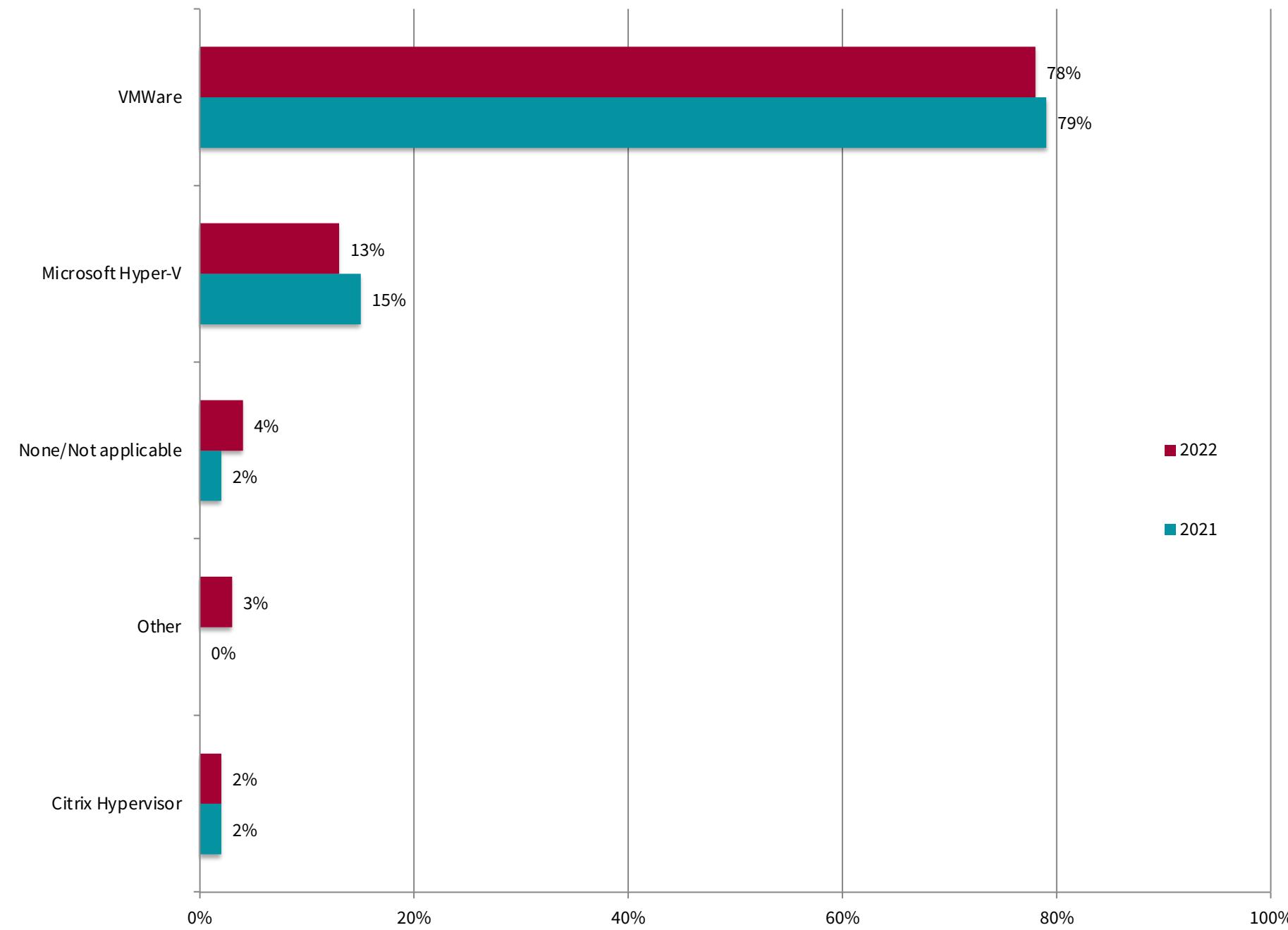
COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY server virtualization platform does your firm use?

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY server virtualization platform does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	11	8%	7	4%	1	1%	1	2%	0	0%
DMS/ECM	Citrix Hypervisor	6	4%	1	1%	0	0%	0	0%	1	2%
	Microsoft Hyper-V	32	22%	21	12%	5	5%	4	8%	7	14%
	VMWare	93	64%	142	80%	96	91%	42	88%	41	80%
PRACTICE MANAGEMENT	Other (please specify)	4	3%	7	4%	3	3%	1	2%	2	4%



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

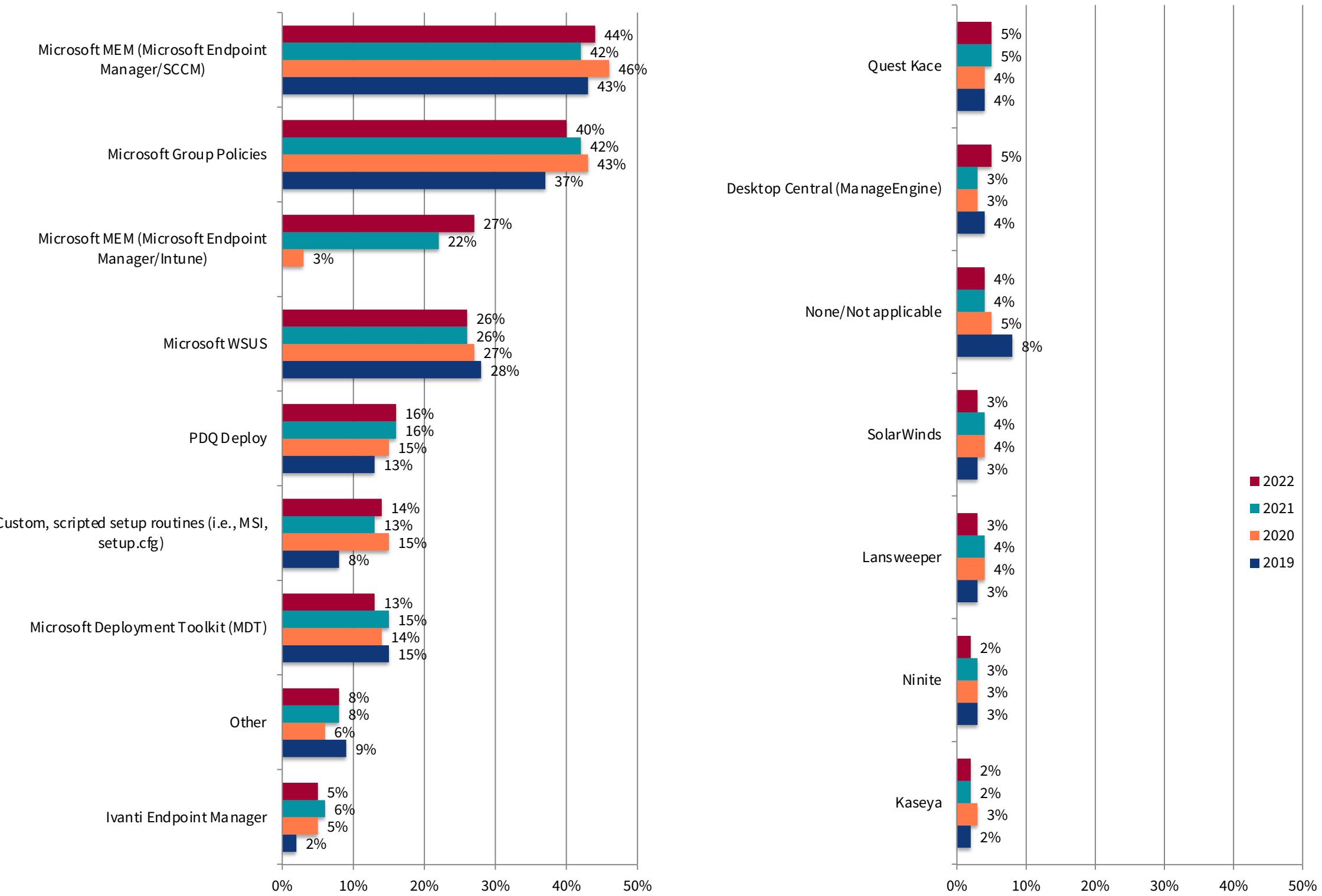
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which software distribution tools does your firm use for automating software installations and updates?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	15	10%	6	3%	2	2%	0	0%	0	0%
DMS/ECM	Desktop Central (ManageEngine)	6	4%	15	8%	3	3%	0	0%	0	0%
	Ivanti Endpoint Manager	1	1%	2	1%	10	10%	10	21%	5	10%
	Kaseya	8	5%	2	1%	1	1%	0	0%	0	0%
PRACTICE MANAGEMENT	Lansweeper	3	2%	7	4%	2	2%	2	4%	2	4%
	Microsoft Deployment Toolkit (MDT)	5	3%	32	18%	17	16%	3	6%	10	20%
BUSINESS APPLICATIONS	Microsoft Group Policies	43	29%	86	48%	45	43%	17	35%	21	41%
	Microsoft MEM (Microsoft Endpoint Manager/Intune)	23	16%	44	25%	34	32%	20	42%	23	45%
COLLABORATION	Microsoft MEM (Microsoft Endpoint Manager/SCCM)	12	8%	66	37%	72	69%	38	79%	46	90%
	Microsoft WSUS	32	22%	56	31%	29	28%	7	15%	11	22%
	Ninite	6	4%	4	2%	0	0%	0	0%	0	0%
MOBILE DEVICE USE	Ninja	3	2%	6	3%	1	1%	0	0%	0	0%
	PDQ Deploy	37	25%	32	18%	8	8%	3	6%	2	4%
	Quest Kace	7	5%	7	4%	7	7%	3	6%	0	0%
SECURITY	SolarWinds	8	5%	6	3%	2	2%	2	4%	0	0%
	Custom, scripted setup routines (e.g., MSI, setup.cfg)	13	9%	29	16%	19	18%	6	13%	5	10%
	Other (please specify)	19	13%	11	6%	9	9%	1	2%	3	6%

BUSINESS CONTINUITY

STRATEGY



Which software distribution tools does your firm use for automating software installations and updates?

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

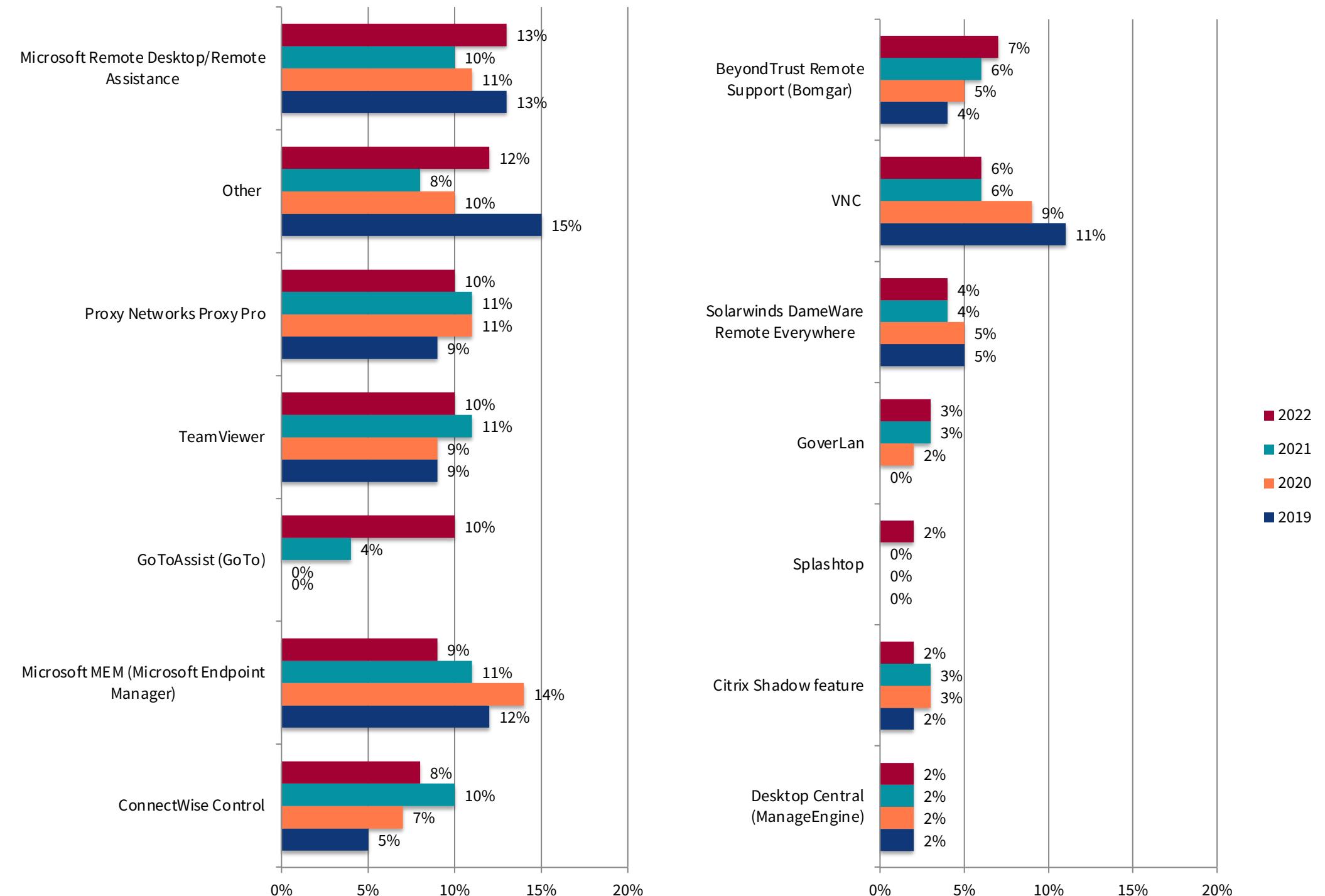
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY remote control software for helpdesk does your firm use?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY remote control software for helpdesk does your firm use?

			Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
			COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
		None/Not applicable	5	3%	0	0%	0	0%	0	0%	0	0%
DMS/ECM		BeyondTrust Remote Support (Bomgar)	2	1%	7	4%	12	11%	7	15%	8	16%
PRACTICE MANAGEMENT		Citrix Shadow feature	3	2%	4	2%	4	4%	0	0%	1	2%
BUSINESS APPLICATIONS		ConnectWise Control	19	13%	18	10%	2	2%	3	6%	0	0%
COLLABORATION		Desktop Central (ManageEngine)	2	1%	9	5%	0	0%	1	2%	1	2%
MOBILE DEVICE USE		GoToAssist (GoTo)	20	14%	20	11%	7	7%	4	8%	4	8%
SECURITY		GoToMeeting (GoTo)	0	0%	0	0%	0	0%	0	0%	0	0%
		GoverLan	5	3%	4	2%	5	5%	1	2%	2	4%
		Microsoft MEM (Microsoft Endpoint Manager)	5	3%	14	8%	12	11%	6	13%	8	16%
		Microsoft Remote Desktop/Remote Assistance	17	12%	19	11%	18	17%	6	13%	11	22%
		Proxy Networks Proxy Pro	3	2%	13	7%	19	18%	10	21%	6	12%
		Solarwinds DameWare Remote Everywhere	9	6%	9	5%	2	2%	1	2%	1	2%
		TeamViewer	16	11%	20	11%	13	12%	1	2%	3	6%
		VNC	8	5%	15	8%	3	3%	4	8%	1	2%
		Splashtop	7	5%	4	2%	1	1%	1	2%	0	0%
		Other (please specify)	26	18%	22	12%	7	7%	3	6%	5	10%

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

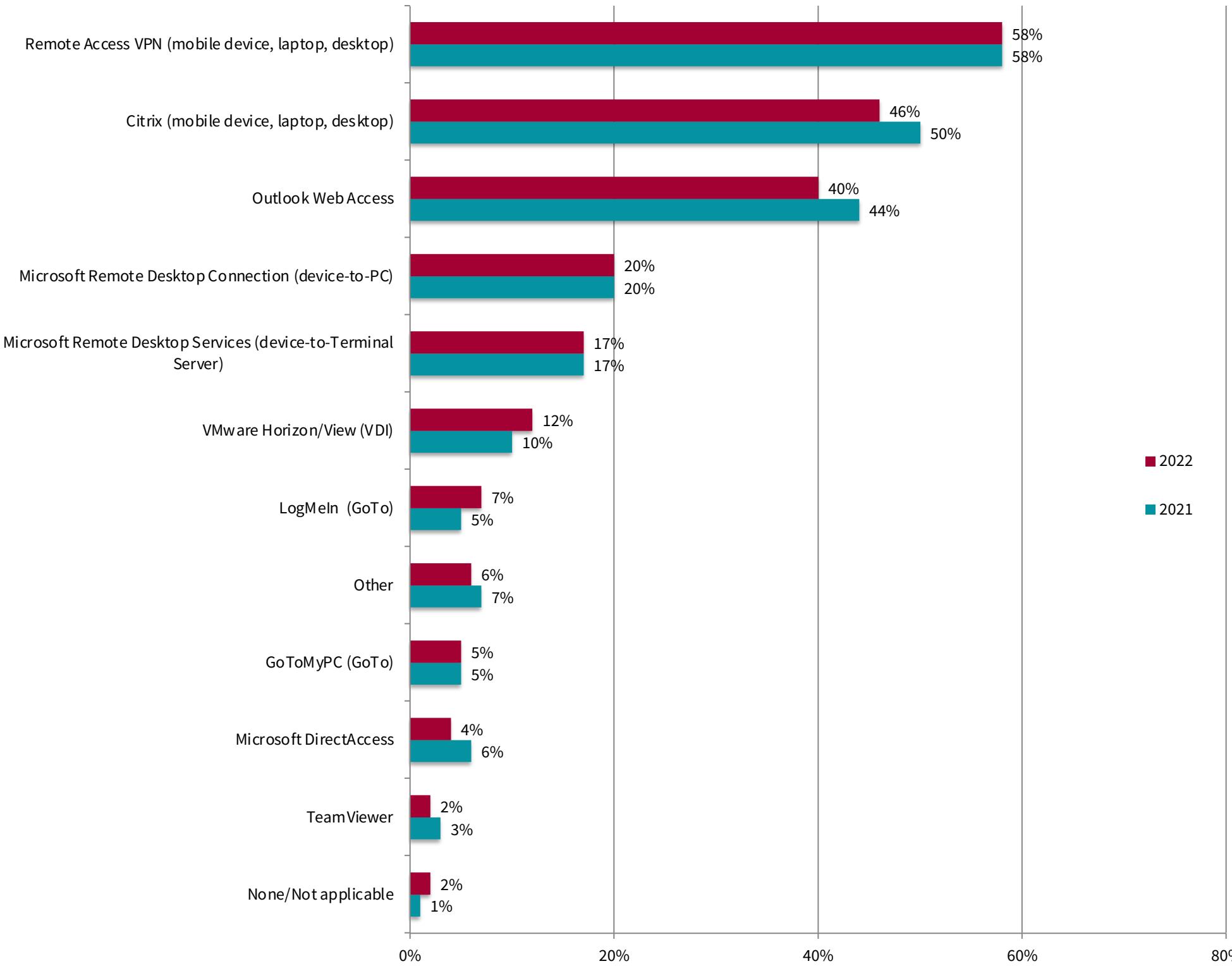
COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which remote access technologies does your firm provide for users?

Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which remote access technologies does your firm provide for users?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	4	3%	6	3%	2	2%	0	0%	0	0%
DMS/ECM	Citrix (mobile device, laptop, desktop)	40	27%	78	44%	57	54%	33	69%	35	69%
PRACTICE MANAGEMENT	GoToMyPC (GoTo)	9	6%	8	4%	5	5%	1	2%	1	2%
BUSINESS APPLICATIONS	LogMeIn (GoTo)	15	10%	11	6%	6	6%	2	4%	3	6%
COLLABORATION	Microsoft DirectAccess	5	3%	9	5%	5	5%	0	0%	3	6%
MOBILE DEVICE USE	Microsoft Remote Desktop Connection (device-to-PC)	49	33%	43	24%	6	6%	3	6%	6	12%
	Microsoft Remote Desktop Services (device-to-Terminal Server)	35	24%	32	18%	12	11%	5	10%	4	8%
	Outlook Web Access	57	39%	81	46%	40	38%	15	31%	18	35%
	Remote Access VPN (mobile device, laptop, desktop)	61	41%	91	51%	73	70%	41	85%	43	84%
	TeamViewer	6	4%	3	2%	2	2%	0	0%	0	0%
	VMware Horizon/View (VDI)	10	7%	23	13%	12	11%	8	17%	8	16%
	Other (please specify)	12	8%	11	6%	3	3%	0	0%	5	10%

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

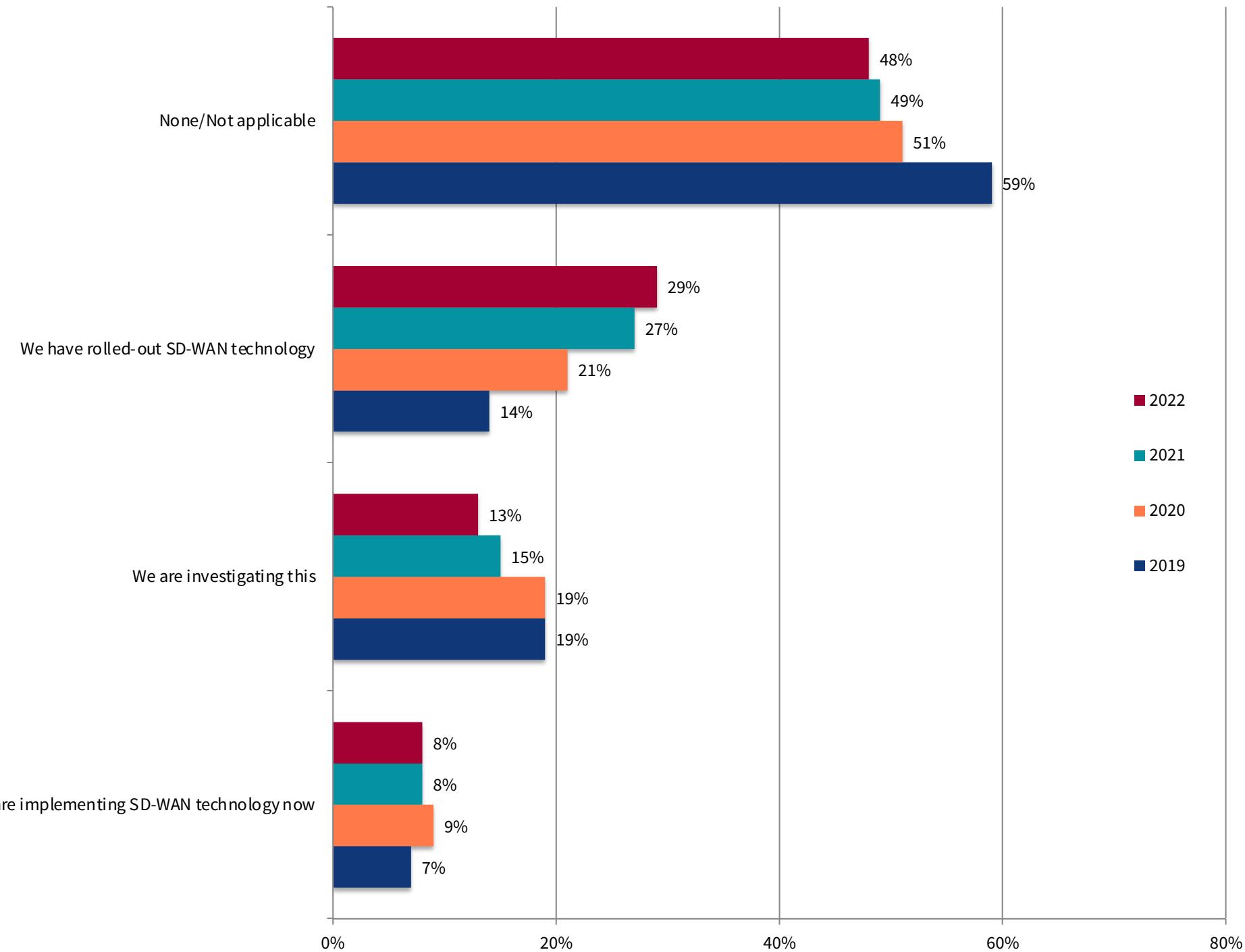
COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Does your firm use any Software-defined WAN (SD-WAN) technology?

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Does your firm use any Software-defined WAN (SD-WAN) technology?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	102	70%	88	49%	40	38%	13	28%	9	18%
DMS/ECM	Yes, we are implementing SD-WAN technology now	6	4%	16	9%	7	7%	6	13%	5	10%
PRACTICE MANAGEMENT	Yes, we have rolled-out SD-WAN technology	20	14%	51	29%	38	36%	18	38%	26	51%
	We are investigating this	15	10%	18	10%	19	18%	10	21%	9	18%
	Other (please specify)	3	2%	5	3%	1	1%	0	0%	2	4%



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

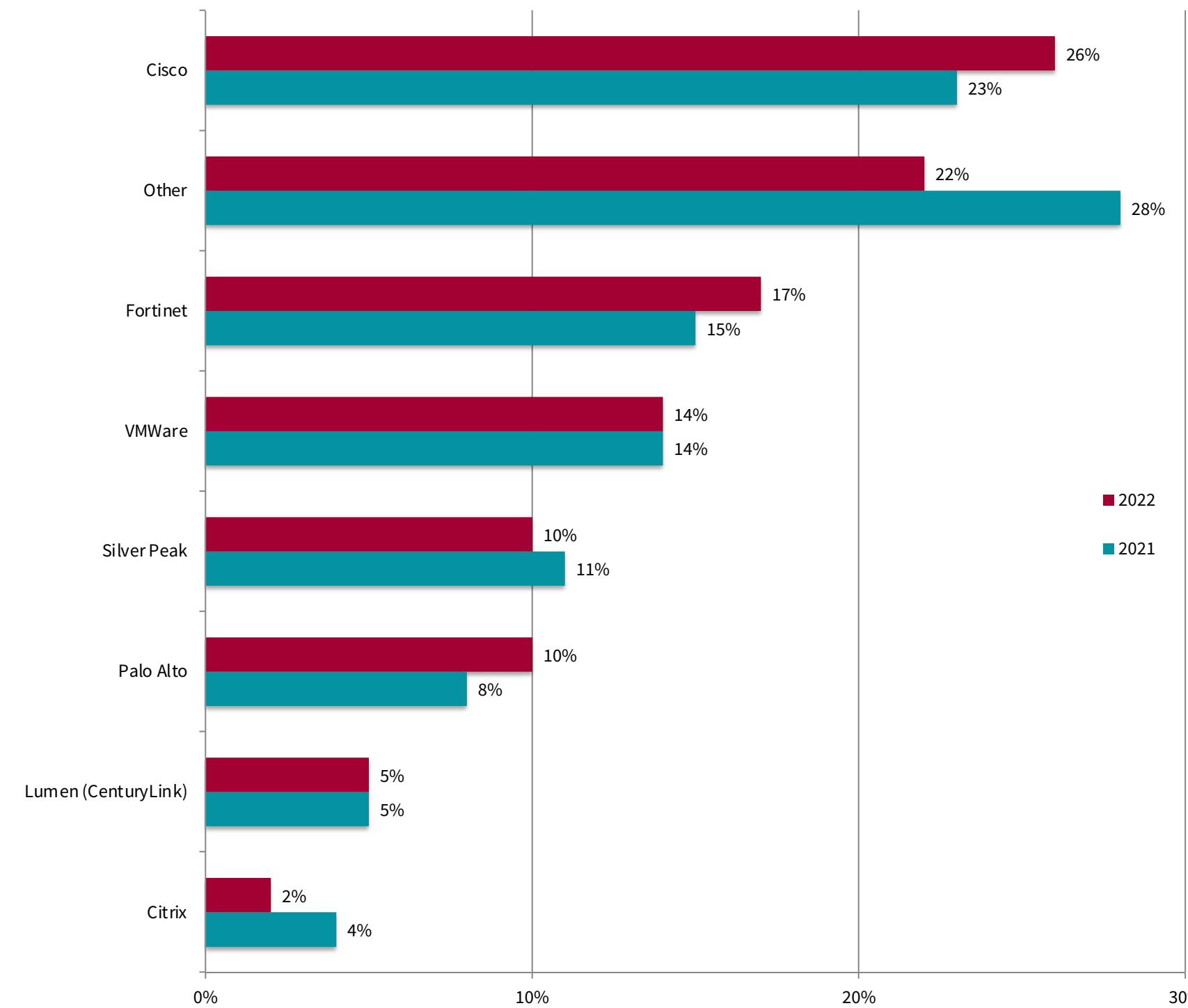
COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which software-defined WAN (SD-WAN) Vendor(s) does your firm use?

Multiple response question; chart excludes responses less than 2%.

NOTE: Percentages are based on respondents who indicated they are implementing or have rolled out SD-WAN technology, not total respondents.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which software-defined WAN (SD-WAN) Vendor(s) does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	Cisco	5	21%	19	29%	11	25%	5	21%	10	32%
	Citrix	0	0%	2	3%	1	2%	1	4%	0	0%
	Fortinet	4	17%	15	23%	9	20%	1	4%	4	13%
PRACTICE MANAGEMENT	HPE (Aruba)	1	4%	0	0%	1	2%	0	0%	0	0%
	Juniper Networks	0	0%	0	0%	0	0%	0	0%	0	0%
	Lumen (CenturyLink)	0	0%	4	6%	2	5%	3	13%	1	3%
BUSINESS APPLICATIONS	Palo Alto	1	4%	2	3%	3	7%	6	25%	6	19%
	Silver Peak	0	0%	1	2%	4	9%	5	21%	8	26%
	VMWare	8	33%	8	12%	5	11%	3	13%	3	10%
	Other (please specify)	5	21%	20	30%	11	25%	2	8%	4	13%



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

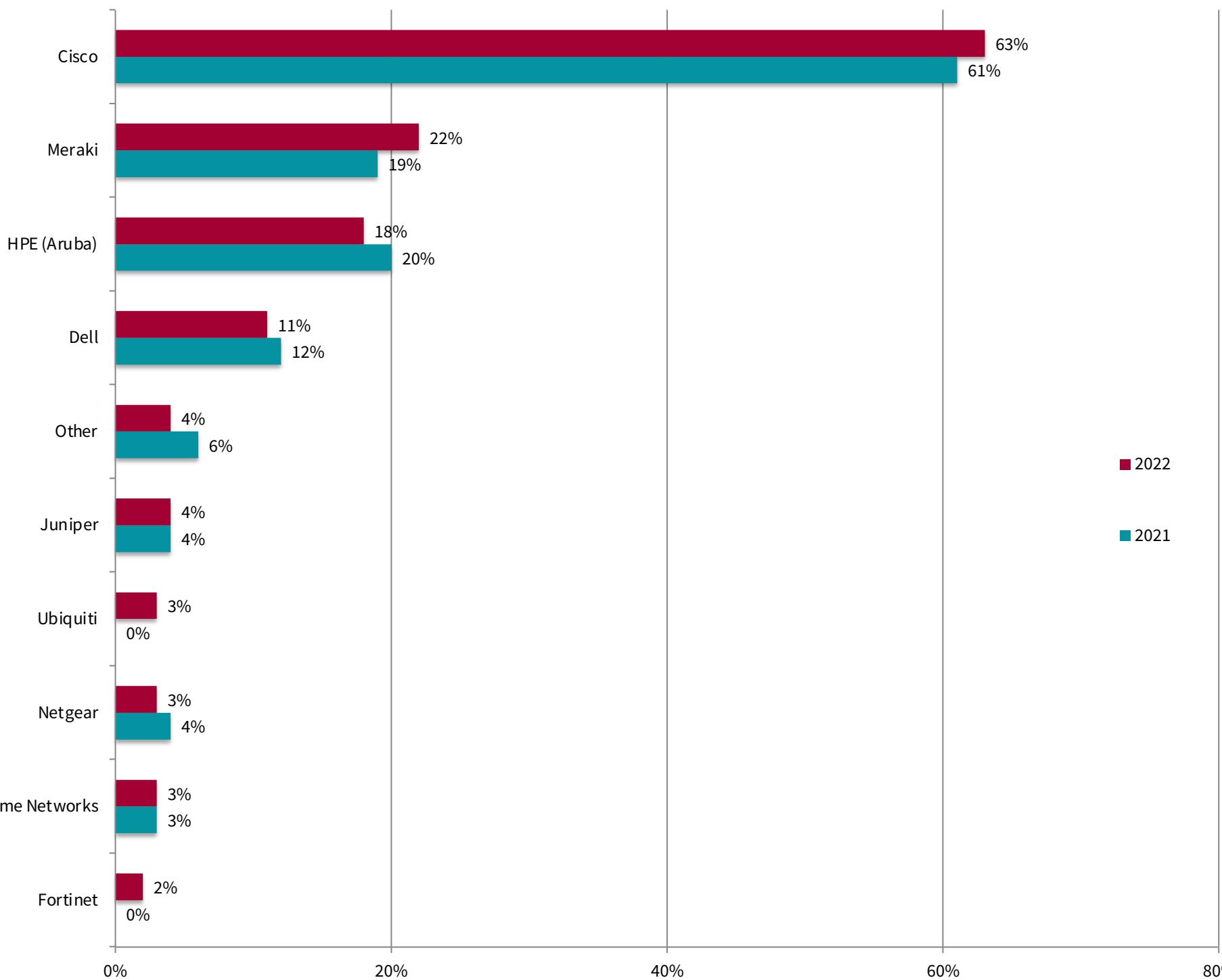
COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which brand(s) of network switches does your firm use?

Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	3	2%	0	0%	0	0%	0	0%	0	0%
DMS/ECM	Cisco	60	41%	107	60%	73	70%	45	94%	48	94%
	Dell	31	21%	18	10%	6	6%	1	2%	1	2%
	Extreme Networks	5	3%	6	3%	4	4%	0	0%	2	4%
PRACTICE MANAGEMENT	Fortinet	3	2%	3	2%	2	2%	0	0%	2	4%
	HPE (Aruba)	48	33%	32	18%	11	10%	3	6%	2	4%
BUSINESS APPLICATIONS	Huawei	0	0%	0	0%	0	0%	0	0%	0	0%
	Juniper	5	3%	7	4%	5	5%	1	2%	1	2%
	Meraki	37	25%	42	24%	24	23%	9	19%	4	8%
COLLABORATION	Netgear	12	8%	6	3%	0	0%	0	0%	0	0%
	Ruckus Networks (Commscope)	0	0%	3	2%	1	1%	2	4%	1	2%
	Ubiquiti	8	5%	6	3%	3	3%	0	0%	0	0%
	Other (please specify)	7	5%	8	4%	3	3%	0	0%	3	6%

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which brand(s) of network switches does your firm use?

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

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PRACTICE MANAGEMENT

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COLLABORATION

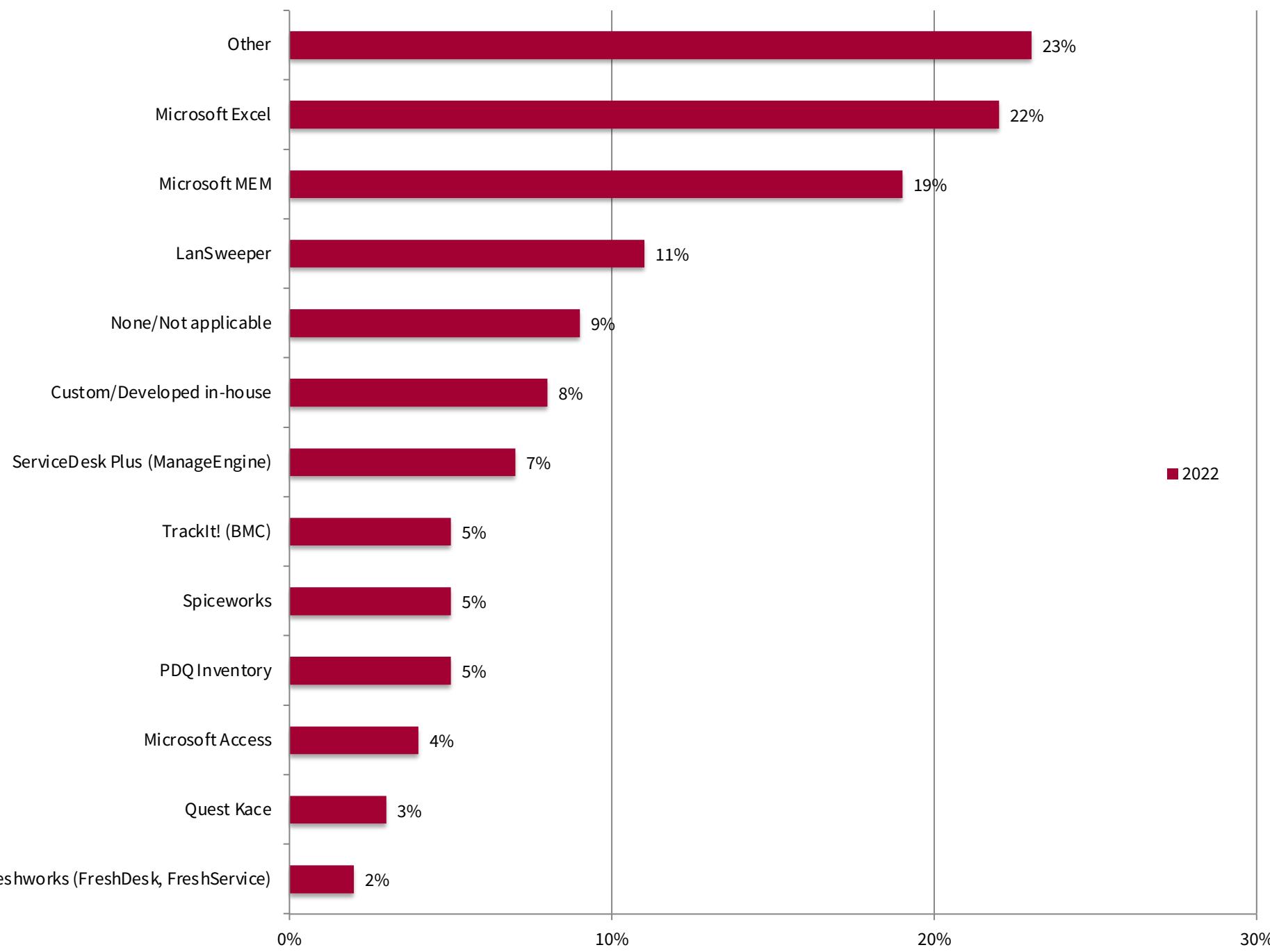
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which software does your firm use for hardware/software inventory control?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which software does your firm use for hardware/software inventory control?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	29	20%	11	6%	1	1%	2	4%	3	6%
DMS/ECM	Freshworks (FreshDesk, FreshService)	2	1%	3	2%	3	3%	1	2%	2	4%
PRACTICE MANAGEMENT	LanSweeper	11	7%	19	11%	14	13%	5	11%	7	14%
BUSINESS APPLICATIONS	Microsoft Access	6	4%	12	7%	3	3%	1	2%	1	2%
COLLABORATION	Microsoft Excel	49	33%	39	22%	19	18%	8	17%	3	6%
MOBILE DEVICE USE	Microsoft MEM	15	10%	30	17%	26	25%	15	32%	15	31%
	PDQ Inventory	14	10%	11	6%	1	1%	0	0%	1	2%
	Quest Kace	3	2%	4	2%	5	5%	2	4%	1	2%
	ServiceDesk Plus (ManageEngine)	3	2%	11	6%	15	14%	4	9%	2	4%
	Spiceworks	14	10%	13	7%	0	0%	1	2%	0	0%
	TrackIt! (BMC)	4	3%	13	7%	7	7%	1	2%	0	0%
	VSA by Kaseya's Audit and Inventory	2	1%	1	1%	1	1%	0	0%	0	0%
	Custom/Developed in-house	6	4%	16	9%	9	9%	5	11%	5	10%
	Other (please specify)	20	14%	37	21%	27	26%	15	32%	20	41%

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

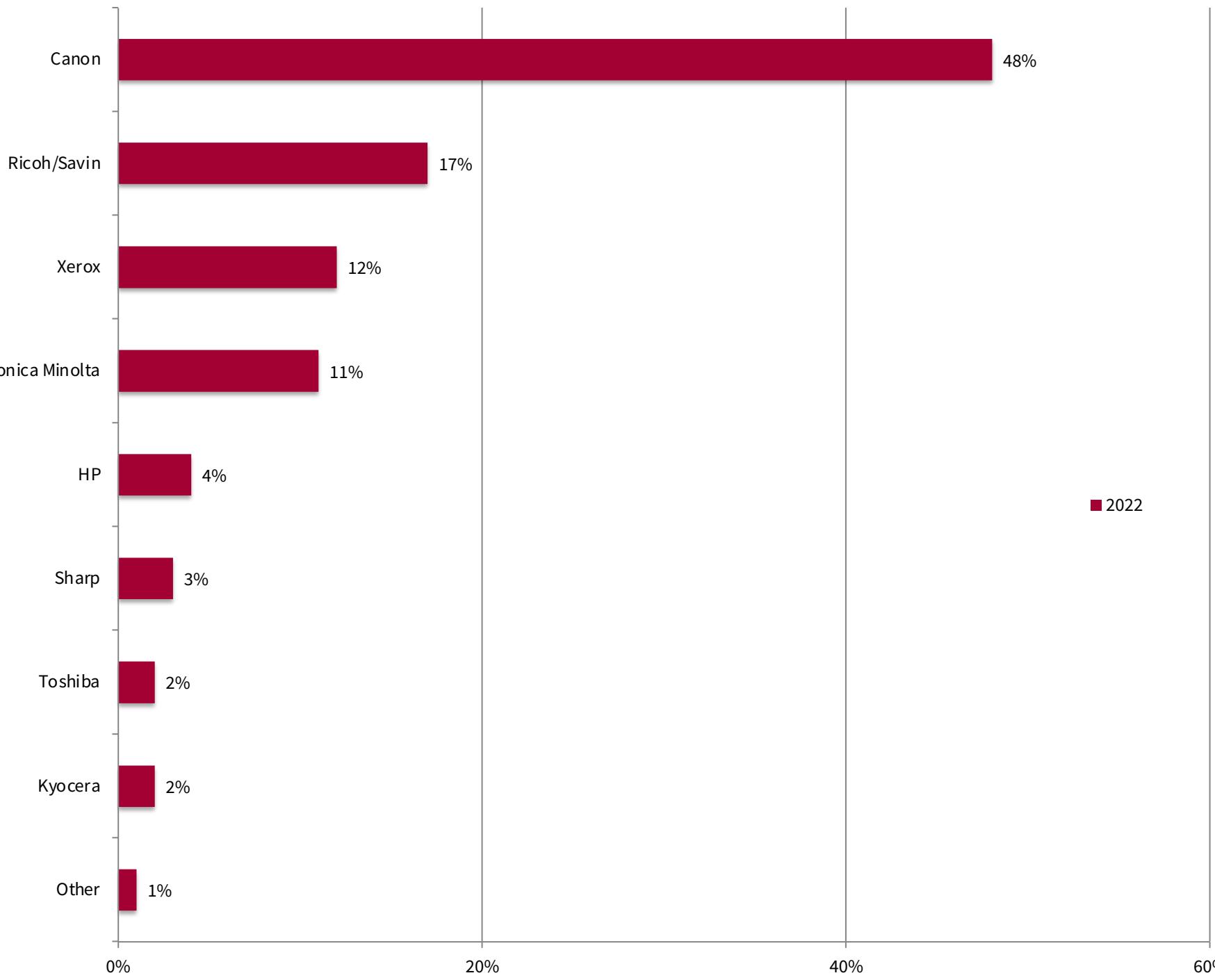
COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY brand of photocopier/MFP does your firm use?

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	1	1%	0	0%	0	0%	0	0%	0	0%
DMS/ECM	Canon	72	49%	87	49%	57	54%	18	38%	21	41%
	HP	3	2%	9	5%	2	2%	4	8%	4	8%
	Konica Minolta	18	12%	15	8%	14	13%	7	15%	3	6%
PRACTICE MANAGEMENT	Kyocera	5	3%	3	2%	1	1%	0	0%	0	0%
	Ricoh/Savin	24	16%	29	16%	20	19%	10	21%	9	18%
	Sharp	4	3%	7	4%	2	2%	1	2%	0	0%
BUSINESS APPLICATIONS	Toshiba	5	3%	5	3%	1	1%	0	0%	0	0%
	Xerox	13	9%	22	12%	6	6%	7	15%	14	27%
	Other (please specify)	2	1%	1	1%	2	2%	1	2%	0	0%

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY brand of photocopier/MFP does your firm use?

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

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STRATEGY

COMPUTER HARDWARE & OPERATING SYSTEMS

- Which PRIMARY workstation operating system does your firm use?
- Excluding remote access use, which PRIMARY method does your firm use for delivering the workspace internally to users?
- Excluding remote access use, which PRIMARY thin-client or virtual desktop infrastructure (VDI) technology does your firm use?
- Which provider add-ins does your firm use to help manage or enhance thin-client or virtual desktop infrastructure (VDI)?
- Which PRIMARY brand of Desktop computer is your firm currently deploying?
- Which PRIMARY brand of Laptop computer is your firm currently deploying?
- When selecting laptops, what are your firm's top three most important criteria?
- Approximately what percentage of lawyers in your firm use laptop computers in place of desktop PCs (please estimate if needed)?
- Approximately what percentage of professional staff in your firm use laptop computers in place of desktop PCs (please estimate if needed)?
- Which wireless video display technology product(s) does your firm use?



INFRASTRUCTURE

COMPUTER HARDWARE &
OPERATING SYSTEMSOFFICE APPLICATION
SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

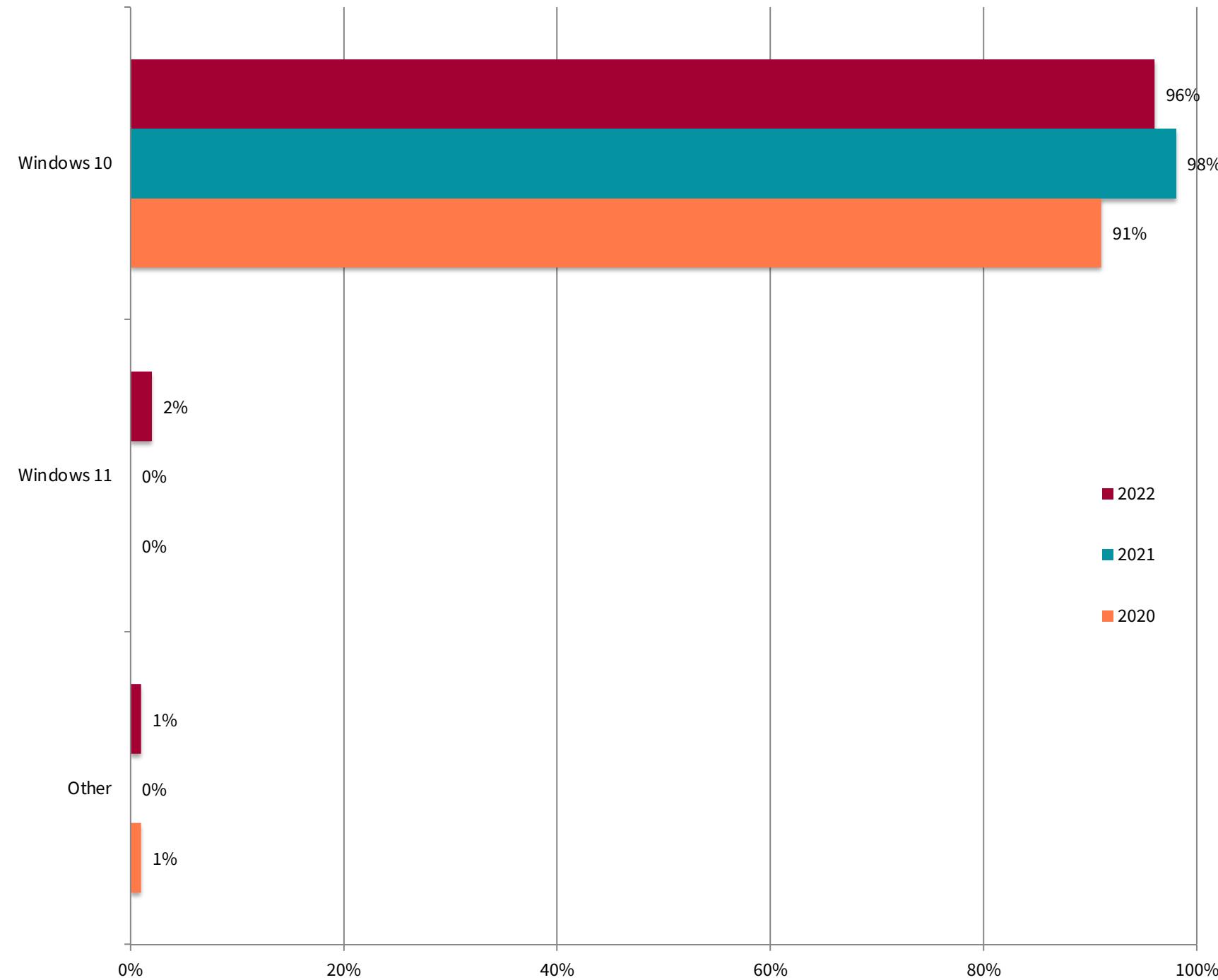
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY workstation operating system does your firm use?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY workstation operating system does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	0	0%	0	0%	0	0%	0	0%	1	2%
DMS/ECM	Windows 7	0	0%	1	1%	1	1%	0	0%	0	0%
	Windows 10	137	93%	176	99%	101	96%	47	98%	48	94%
	Windows 11	7	5%	1	1%	2	2%	1	2%	2	4%
PRACTICE MANAGEMENT	Other (please specify)	4	3%	0	0%	1	1%	0	0%	0	0%



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

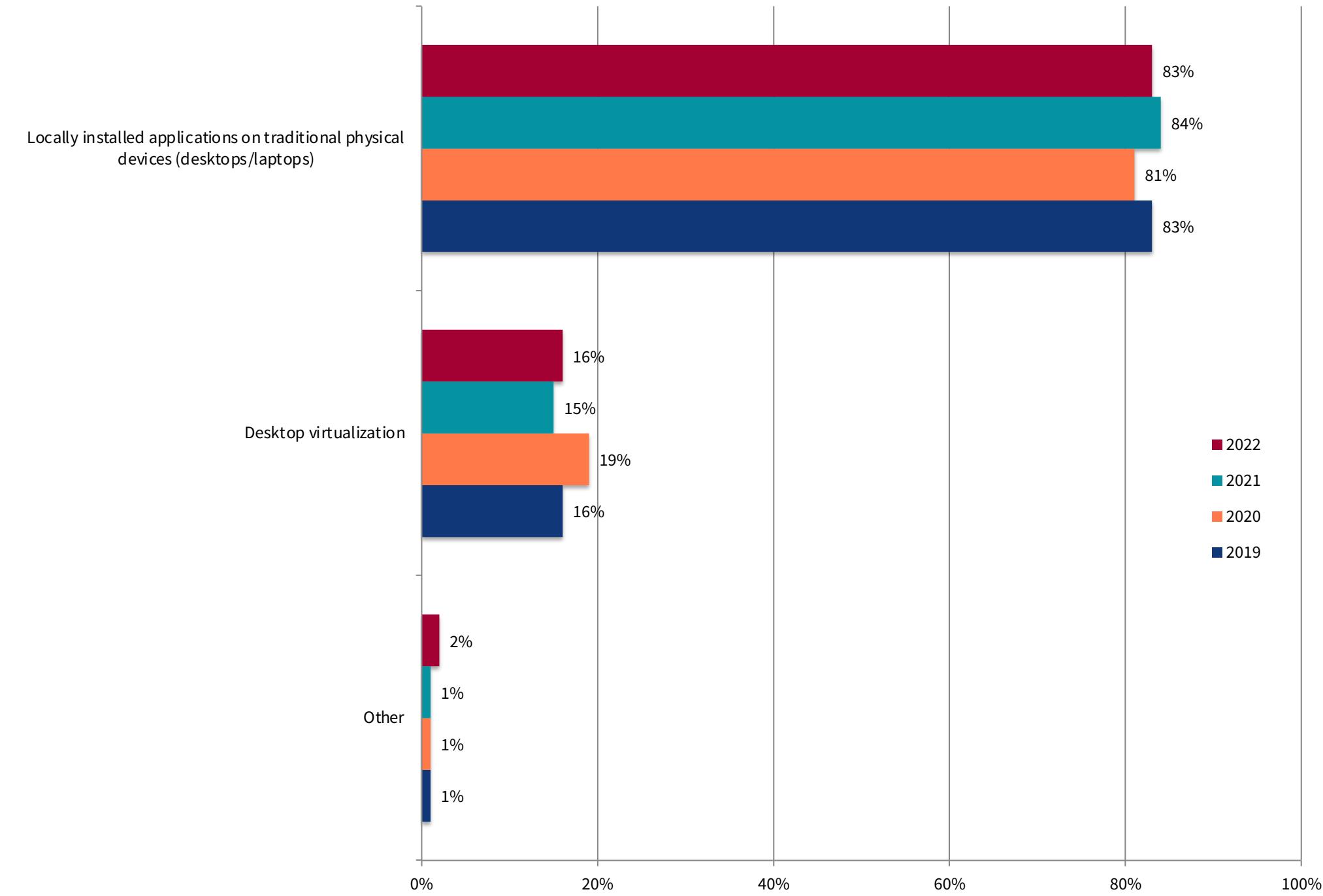
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Excluding remote access use, which PRIMARY method does your firm use for delivering the workspace internally to users?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

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BUSINESS CONTINUITY

STRATEGY

Excluding remote access use, which PRIMARY method does your firm use for delivering the workspace internally to users?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	Desktop virtualization	18	12%	35	20%	19	18%	6	13%	5	10%
DMS/ECM	Locally installed applications on traditional physical devices (desktops/laptops)	126	85%	140	79%	85	81%	42	88%	45	88%
	Other (please specify)	4	3%	2	1%	1	1%	0	0%	1	2%

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

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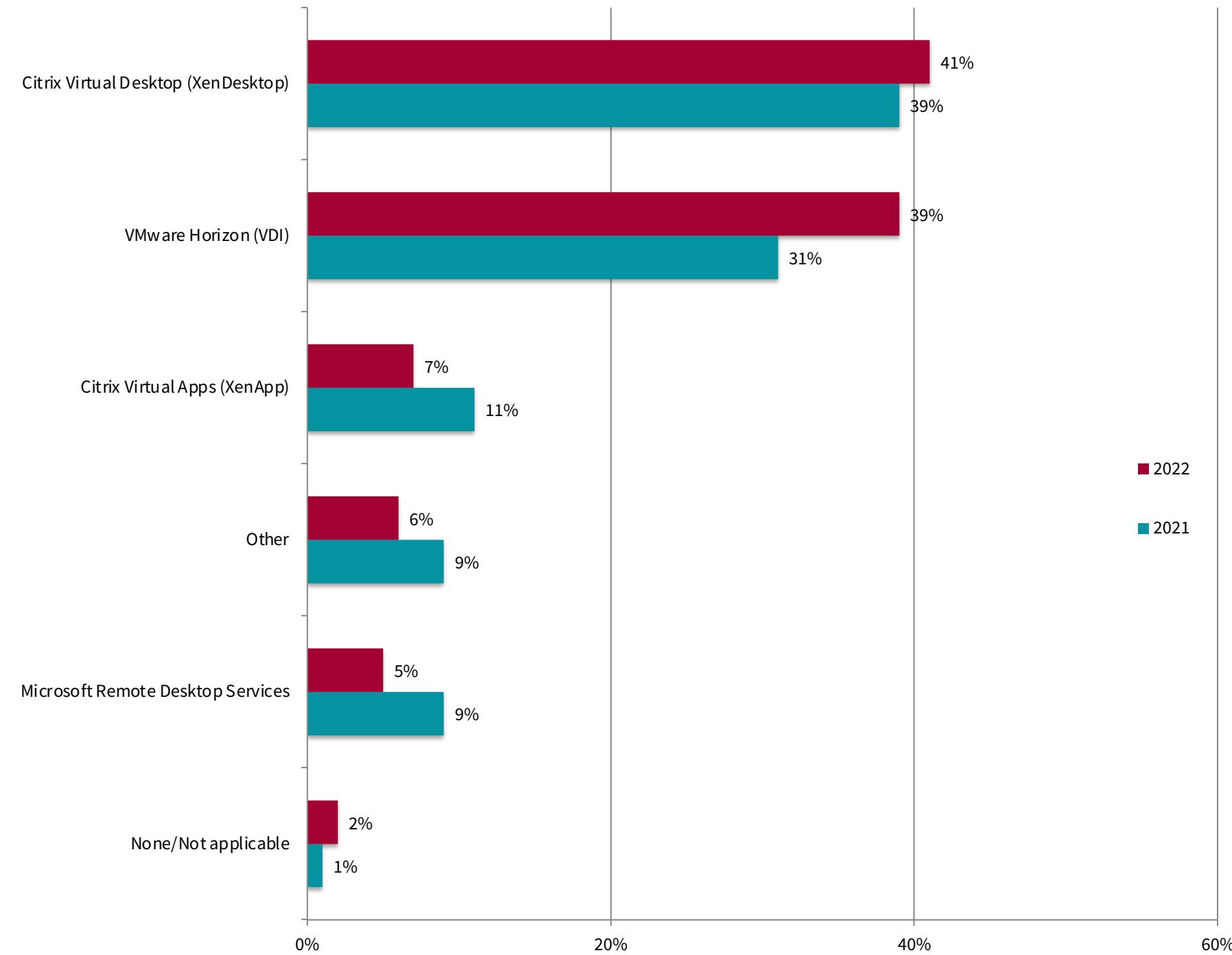
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Excluding remote access use, which PRIMARY thin-client or virtual desktop infrastructure (VDI) technology does your firm use?



NOTE: Percentages are based on respondents indicating the primary method for delivering the workspace to users is desktop virtualization, not total respondents.

INFRASTRUCTURE

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BUSINESS CONTINUITY

STRATEGY

Excluding remote access use, which PRIMARY thin-client or virtual desktop infrastructure (VDI) technology does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	1	6%	1	3%	0	0%	0	0%	0	0%
	Citrix Virtual Apps (XenApp)	0	0%	2	6%	2	11%	1	17%	1	20%
	Citrix Virtual Desktop (XenDesktop)	8	44%	12	34%	8	42%	3	50%	3	60%
PRACTICE MANAGEMENT	Microsoft Remote Desktop Services	0	0%	3	9%	1	5%	0	0%	0	0%
	VMWare Horizon (VDI)	6	33%	15	43%	8	42%	2	33%	1	20%
	Other (please specify)	3	17%	2	6%	0	0%	0	0%	0	0%



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

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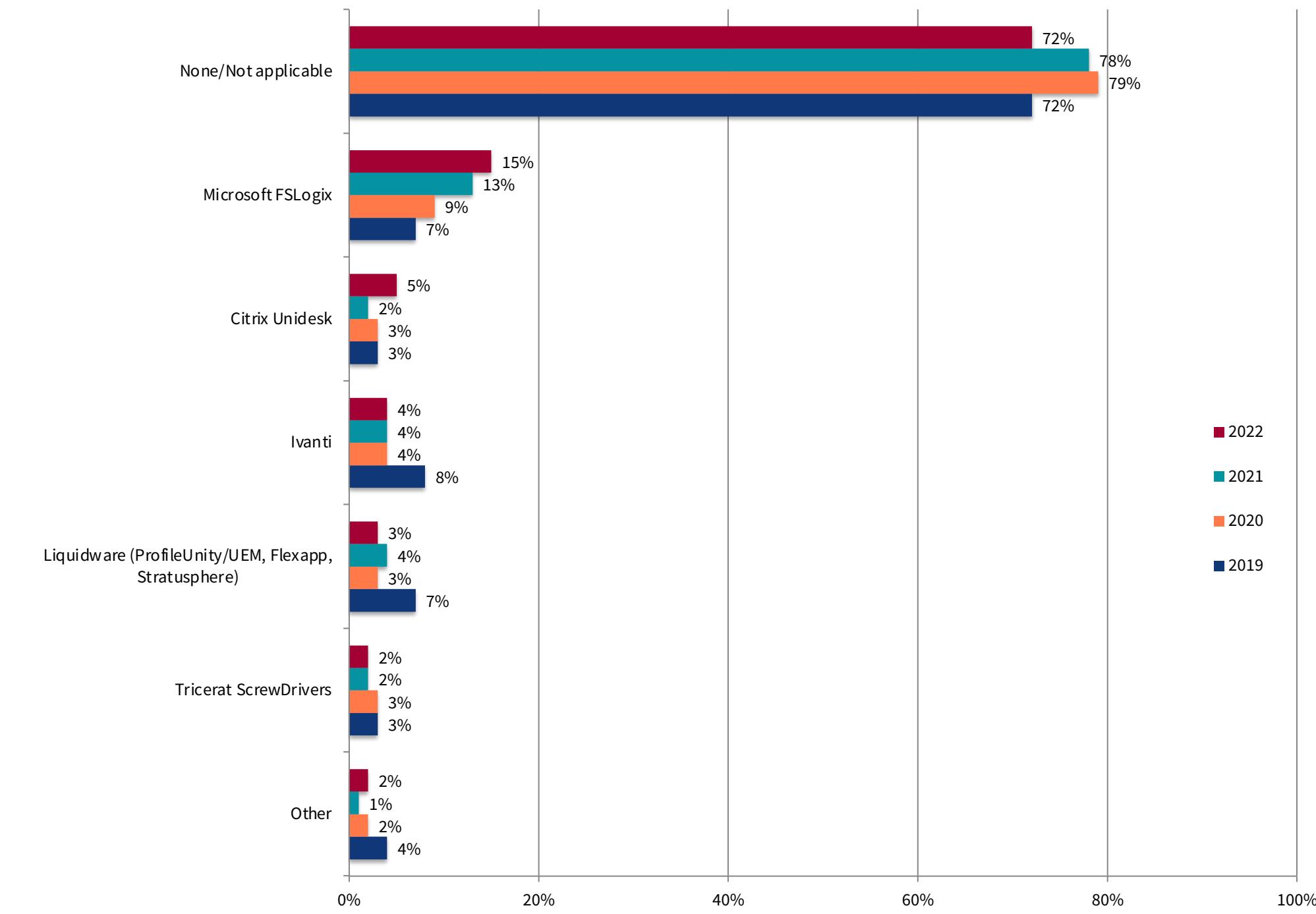
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which provider add-ins does your firm use to help manage or enhance thin-client or virtual desktop infrastructure (VDI)?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

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STRATEGY

Which provider add-ins does your firm use to help manage or enhance thin-client or virtual desktop infrastructure (VDI)?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	121	83%	133	76%	68	66%	31	66%	22	45%
	Citrix Unidesk	2	1%	4	2%	6	6%	3	6%	9	18%
	Ivanti	0	0%	4	2%	6	6%	4	9%	6	12%
PRACTICE MANAGEMENT	Liquidware (ProfileUnity/UEM, Flexapp, Stratusphere)	4	3%	4	2%	7	7%	1	2%	2	4%
	Microsoft FSLogix	16	11%	28	16%	17	17%	8	17%	11	22%
	Tricerat ScrewDrivers	1	1%	3	2%	2	2%	1	2%	2	4%
BUSINESS APPLICATIONS	Other (please specify)	2	1%	2	1%	2	2%	1	2%	3	6%



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

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COLLABORATION

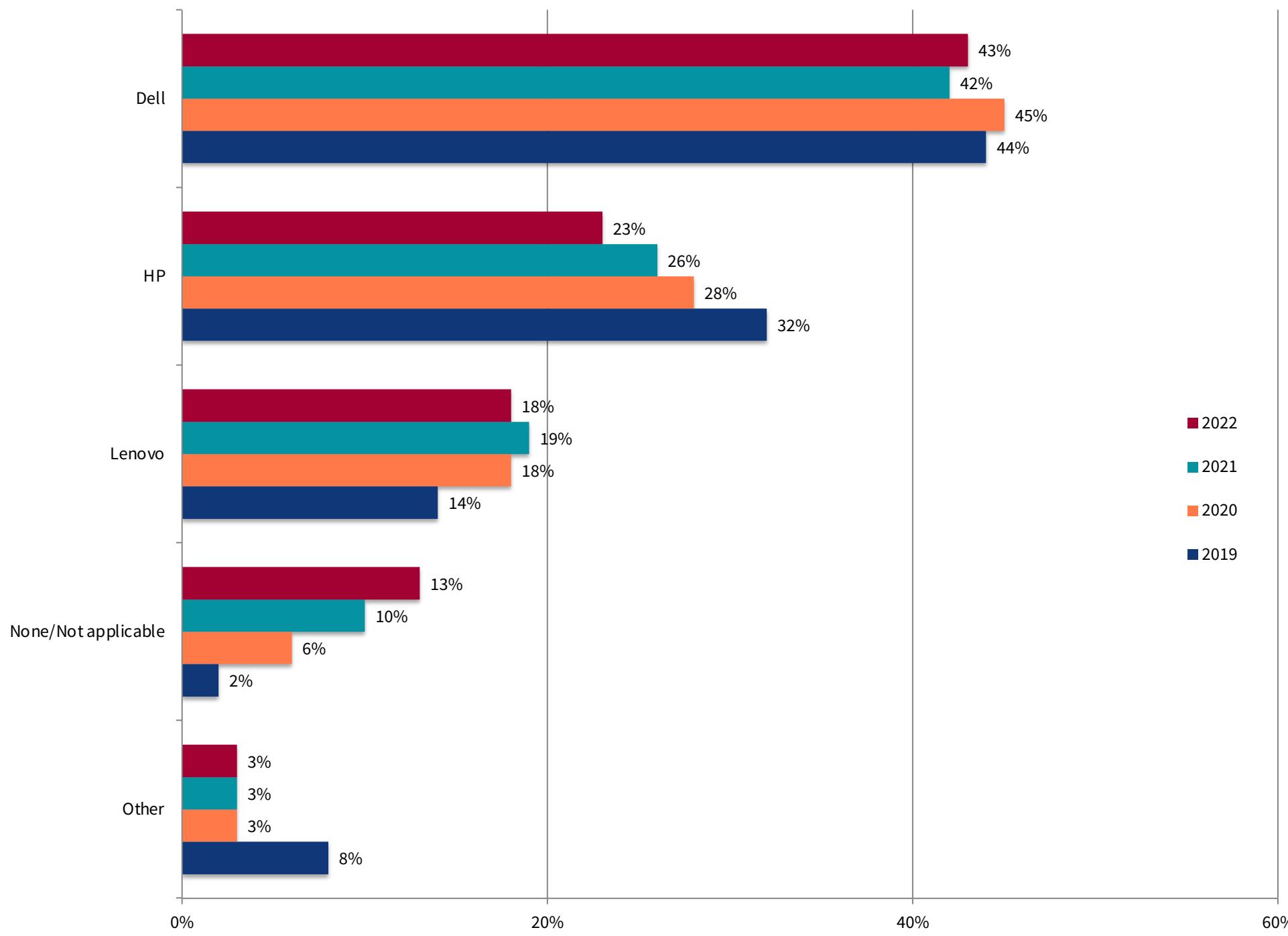
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY brand of Desktop computer is your firm currently deploying?



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STRATEGY

Which PRIMARY brand of Desktop computer is your firm currently deploying?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	9	6%	24	13%	21	20%	9	19%	5	10%
DMS/ECM	Dell	71	48%	82	46%	47	45%	12	25%	18	35%
	HP	39	26%	41	23%	24	23%	10	21%	8	16%
	Lenovo	20	14%	28	16%	12	11%	14	29%	20	39%
PRACTICE MANAGEMENT	Other (please specify)	9	6%	3	2%	1	1%	3	6%	0	0%



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

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DMS/ECM

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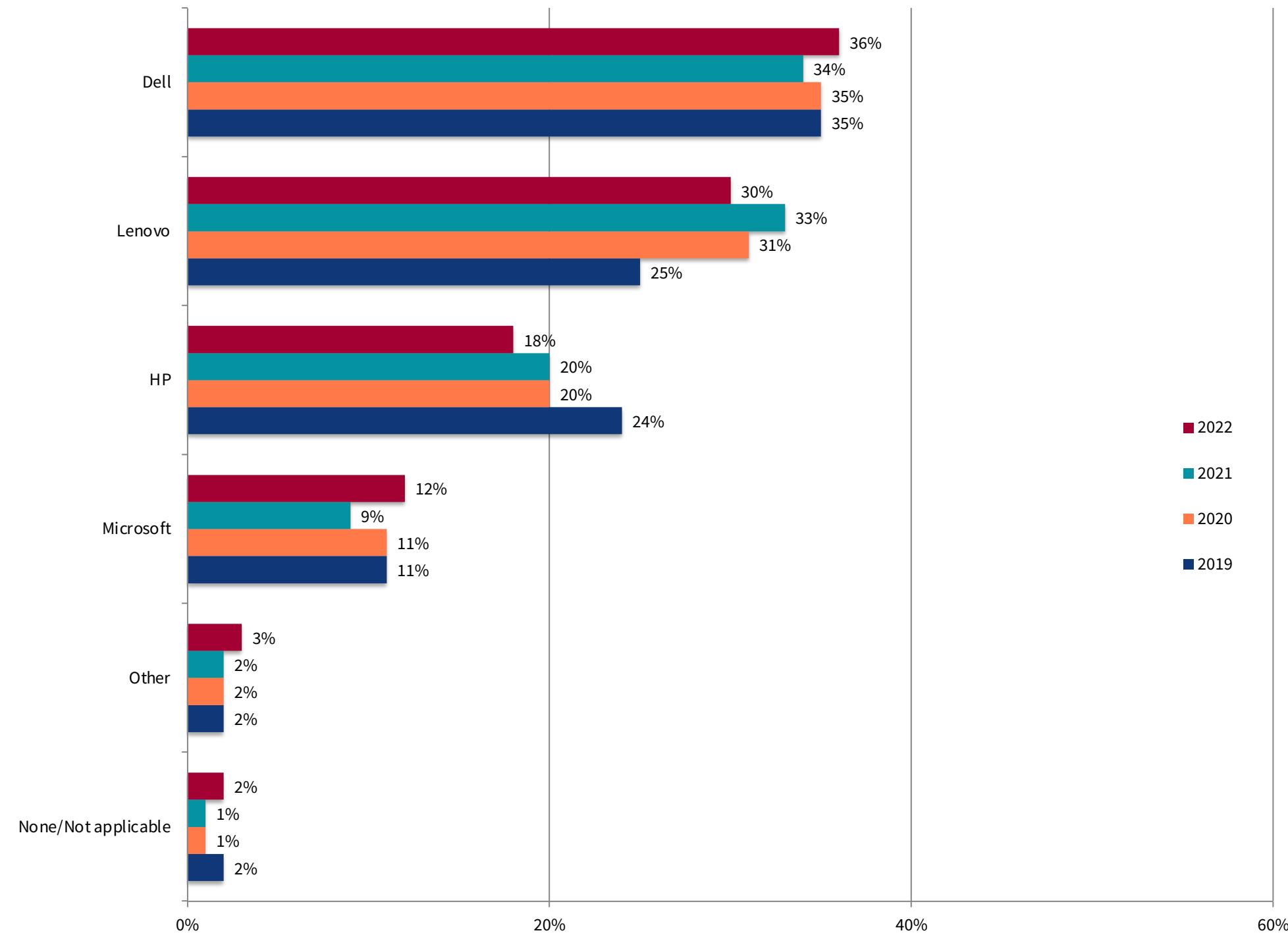
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY brand of Laptop computer is your firm currently deploying?



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STRATEGY

Which PRIMARY brand of Laptop computer is your firm currently deploying?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers		
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	
		None/Not applicable	2	1%	5	3%	1	1%	0	0%	0	0%
DMS/ECM		Dell	61	41%	62	35%	39	37%	13	27%	18	35%
		HP	27	18%	34	19%	21	20%	7	15%	6	12%
		Lenovo	39	26%	52	29%	27	26%	16	33%	25	49%
PRACTICE MANAGEMENT		Microsoft	15	10%	18	10%	15	14%	11	23%	2	4%
		Other (please specify)	4	3%	7	4%	2	2%	1	2%	0	0%



INFRASTRUCTURE

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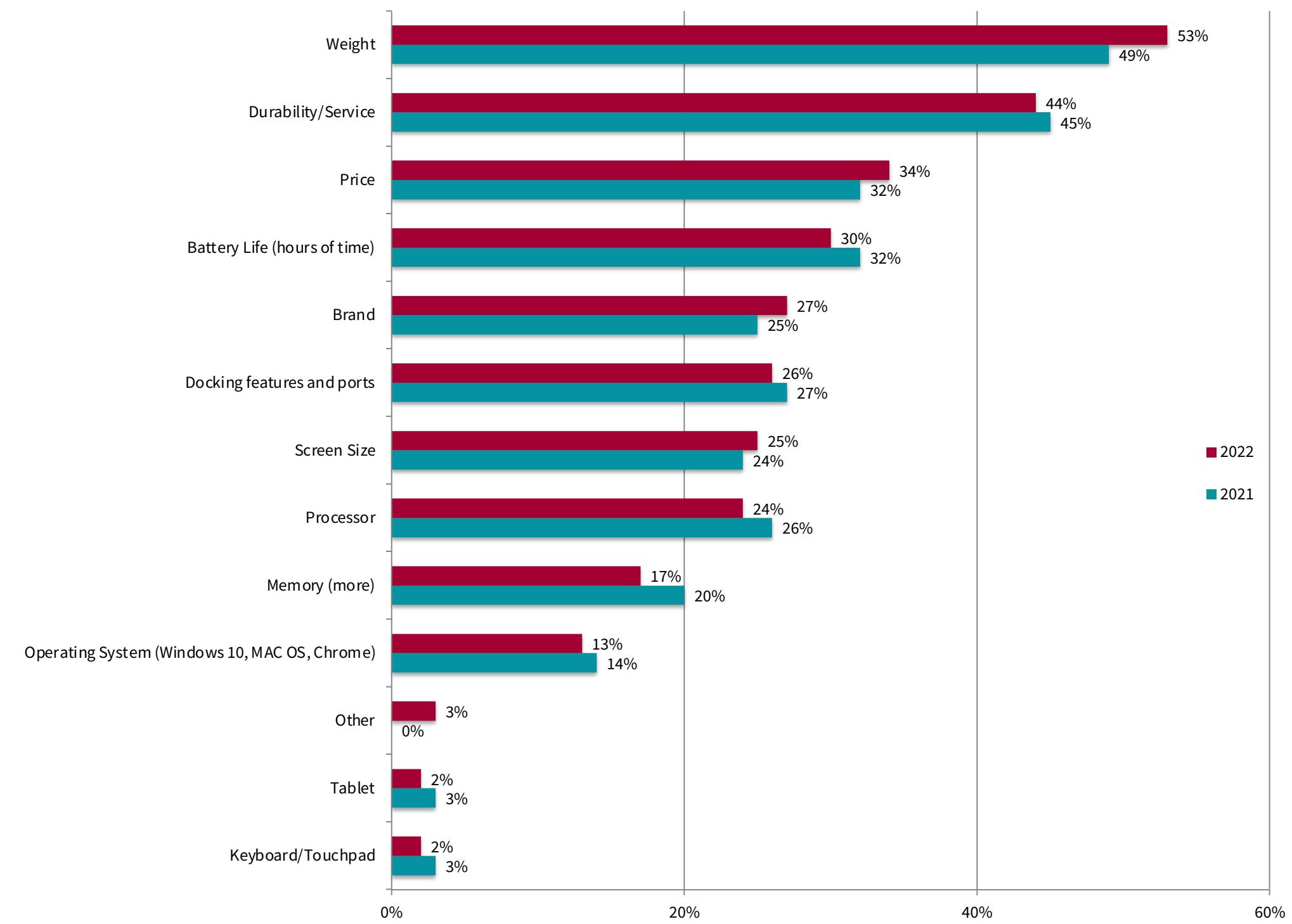
MOBILE DEVICE USE

SECURITY

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STRATEGY

When selecting laptops, what are your firm's top three most important criteria?



Multiple response question; chart excludes responses less than 2%.



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

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DMS/ECM

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
Battery Life (hours of time)	37	25%	44	25%	36	34%	19	40%	22	44%	
Brand	42	28%	55	31%	26	25%	11	23%	8	16%	
Docking features and ports	32	22%	55	31%	30	29%	7	15%	11	22%	
Durability/Service	64	43%	87	49%	43	41%	20	42%	19	38%	
Keyboard/Touchpad	5	3%	4	2%	1	1%	2	4%	1	2%	
Memory (more)	28	19%	30	17%	12	11%	10	21%	8	16%	
Operating System (Windows, MAC OS)	29	20%	20	11%	11	10%	6	13%	2	4%	
Price	51	34%	63	35%	37	35%	15	31%	15	30%	
Processor	46	31%	35	20%	18	17%	9	19%	17	34%	
Screen Size	41	28%	42	24%	30	29%	13	27%	7	14%	
Tablet	4	3%	4	2%	1	1%	1	2%	1	2%	
Weight	60	41%	90	51%	66	63%	29	60%	37	74%	
Other (please specify)	5	3%	5	3%	4	4%	2	4%	2	4%	

MOBILE DEVICE USE

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STRATEGY

When selecting laptops, what are your firm's top three most important criteria?



INFRASTRUCTURE

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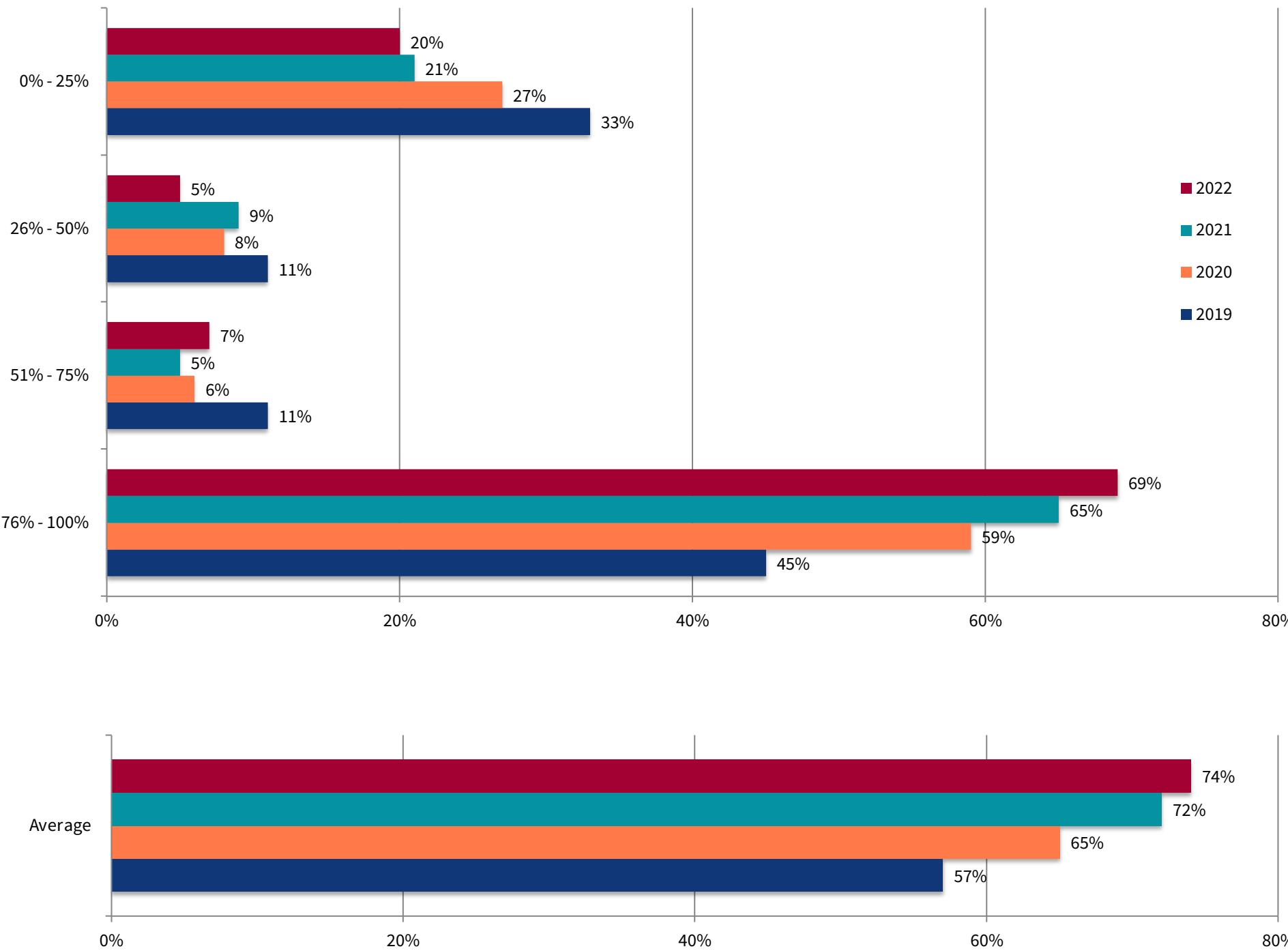
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Approximately what percentage of lawyers in your firm use laptop computers in place of desktop PCs (please estimate if needed)?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

Approximately what percentage of lawyers in your firm use laptop computers in place of desktop PCs (please estimate if needed)?

OFFICE APPLICATION SOFTWARE

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	0%-25%	42	31%	35	21%	18	17%	4	9%	2	4%
	26%-50%	8	6%	7	4%	6	6%	0	0%	2	4%
	51%-75%	8	6%	11	6%	6	6%	4	9%	4	8%
	76%-100%	76	57%	117	69%	73	71%	39	83%	42	84%

PRACTICE MANAGEMENT

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		Valid N		Valid N		Valid N		Valid N		Valid N	
BUSINESS APPLICATIONS	Median		134		170		103		47		50
	Mean		83%		95%		98%		100%		99%
	Valid N		62%		74%		77%		88%		88%

COLLABORATION

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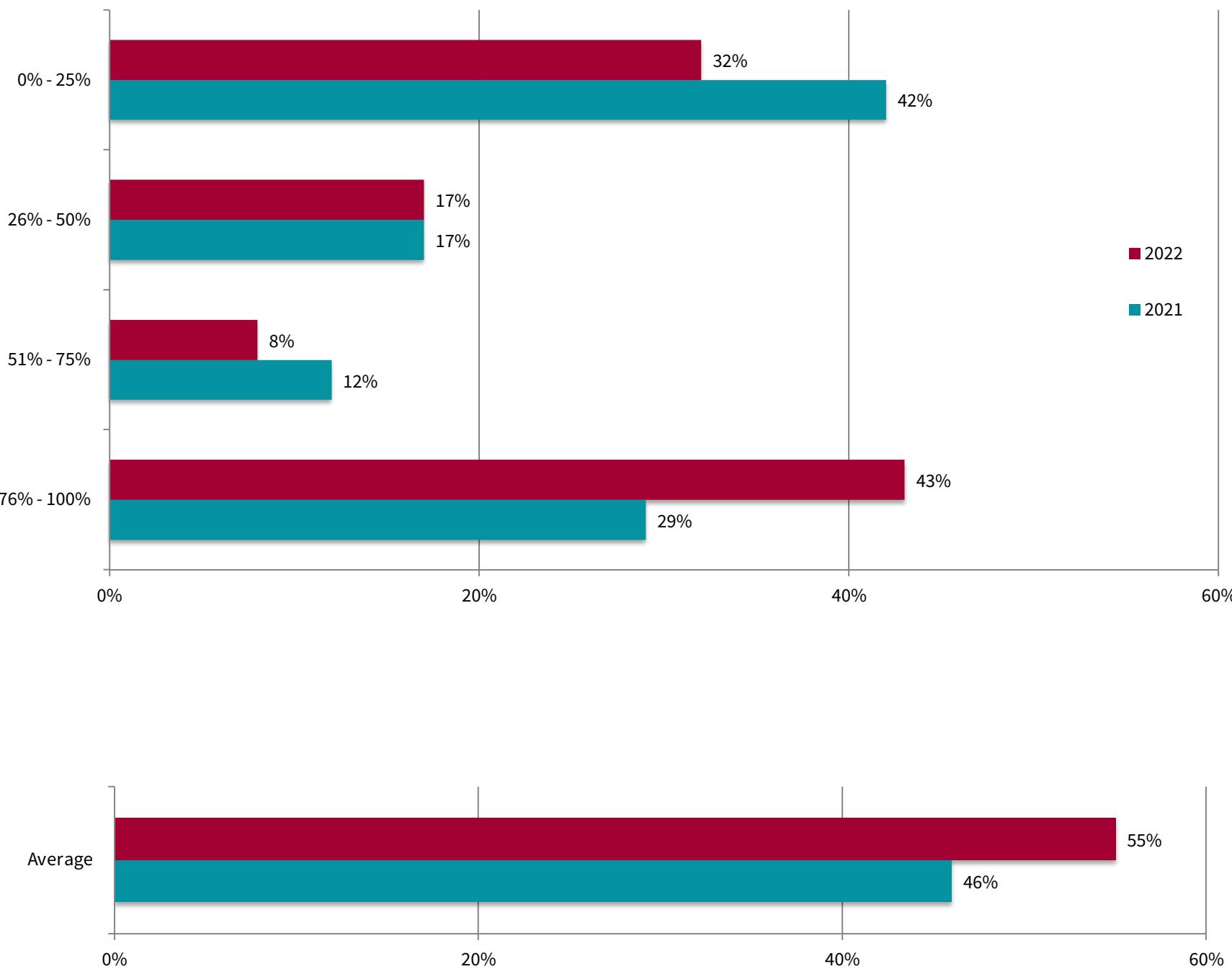
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Approximately what percentage of professional staff in your firm use laptop computers in place of desktop PCs (please estimate if needed)?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

Approximately what percentage of professional staff in your firm use laptop computers in place of desktop PCs (please estimate if needed)?

OFFICE APPLICATION SOFTWARE

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	0%-25%	53	49%	58	37%	26	27%	7	15%	6	12%
	26%-50%	21	19%	27	17%	15	15%	5	11%	9	18%
	51%-75%	6	6%	11	7%	8	8%	6	13%	4	8%
	76%-100%	28	26%	59	38%	49	50%	28	61%	31	62%

PRACTICE MANAGEMENT

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		Valid N		30%		50%		75%		90%	
BUSINESS APPLICATIONS	Median		108		155		98		46		50
	Mean			30%		50%		75%		90%	
			40%		52%		61%		72%		72%

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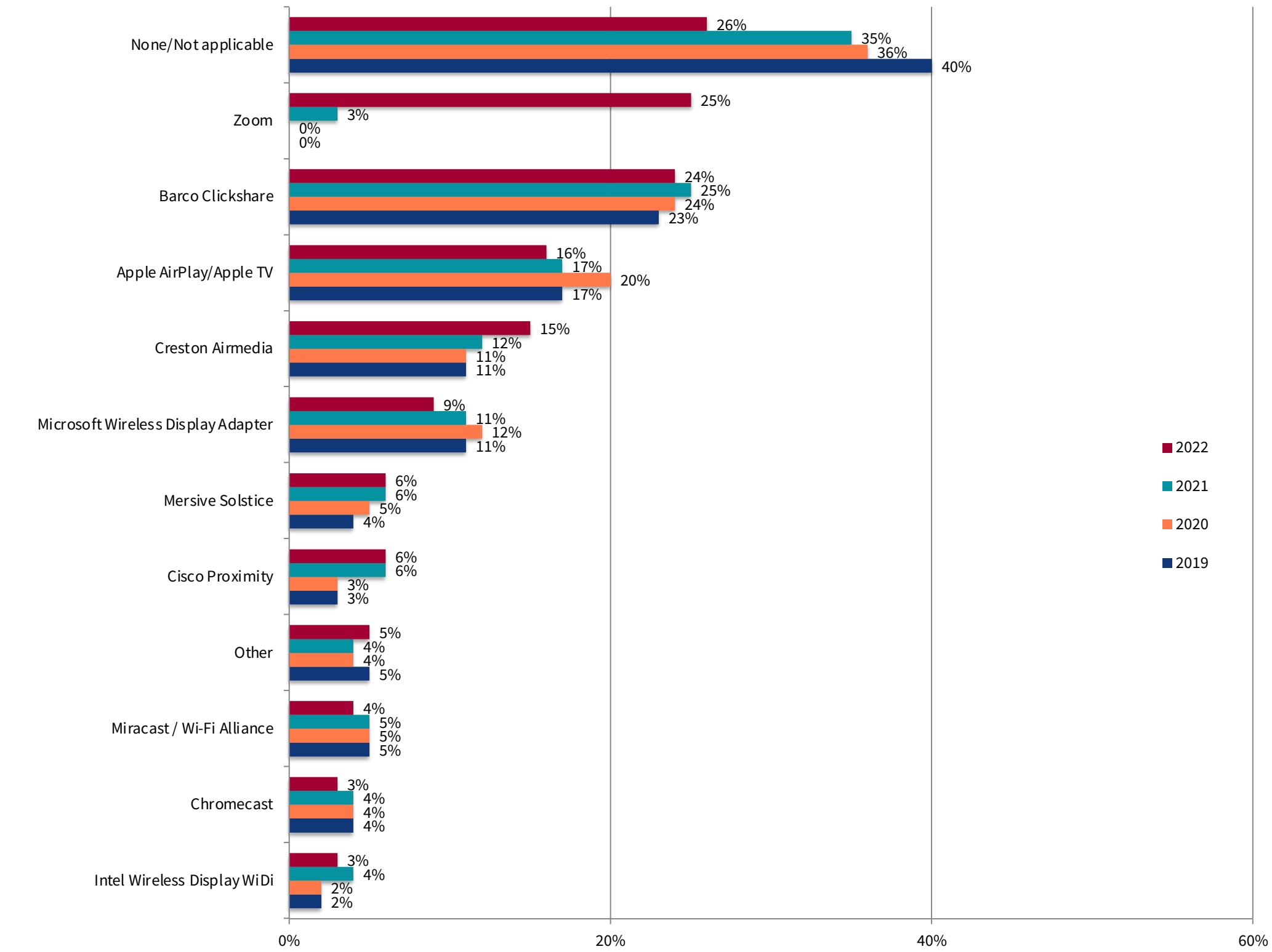
MOBILE DEVICE USE

SECURITY

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STRATEGY

Which wireless video display technology product(s) does your firm use?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	59	40%	46	26%	16	15%	10	22%	6	12%
	Apple AirPlay/Apple TV	28	19%	24	14%	14	13%	9	20%	8	16%
	Barco Clickshare	16	11%	41	23%	39	38%	11	24%	18	36%
PRACTICE MANAGEMENT	Chromecast	8	5%	4	2%	2	2%	3	7%	1	2%
	Cisco Proximity	0	0%	4	2%	10	10%	6	13%	9	18%
	Crestron Airmedia	9	6%	35	20%	17	16%	12	26%	6	12%
BUSINESS APPLICATIONS	Intel Wireless Display WiDi	6	4%	4	2%	0	0%	3	7%	2	4%
	Mersive Solstice	5	3%	6	3%	8	8%	6	13%	6	12%
	Microsoft Wireless Display Adapter	13	9%	20	11%	8	8%	2	4%	4	8%
COLLABORATION	Miracast / Wi-Fi Alliance	5	3%	8	5%	3	3%	2	4%	4	8%
	Zoom	34	23%	46	26%	28	27%	9	20%	13	26%
	Other (please specify)	4	3%	7	4%	9	9%	1	2%	3	6%

MOBILE DEVICE USE

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STRATEGY

Which wireless video display technology product(s) does your firm use?



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STRATEGY

OFFICE APPLICATION SOFTWARE

- Which PRIMARY office application software does your firm use?
- Which office application suite do you expect to be your firm's PRIMARY office application suite 12 months from now?
- Which PRIMARY macro and template package does your firm use?
- Which PRIMARY paragraph numbering solution does your firm use in Microsoft Word documents?
- Which additional document assembly or document automation tools (other than macro and template packages and/or templates and numbering) does your firm use to accelerate the creation of documents?
- Which document comparison (e.g., redlining) software does your firm use?
- Which PRIMARY metadata checking/removal software does your firm use?
- Which PRIMARY scanner workflow software does your firm use to automate document routing processes?
- Which PDF editing and redacting software does your firm use?
- Which PRIMARY conference room scheduling/management tool does your firm use?
- Which PRIMARY Human Resources Information System (HRIS) does your firm currently use?
- Which Human Resources Information System (HRIS) components does your firm currently use?
- Which Microsoft Teams Features has your firm deployed?
- Which Microsoft Power Platform(s) are you using with Microsoft Teams?
- Which Microsoft Teams governance policies is your firm using?
- Does your firm use a Cloud Access Security Broker (CASB) to secure Microsoft Teams or SharePoint Online? If yes, which CASB is your firm using?
- Does your firm enforce encryption of externally shared Microsoft Teams documents?
- Does your firm allow end users to do any of the following?
 - How does your firm configure Microsoft Teams for client work?
 - Does your firm use private and/or public Microsoft Teams?
 - How does your firm provision Microsoft Teams?



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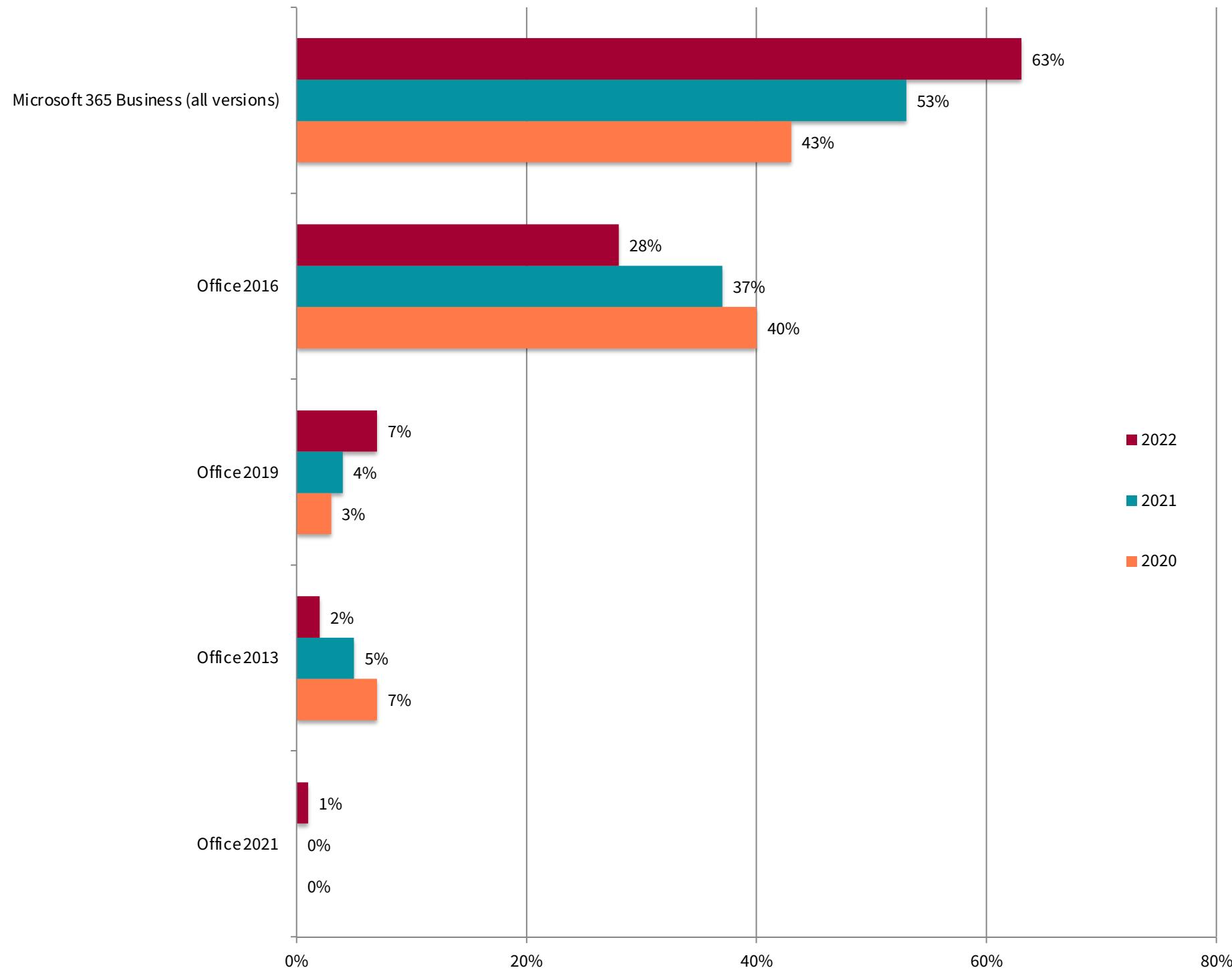
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY office application software does your firm use?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

Which PRIMARY office application software does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	0	0%	0	0%	1	1%	0	0%	0	0%
	Microsoft 365 Business (all versions)	104	70%	108	61%	56	53%	28	58%	35	71%
	Office 2013	4	3%	3	2%	0	0%	0	0%	1	2%
PRACTICE MANAGEMENT	Office 2016	32	22%	51	29%	35	33%	16	33%	12	24%
	Office 2019	7	5%	13	7%	11	10%	3	6%	1	2%
	Office 2021	0	0%	1	1%	1	1%	1	2%	0	0%
	Other (please specify)	1	1%	2	1%	1	1%	0	0%	0	0%

BUSINESS APPLICATIONS

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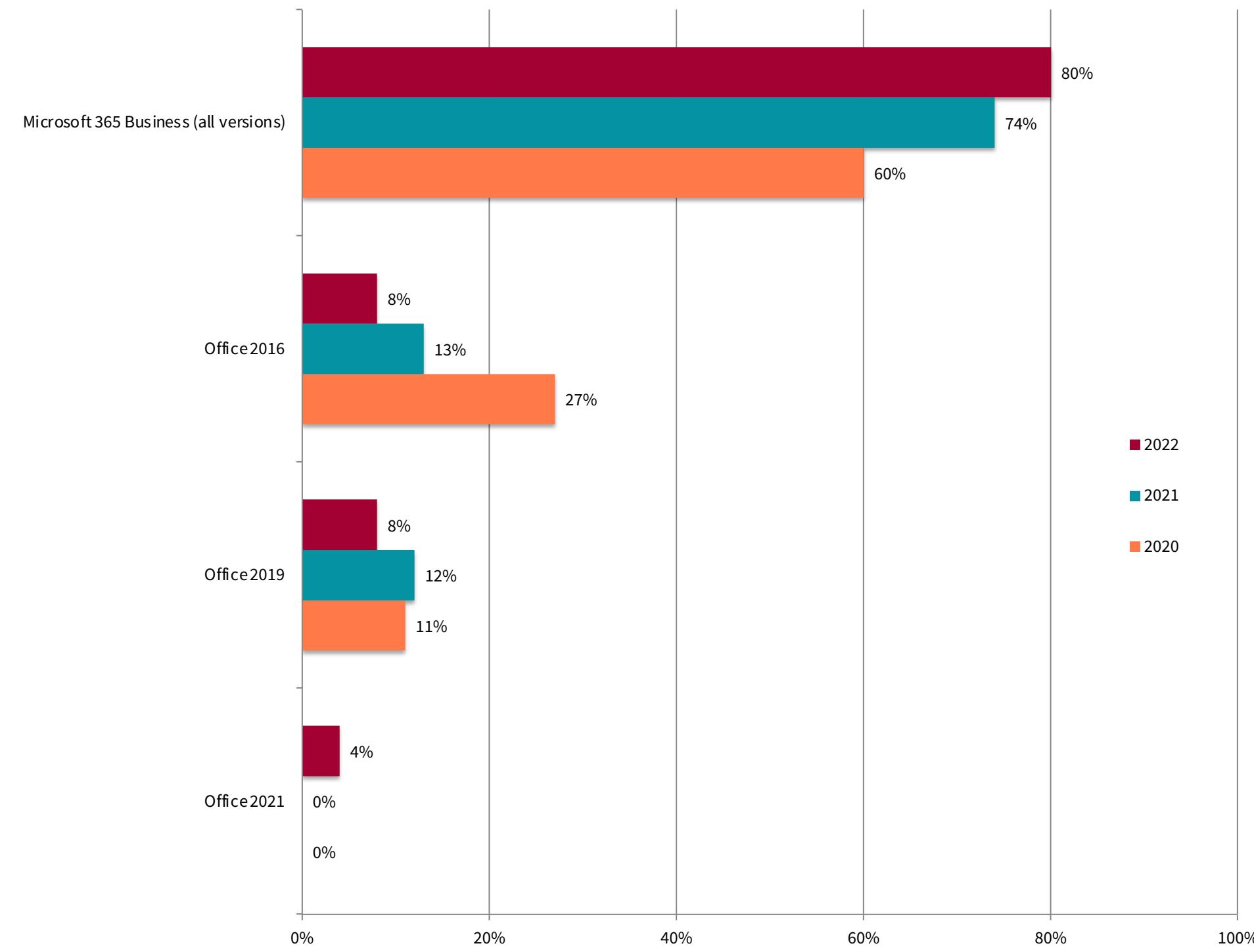
MOBILE DEVICE USE

SECURITY

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STRATEGY

Which office application suite do you expect to be your firm's PRIMARY office application suite 12 months from now?



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STRATEGY

Which office application suite do you expect to be your firm's PRIMARY office application suite 12 months from now?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	1	1%	1	1%	0	0%	0	0%	0	0%
DMS/ECM	Microsoft 365 Business (all versions)	126	85%	135	76%	78	74%	36	75%	45	92%
	Office 2016	10	7%	18	10%	7	7%	5	10%	2	4%
	Office 2019	9	6%	16	9%	14	13%	4	8%	1	2%
PRACTICE MANAGEMENT	Office 2021	2	1%	8	4%	6	6%	3	6%	1	2%
	Other (please specify)	0	0%	0	0%	0	0%	0	0%	0	0%



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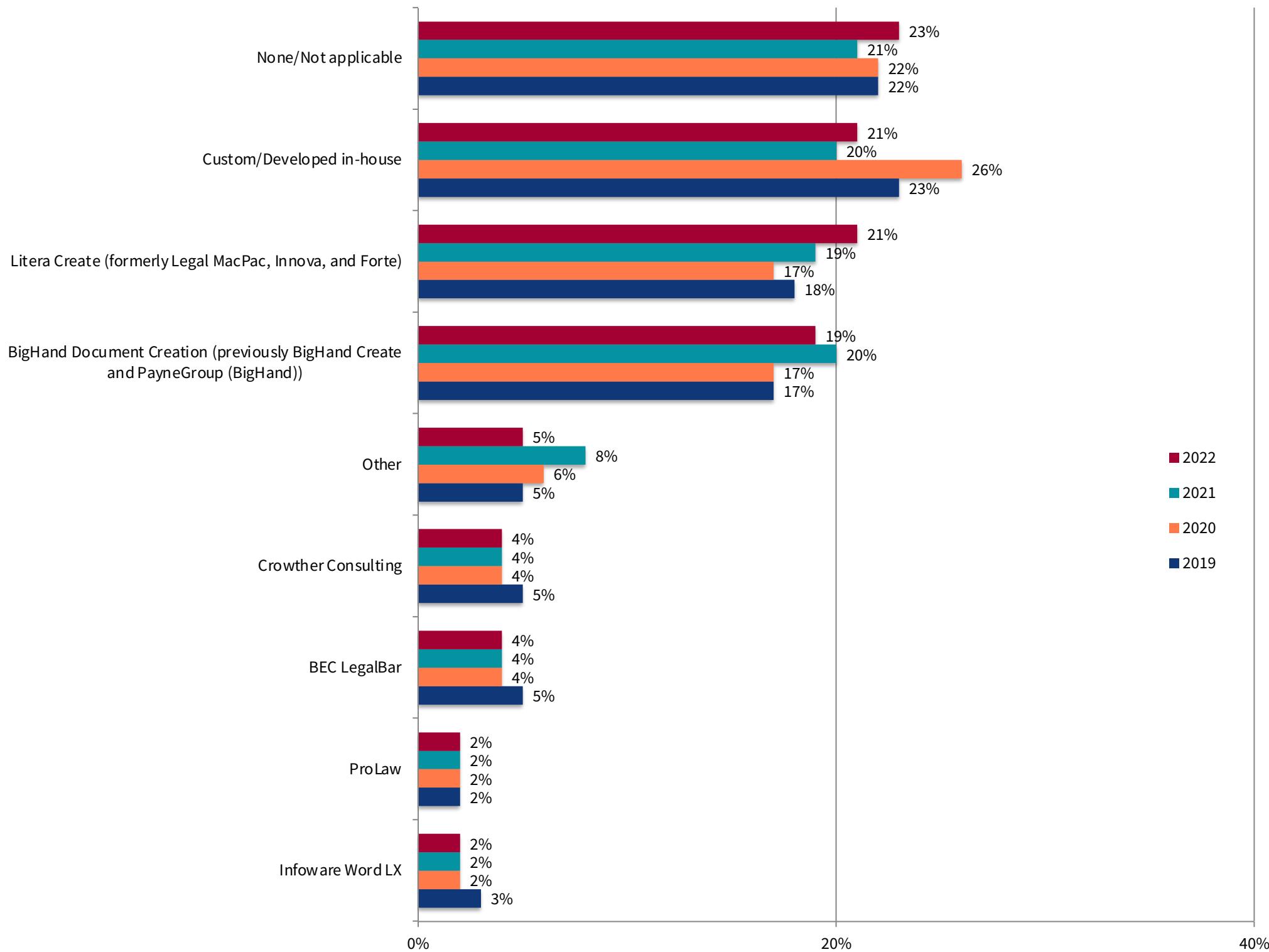
MOBILE DEVICE USE

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STRATEGY

Which PRIMARY macro and template package does your firm use?



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BUSINESS CONTINUITY

STRATEGY

Which PRIMARY macro and template package does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	63	43%	45	25%	9	9%	2	4%	1	2%
	BEC LegalBar	7	5%	10	6%	4	4%	1	2%	1	2%
	BigHand Document Creation (previously BigHand Create and PayneGroup (BigHand))	14	9%	33	19%	20	19%	17	36%	14	28%
PRACTICE MANAGEMENT	Crowther Consulting	7	5%	7	4%	3	3%	1	2%	3	6%
	Infoware Word LX	1	1%	8	5%	2	2%	1	2%	0	0%
	Litera Create (formerly Legal MacPac, Innova, and Forte)	8	5%	26	15%	38	36%	17	36%	20	40%
BUSINESS APPLICATIONS	ProLaw	3	2%	3	2%	2	2%	1	2%	0	0%
	Custom/Developed in-house	36	24%	38	21%	23	22%	4	9%	10	20%
	Other (please specify)	9	6%	7	4%	4	4%	3	6%	1	2%



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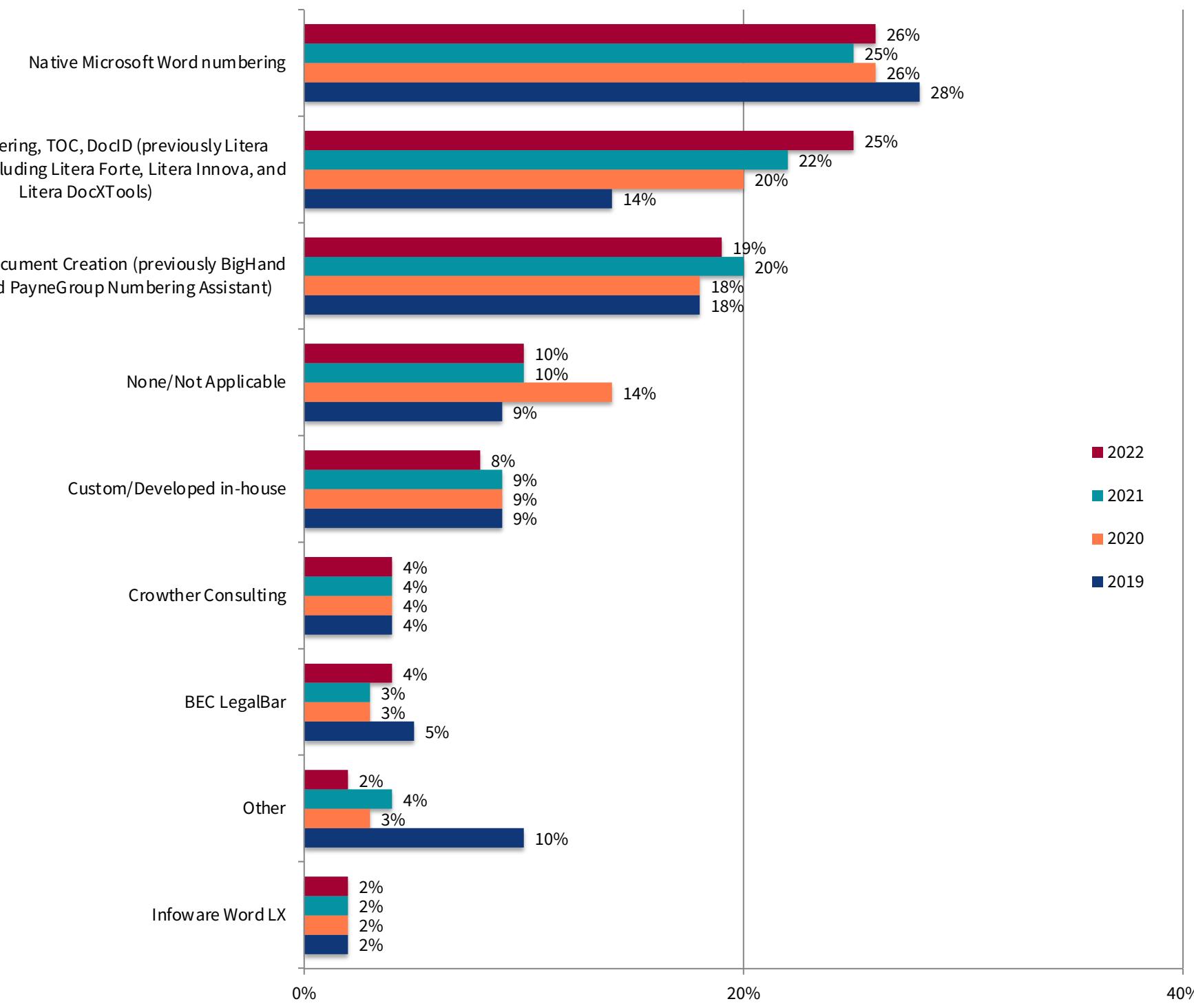
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY paragraph numbering solution does your firm use in Microsoft Word documents?



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BUSINESS CONTINUITY

STRATEGY

Which PRIMARY paragraph numbering solution does your firm use in Microsoft Word documents?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	27	18%	14	8%	11	10%	1	2%	2	4%
	BEC LegalBar	6	4%	9	5%	5	5%	1	2%	1	2%
	BigHand Document Creation (previously BigHand Create and PayneGroup Numbering Assistant)	15	10%	37	21%	22	21%	14	30%	12	25%
PRACTICE MANAGEMENT	Crowther Consulting	8	5%	5	3%	3	3%	2	4%	3	6%
	Infoware Word LX	1	1%	8	5%	2	2%	0	0%	0	0%
	Litera Numbering, TOC, DocID (previously Litera Numbering including Litera Forte, Litera Innovia, and Litera DocXTools)	10	7%	36	20%	40	38%	21	45%	22	46%
BUSINESS APPLICATIONS	Native Microsoft Word numbering	64	43%	53	30%	10	10%	3	6%	5	10%
	Custom/Developed in-house	14	9%	12	7%	11	10%	4	9%	3	6%
	Other (please specify)	3	2%	3	2%	1	1%	1	2%	0	0%
COLLABORATION											



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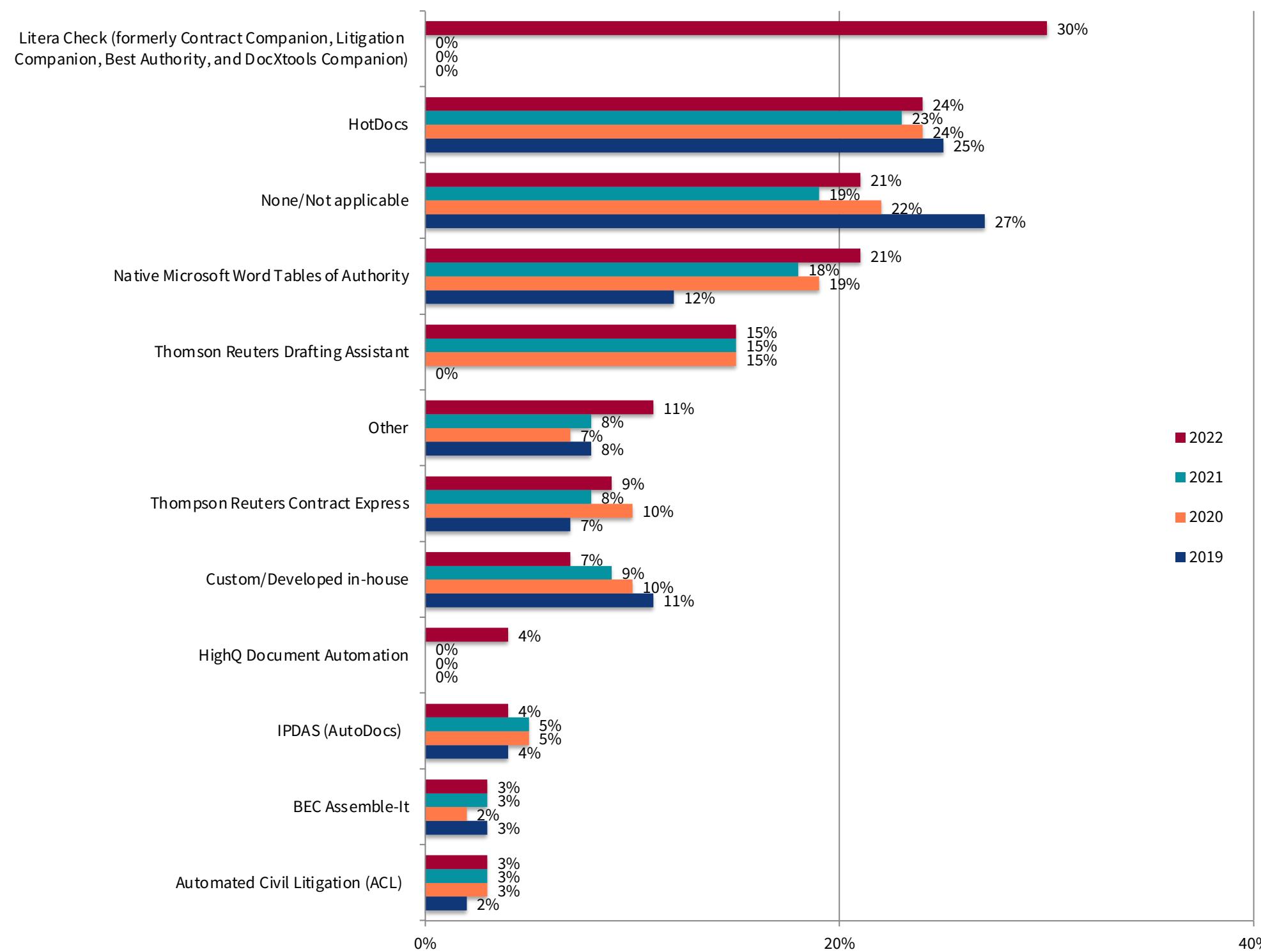
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which additional document assembly or document automation tools (other than macro and template packages and/or templates and numbering) does your firm use to accelerate the creation of documents?



Multiple response question; chart excludes responses less than 2%.

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STRATEGY

Which additional document assembly or document automation tools (other than macro and template packages and/or templates and numbering) does your firm use to accelerate the creation of documents?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	52	36%	42	24%	11	11%	4	9%	1	2%
	Automated Civil Litigation (ACL)	4	3%	5	3%	2	2%	3	6%	1	2%
	BEC Assemble-It	4	3%	9	5%	3	3%	0	0%	0	0%
PRACTICE MANAGEMENT	HighQ Document Automation	1	1%	2	1%	6	6%	6	13%	6	12%
	HotDocs	23	16%	37	21%	35	34%	14	30%	17	35%
	IPDAS (Autodocs)	0	0%	5	3%	5	5%	6	13%	6	12%
BUSINESS APPLICATIONS	Litera Check (formerly Contract Companion, Litigation Companion, Best Authority, and DocXtools Companion)	17	12%	43	24%	39	38%	24	51%	33	67%
	Native Microsoft Word Tables of Authority	33	23%	47	27%	18	17%	5	11%	7	14%
	Thomson Reuters Contract Express	1	1%	6	3%	8	8%	13	28%	20	41%
COLLABORATION	Thomson Reuters Drafting Assistant	15	10%	27	15%	22	21%	8	17%	6	12%
	Custom/Developed in-house	8	5%	10	6%	12	12%	2	4%	4	8%
	Other (please specify)	21	14%	14	8%	8	8%	5	11%	8	16%

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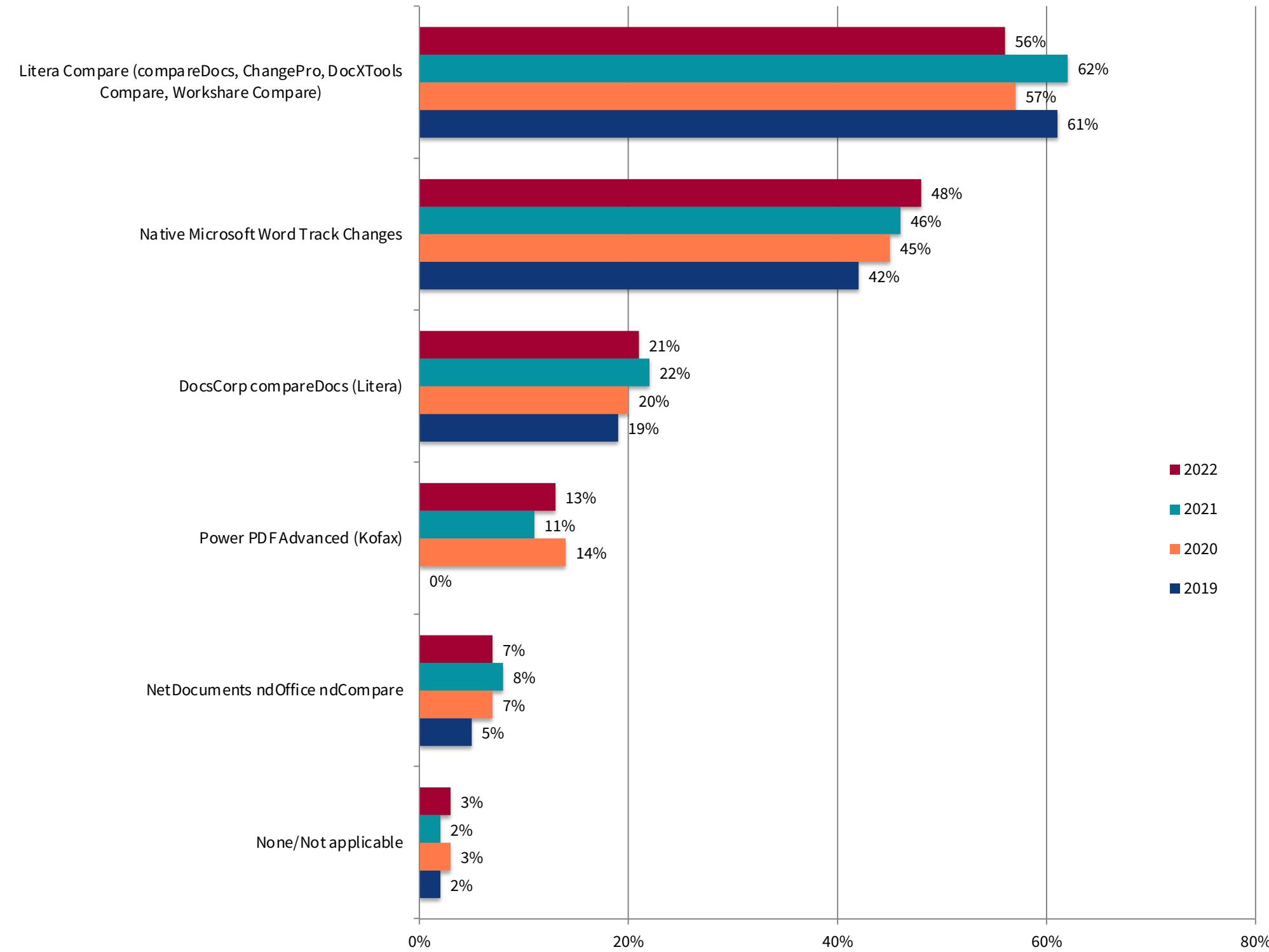
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which document comparison (e.g., redlining) software does your firm use?



Multiple response question; chart excludes responses less than 2%.



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STRATEGY

Which document comparison (e.g., redlining) software does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	9	6%	3	2%	1	1%	0	0%	1	2%
DMS/ECM	DocsCorp compareDocs (Litera)	26	18%	37	21%	24	23%	13	27%	11	22%
	Litera Compare (compareDocs, ChangePro, DocXTools Compare, Workshare Compare)	49	33%	103	58%	69	66%	35	73%	37	76%
PRACTICE MANAGEMENT	Native Microsoft Word Track Changes	91	61%	90	51%	40	38%	14	29%	17	35%
	NetDocuments ndOffice ndCompare	16	11%	15	8%	3	3%	1	2%	3	6%
BUSINESS APPLICATIONS	Power PDF Advanced (Kofax)	19	13%	25	14%	11	10%	3	6%	8	16%
	Other (please specify)	0	0%	0	0%	2	2%	0	0%	0	0%



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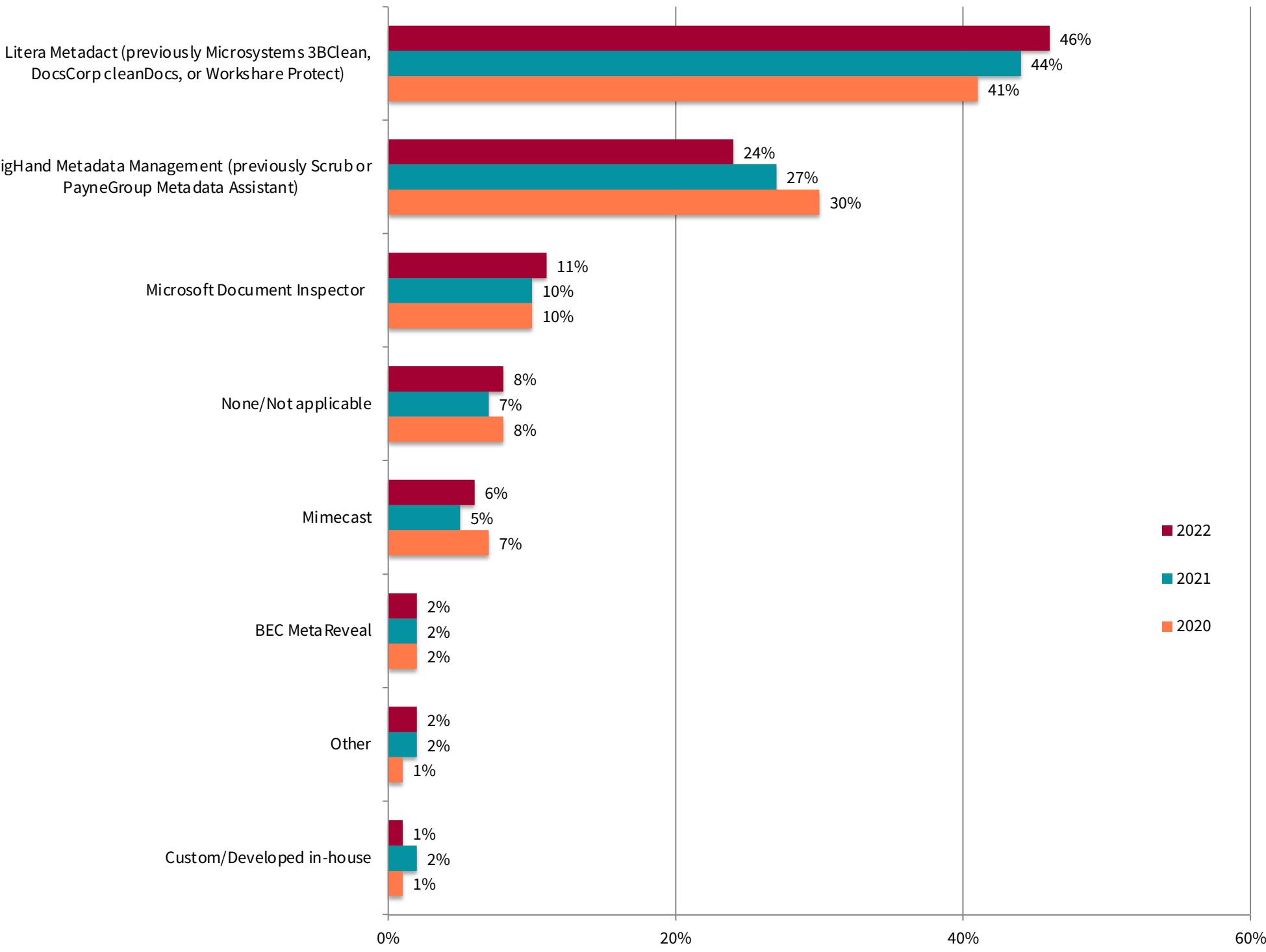
MOBILE DEVICE USE

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STRATEGY

Which PRIMARY metadata checking/removal software does your firm use?



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STRATEGY

Which PRIMARY metadata checking/removal software does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	24	16%	10	6%	4	4%	1	2%	1	2%
	BEC MetaReveal	6	4%	4	2%	1	1%	1	2%	0	0%
	BigHand Metadata Management (previously Scrub or PayneGroup Metadata Assistant)	35	24%	49	28%	21	20%	15	31%	5	10%
PRACTICE MANAGEMENT	Litera Metadact (includes Microsystems 3BClean, DocsCorp cleanDocs, and Workshare Protect)	36	24%	77	44%	60	57%	29	60%	38	79%
	Microsoft Document Inspector	29	20%	22	13%	5	5%	1	2%	3	6%
	Mimecast	13	9%	9	5%	9	9%	1	2%	1	2%
BUSINESS APPLICATIONS	Custom/Developed in-house	1	1%	2	1%	3	3%	0	0%	0	0%
	Other (please specify)	4	3%	3	2%	2	2%	0	0%	0	0%



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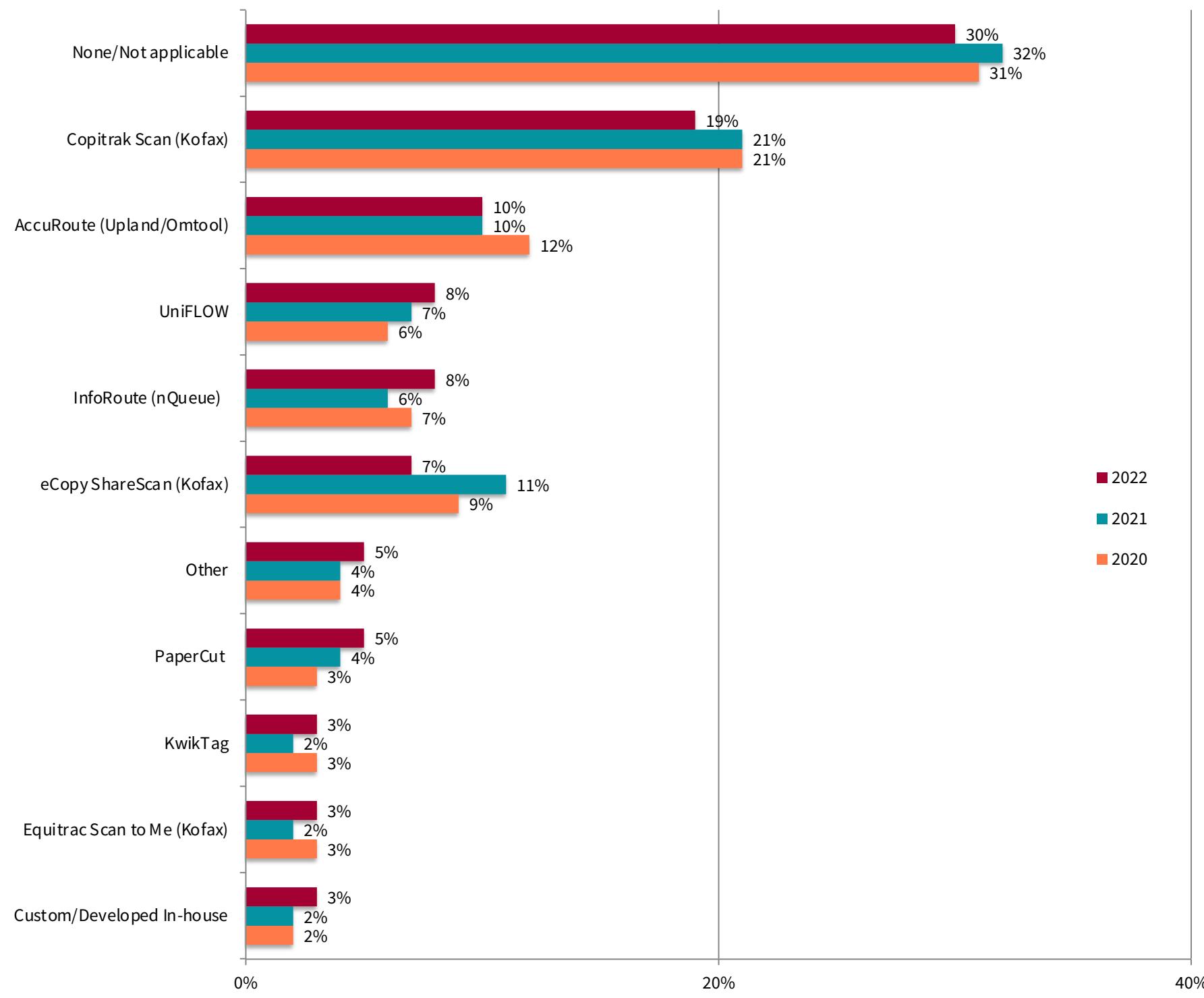
MOBILE DEVICE USE

SECURITY

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STRATEGY

Which PRIMARY scanner workflow software does your firm use to automate document routing processes?



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COMPUTER HARDWARE & OPERATING SYSTEMS

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		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	76	52%	56	31%	16	15%	7	15%	5	10%
DMS/ECM	AccuRoute (Upland/Omtool)	1	1%	14	8%	17	16%	11	23%	9	19%
	Copitrak Scan (Kofax)	19	13%	41	23%	24	23%	7	15%	9	19%
PRACTICE MANAGEMENT	eCopy ShareScan (Kofax)	8	5%	13	7%	8	8%	3	6%	3	6%
	Equitrac Scan to Me (Kofax)	3	2%	6	3%	5	5%	3	6%	1	2%
BUSINESS APPLICATIONS	InfoRoute (nQueue)	8	5%	14	8%	8	8%	8	17%	5	10%
	KwikTag	0	0%	2	1%	6	6%	2	4%	4	8%
COLLABORATION	PaperCut	9	6%	9	5%	6	6%	0	0%	1	2%
	uniFLOW	8	5%	17	10%	9	9%	2	4%	5	10%
	Custom/Developed in-house	2	1%	5	3%	2	2%	4	8%	1	2%
	Other (please specify)	13	9%	1	1%	4	4%	1	2%	5	10%

MOBILE DEVICE USE

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STRATEGY

Which PRIMARY scanner workflow software does your firm use to automate document routing processes?



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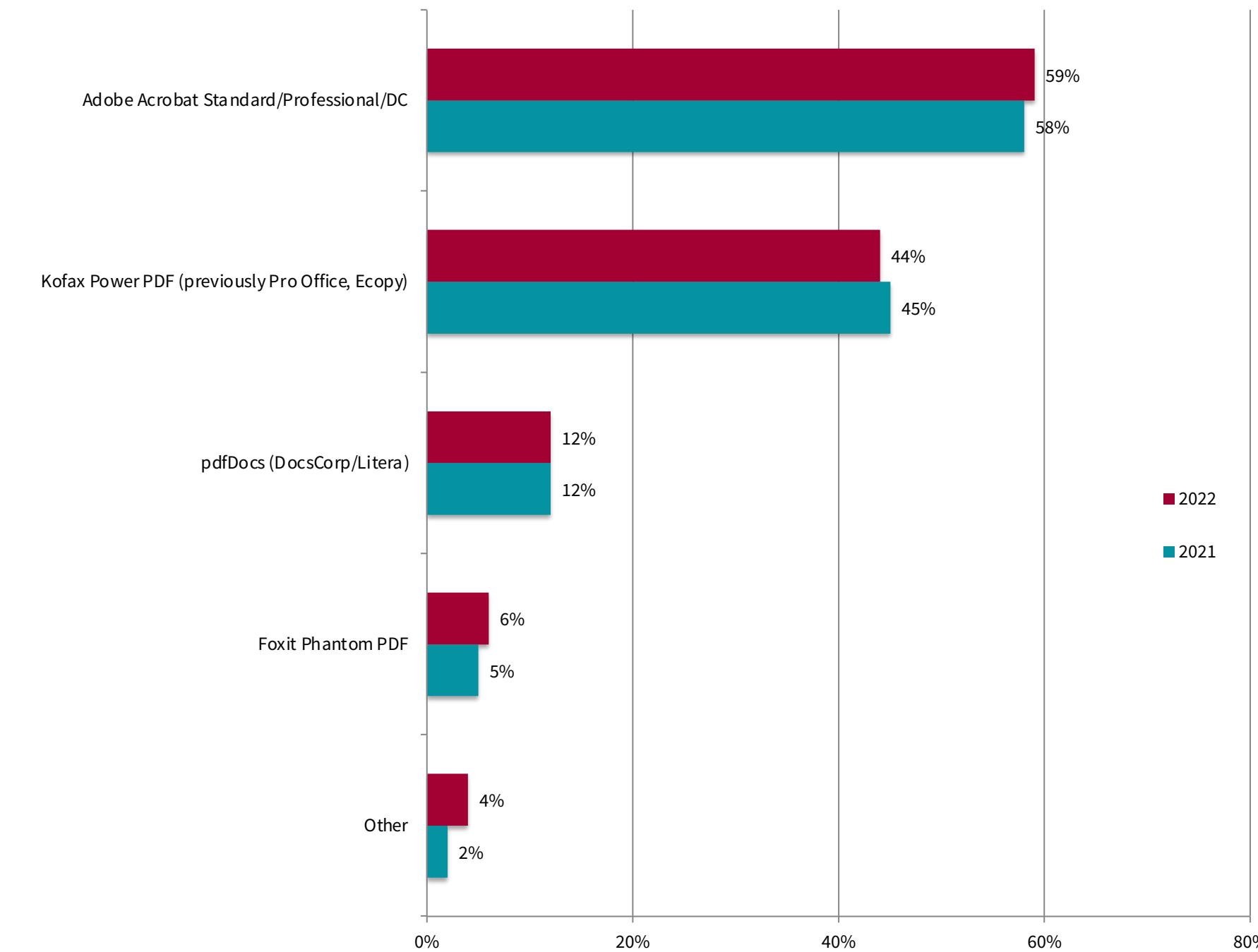
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PDF editing and redacting software does your firm use?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

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STRATEGY

Which PDF editing and redacting software does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	0	0%	0	0%	0	0%	0	0%	0	0%
DMS/ECM	Adobe Acrobat Standard/Professional/DC	95	65%	90	51%	57	54%	33	69%	34	68%
PRACTICE MANAGEMENT	Kofax Power PDF (Ecopy)	57	39%	83	47%	52	50%	19	40%	20	40%
	pdfDocs (DocsCorp/Litera)	9	6%	24	14%	11	10%	10	21%	11	22%
	Phantom PDF (Foxit)	14	10%	13	7%	3	3%	0	0%	2	4%
	Other (please specify)	7	5%	4	2%	3	3%	2	4%	3	6%



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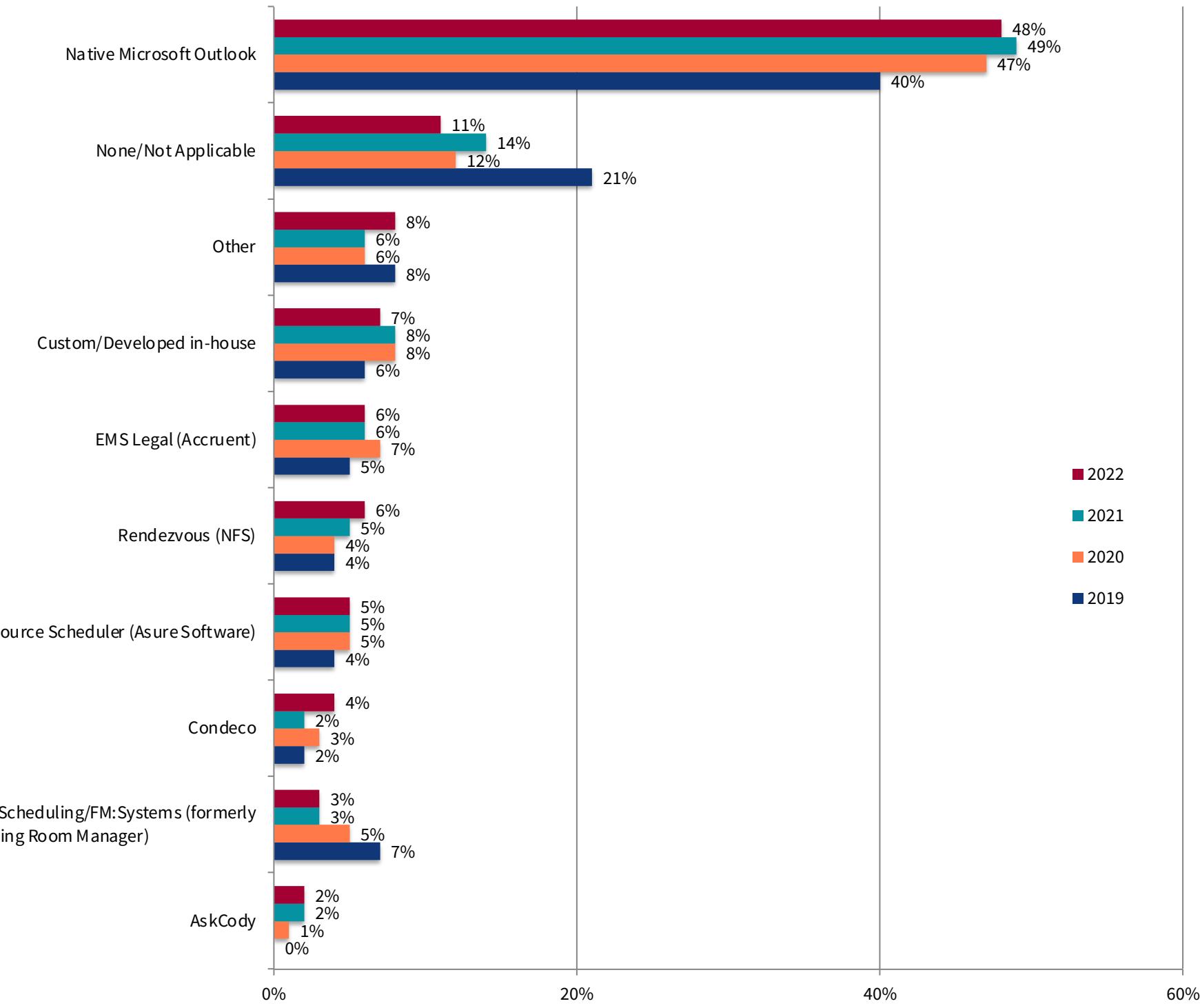
MOBILE DEVICE USE

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STRATEGY

Which PRIMARY conference room scheduling/management tool does your firm use?



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STRATEGY

Which PRIMARY conference room scheduling/management tool does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	25	17%	25	14%	6	6%	1	2%	1	2%
	AskCody	1	1%	3	2%	4	4%	0	0%	0	0%
	Condeco	0	0%	2	1%	6	6%	6	13%	5	10%
PRACTICE MANAGEMENT	EMS Legal (Accruent)	0	0%	2	1%	7	7%	11	23%	14	28%
	Full-Service Room Scheduling/FM:Systems (formerly Meeting Room Manager)	1	1%	3	2%	8	8%	3	6%	2	4%
	Native Microsoft Outlook	110	74%	100	56%	33	31%	5	10%	6	12%
BUSINESS APPLICATIONS	Rendezvous (NFS)	0	0%	3	2%	12	11%	7	15%	11	22%
	Resource Scheduler (Asure Software)	0	0%	8	5%	11	10%	4	8%	3	6%
	Custom/Developed in-house	5	3%	13	7%	8	8%	8	17%	3	6%
COLLABORATION	Other (please specify)	6	4%	18	10%	10	10%	3	6%	5	10%



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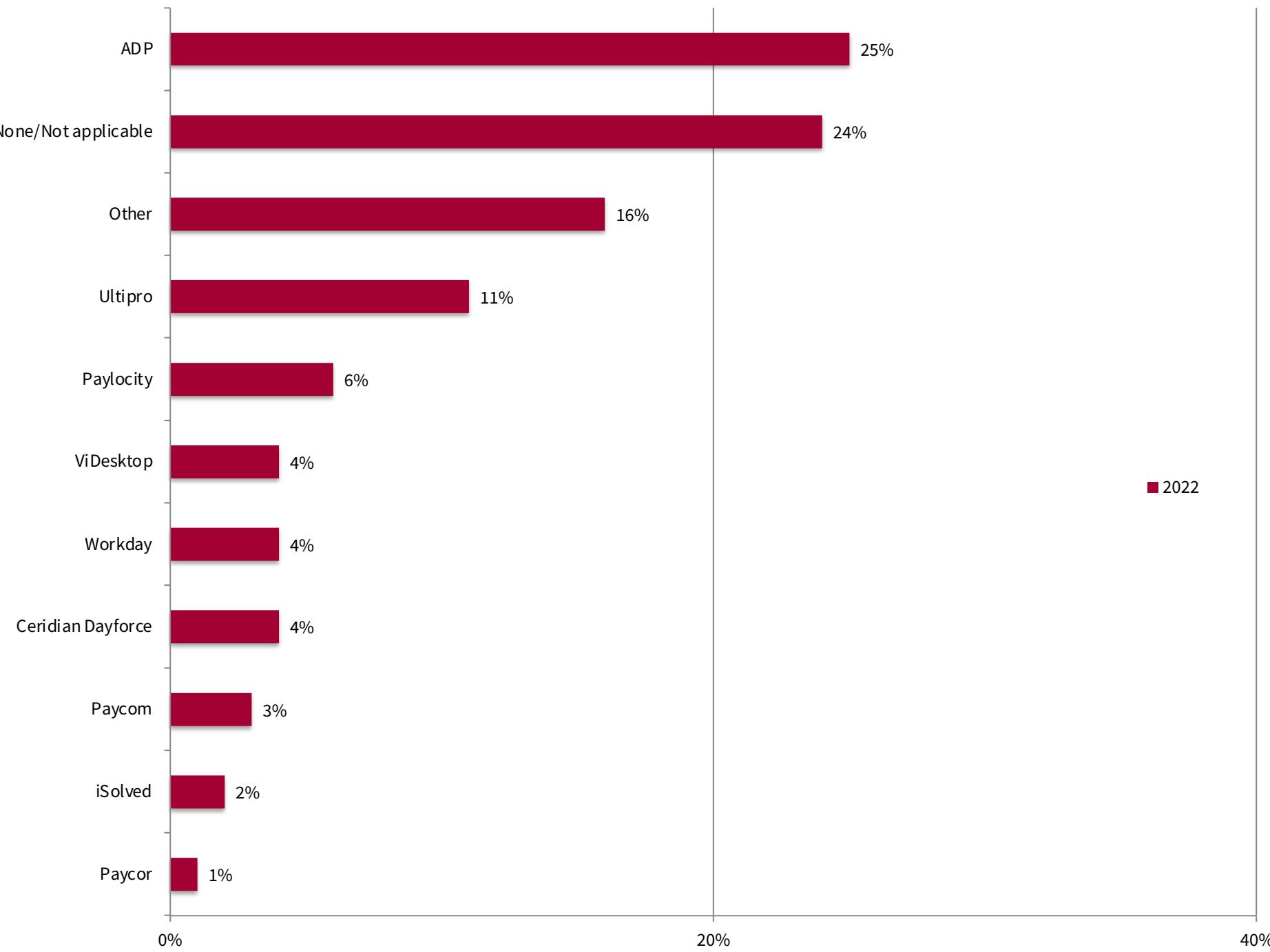
MOBILE DEVICE USE

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STRATEGY

Which PRIMARY Human Resources Information System (HRIS) does your firm currently use?



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STRATEGY

Which PRIMARY Human Resources Information System (HRIS) does your firm currently use?

			Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
			COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	78	53%		40	23%	9	9%	1	2%	0	0%
	ADP	38	26%		49	28%	32	30%	8	17%	3	6%
	Ceridian Dayforce	1	1%		6	3%	8	8%	4	9%	3	6%
PRACTICE MANAGEMENT	iSolved	5	3%		2	1%	4	4%	0	0%	0	0%
	Paycom	2	1%		9	5%	2	2%	1	2%	0	0%
	Paycor	2	1%		4	2%	1	1%	0	0%	0	0%
BUSINESS APPLICATIONS	Paylocity	4	3%		17	10%	7	7%	1	2%	0	0%
	Ultipro	0	0%		13	7%	21	20%	14	30%	11	22%
	ViDesktop	0	0%		11	6%	3	3%	3	6%	4	8%
COLLABORATION	Workday	1	1%		0	0%	1	1%	3	6%	14	29%
	Other (please specify)	17	11%		25	14%	17	16%	12	26%	14	29%



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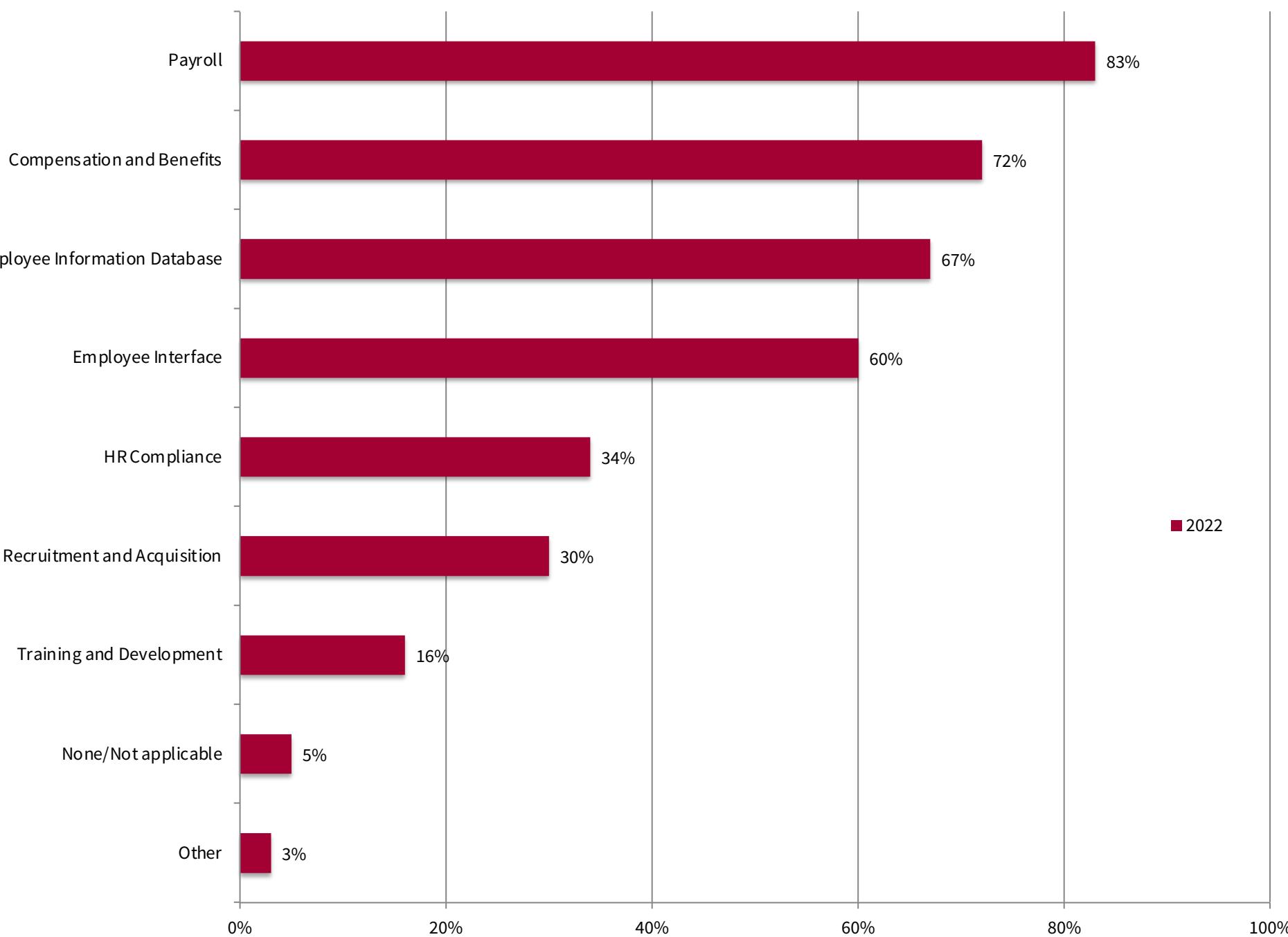
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which Human Resources Information System (HRIS) components does your firm currently use?



Multiple response question; chart excludes responses less than 2%.

NOTE: Percentages are based on respondents who did NOT select None/Not Applicable to the question "Which PRIMARY Human Resources Information System (HRIS) does your firm currently use?", not total respondents.

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STRATEGY

Which Human Resources Information System (HRIS) components does your firm currently use?

			Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
			COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable		6	9%	11	8%	0	0%	0	0%	1	2%
	Compensation and Benefits		40	57%	88	65%	76	79%	42	91%	41	84%
	Employee Information Database		33	47%	77	57%	72	75%	41	89%	42	86%
PRACTICE MANAGEMENT	Employee Interface		31	44%	76	56%	63	66%	30	65%	39	80%
	HR Compliance		21	30%	46	34%	26	27%	14	30%	27	55%
	Payroll		62	89%	105	78%	83	86%	42	91%	36	73%
BUSINESS APPLICATIONS	Recruitment and Acquisition		9	13%	29	21%	37	39%	17	37%	26	53%
	Training and Development		4	6%	22	16%	15	16%	8	17%	16	33%
	Other (please specify)		1	1%	6	4%	2	2%	0	0%	2	4%



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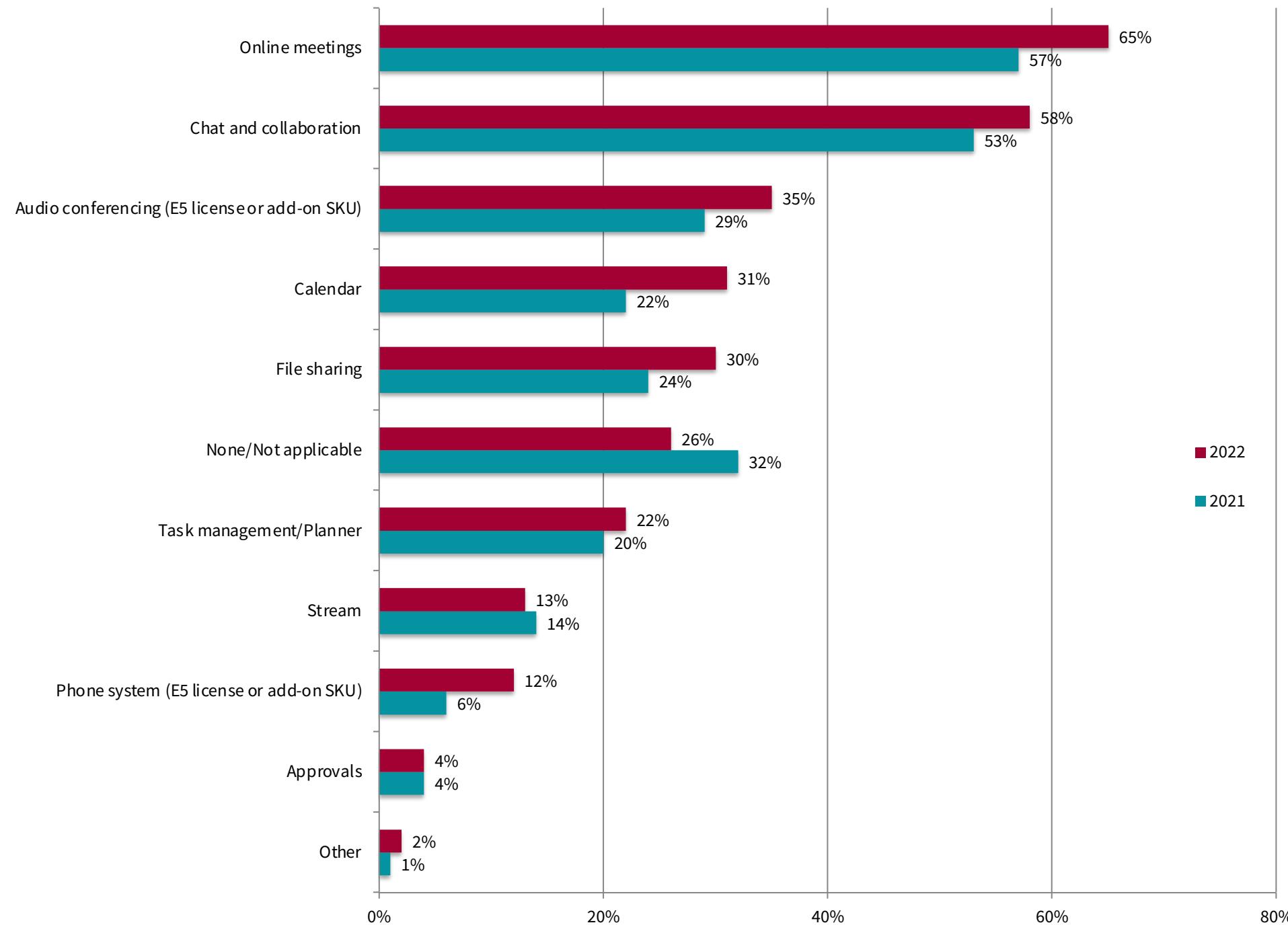
MOBILE DEVICE USE

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STRATEGY

Which Microsoft Teams Features has your firm deployed?



*Editor's Note: The percentages in the remaining charts in this section are based on respondents who did NOT select none/not applicable for this question.
Multiple response question; chart excludes responses less than 2%.*

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		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	51	34%	54	30%	23	22%	5	11%	6	12%
DMS/ECM	Approvals	2	1%	5	3%	4	4%	5	11%	6	12%
	Audio conferencing (E5 license or add-on SKU)	28	19%	64	36%	41	39%	27	57%	24	48%
PRACTICE MANAGEMENT	Calendar	34	23%	55	31%	36	34%	19	40%	20	40%
	Chat and collaboration	71	48%	98	55%	67	64%	38	81%	33	66%
BUSINESS APPLICATIONS	File sharing	33	22%	49	28%	36	34%	16	34%	22	44%
	Online meetings	75	51%	115	65%	75	71%	38	81%	42	84%
	Phone system (E5 license or add-on SKU)	9	6%	26	15%	11	10%	10	21%	9	18%
COLLABORATION	Stream	8	5%	22	12%	16	15%	9	19%	13	26%
	Task management/Planner	17	11%	34	19%	28	27%	16	34%	22	44%
	Other (please specify)	1	1%	1	1%	1	1%	2	4%	5	10%

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STRATEGY

Which Microsoft Teams Features has your firm deployed?



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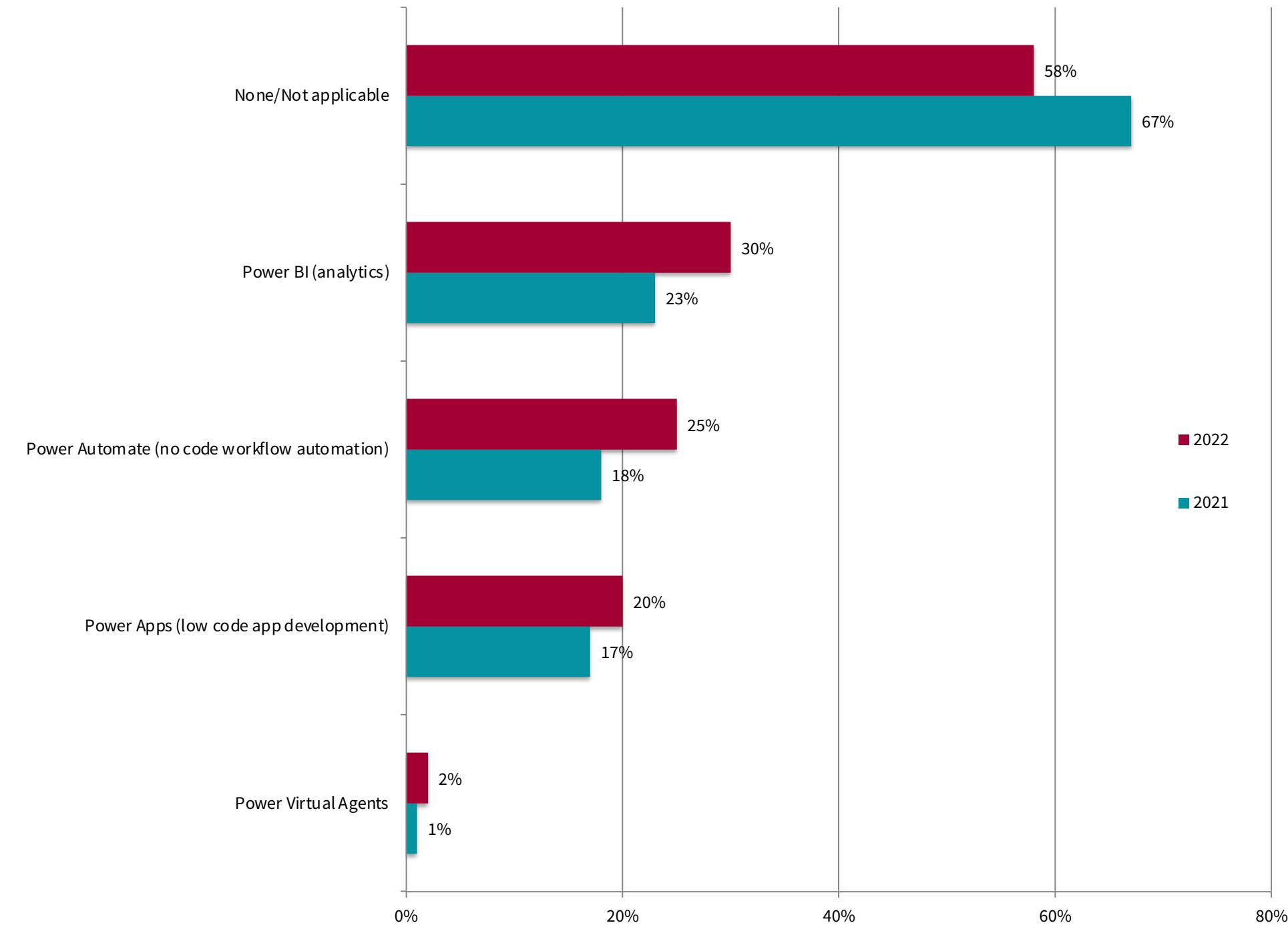
MOBILE DEVICE USE

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STRATEGY

Which Microsoft Power Platform(s) are you using with Microsoft Teams?



Multiple response question; chart excludes responses less than 2%.

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STRATEGY

Which Microsoft Power Platform(s) are you using with Microsoft Teams?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	81	84%	77	63%	40	50%	11	27%	13	30%
DMS/ECM	Power Apps (low code app development)	9	9%	14	11%	17	21%	17	41%	20	47%
PRACTICE MANAGEMENT	Power Automate (no code workflow automation)	11	11%	23	19%	22	28%	16	39%	24	56%
	Power BI (analytics)	6	6%	25	20%	28	35%	29	71%	28	65%
	Power Virtual Agents	0	0%	1	1%	1	1%	2	5%	4	9%
	Other (please specify)	0	0%	0	0%	1	1%	0	0%	0	0%



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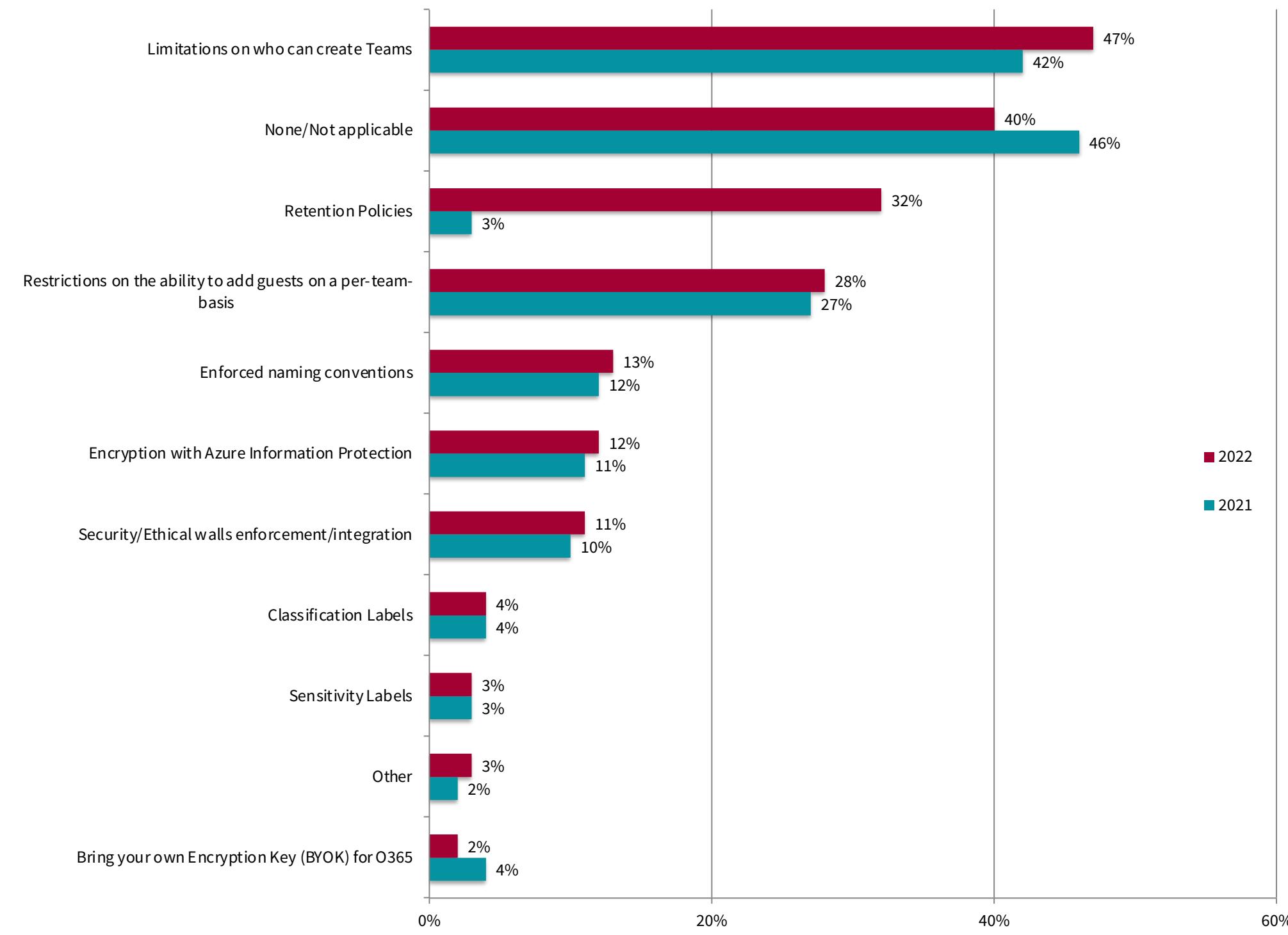
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Which Microsoft Teams governance policies is your firm using?



Multiple response question; chart excludes responses less than 2%.

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Which Microsoft Teams governance policies is your firm using?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	57	59%	56	46%	28	34%	6	15%	7	16%
DMS/ECM	Bring your own Encryption Key (BYOK) for O365	1	1%	1	1%	1	1%	3	7%	2	5%
PRACTICE MANAGEMENT	Classification Labels	1	1%	1	1%	4	5%	6	15%	5	11%
BUSINESS APPLICATIONS	Encryption with Azure Information Protection	8	8%	10	8%	9	11%	12	29%	7	16%
COLLABORATION	Enforced naming conventions	2	2%	7	6%	10	12%	12	29%	18	41%
	Limitations on who can create Teams	28	29%	47	39%	49	60%	28	68%	31	70%
	Restrictions on the ability to add guests on a per-team-basis	16	16%	28	23%	25	30%	19	46%	21	48%
	Retention policies	16	16%	32	26%	30	37%	21	51%	26	59%
	Security/Ethical walls enforcement/integration	10	10%	8	7%	8	10%	9	22%	9	20%
	Sensitivity Labels	0	0%	2	2%	2	2%	5	12%	4	9%
	Other (please specify)	0	0%	3	2%	0	0%	4	10%	3	7%



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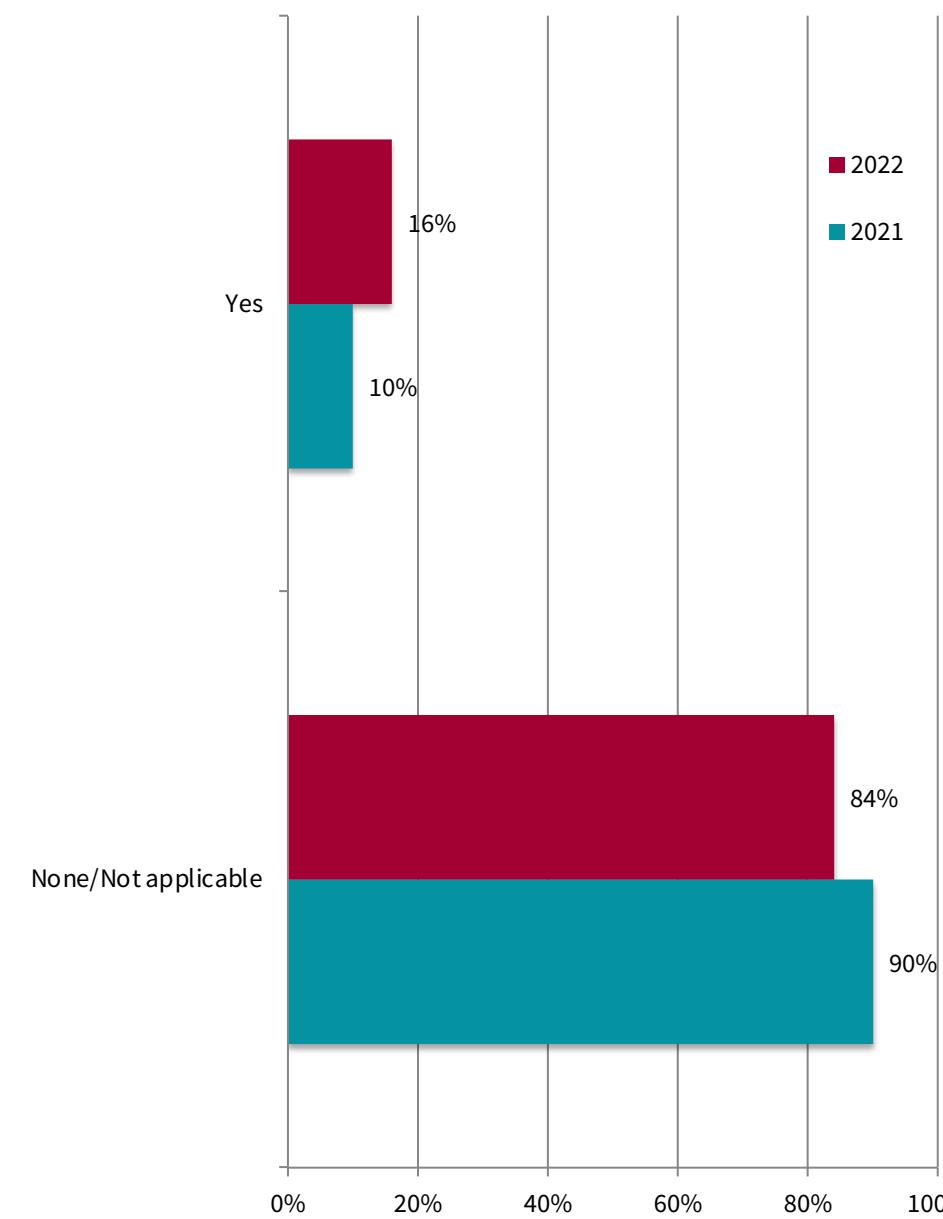
MOBILE DEVICE USE

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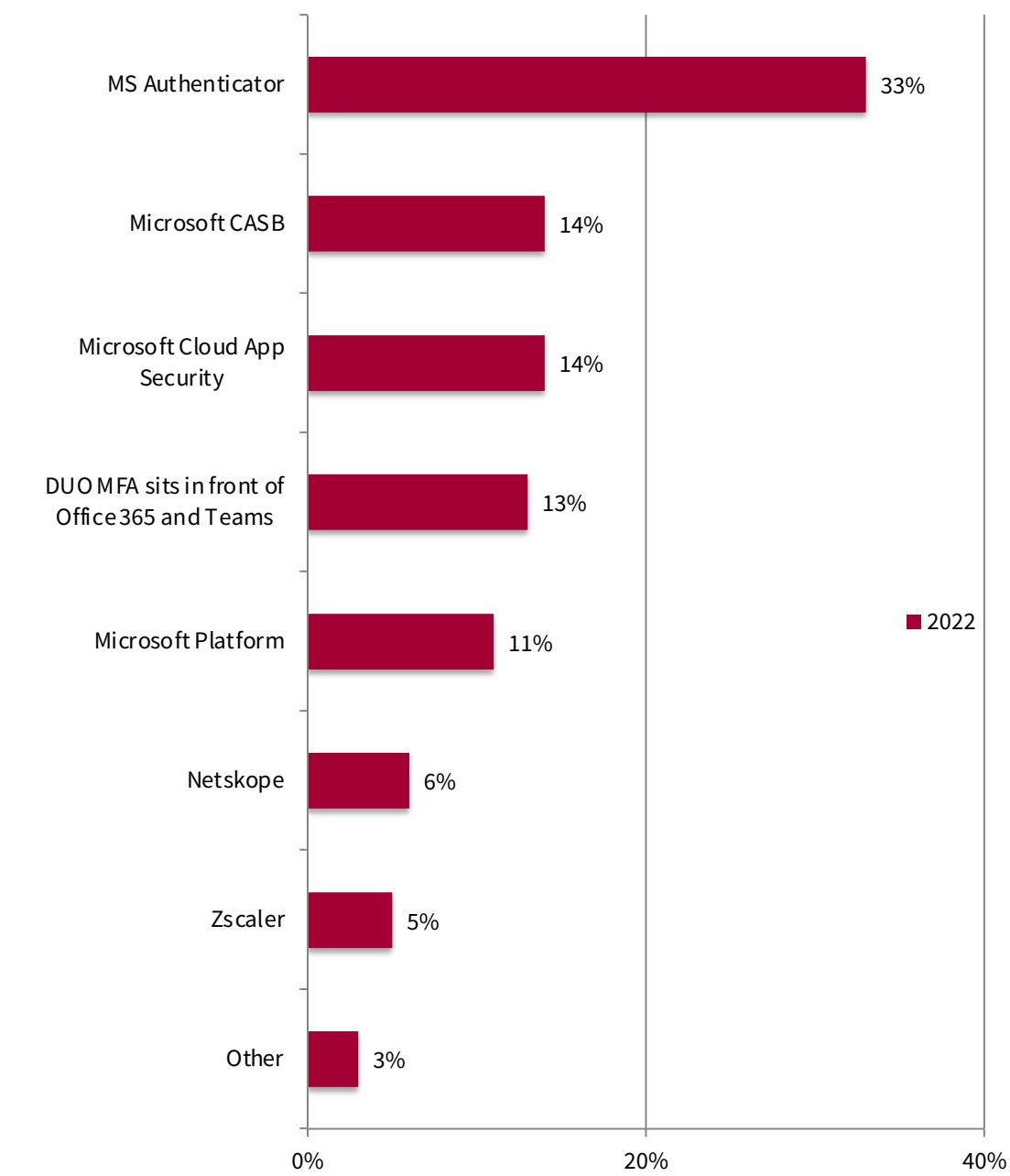
BUSINESS CONTINUITY

STRATEGY

Does your firm use a Cloud Access Security Broker (CASB) to secure Microsoft Teams or SharePoint Online?



Which PRIMARY Cloud Access Security Broker (CASB) is your firm using?



Percentages based on responses from those who indicated they are using a CASB to secure Teams or SharePoint Online

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STRATEGY

Does your firm use a Cloud Access Security Broker (CASB) to secure Microsoft Teams or SharePoint Online?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	88	92%	110	89%	67	82%	28	65%	31	72%
DMS/ECM	Yes	8	8%	13	11%	15	18%	15	35%	12	28%

Which PRIMARY Cloud Access Security Broker (CASB) is your firm using?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	Checkpoint CloudGuard	0	0%	0	0%	0	0%	0	0%	0	0%
COLLABORATION	DUO MFA sits in front of Office 365 and Teams	1	13%	5	38%	1	7%	1	7%	0	0%
MOBILE DEVICE USE	Microsoft Cloud App Security	3	38%	1	8%	3	20%	1	7%	1	8%
	Microsoft CASB	1	13%	0	0%	1	7%	3	20%	4	33%
SECURITY	Microsoft Platform	2	25%	0	0%	2	13%	3	20%	0	0%
	MS Authenticator	1	13%	6	46%	5	33%	6	40%	3	25%
BUSINESS CONTINUITY	Netskope	0	0%	0	0%	1	7%	0	0%	3	25%
	Thales	0	0%	0	0%	0	0%	0	0%	0	0%
	Zscaler	0	0%	0	0%	1	7%	1	7%	1	8%
	Other (please specify)	0	0%	1	8%	1	7%	0	0%	0	0%

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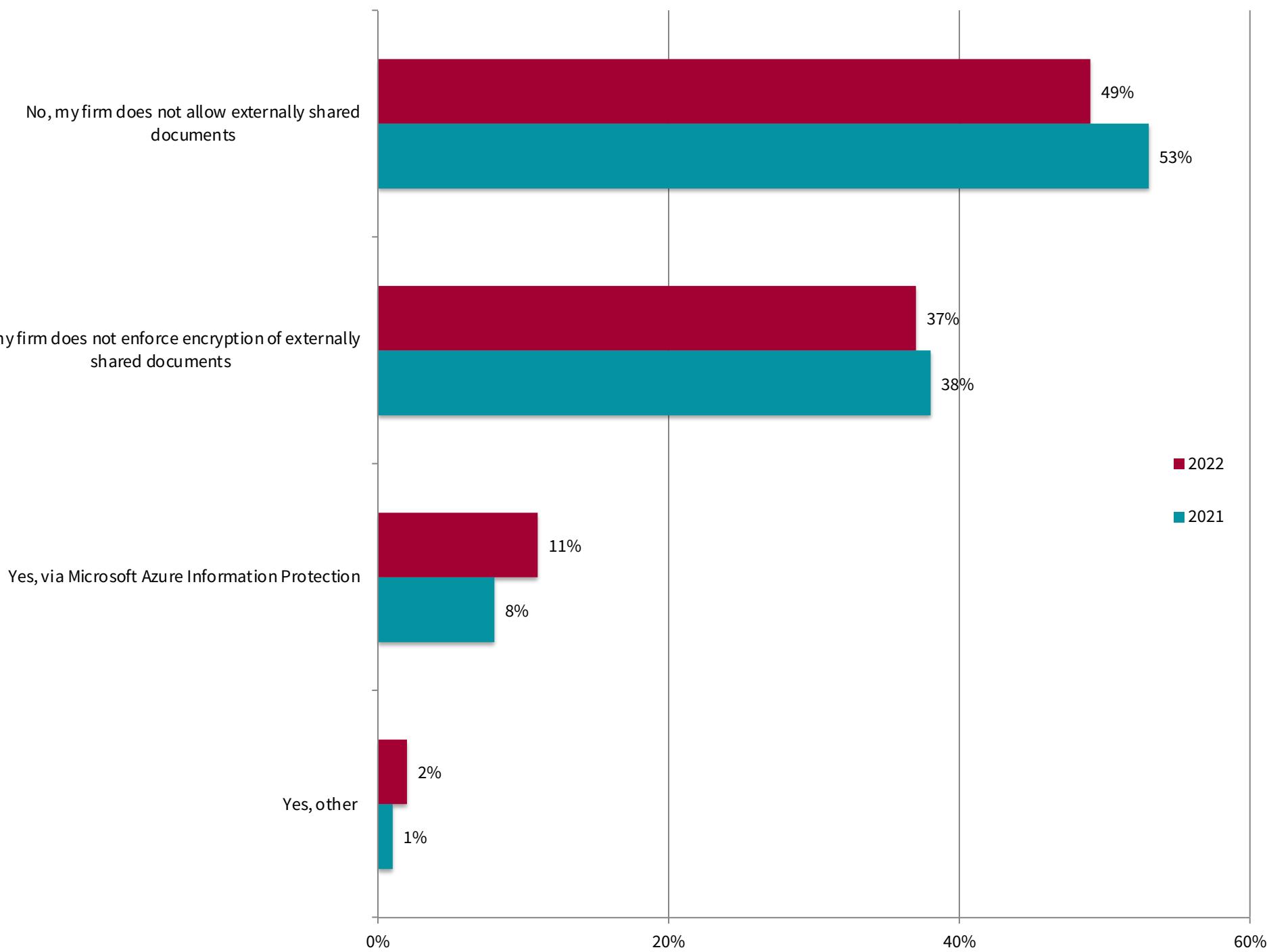
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STRATEGY

Does your firm enforce encryption of externally shared Microsoft Teams documents?



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STRATEGY

Does your firm enforce encryption of externally shared Microsoft Teams documents?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	No, my firm does not enforce encryption of externally shared documents	44	45%	47	38%	26	32%	16	38%	10	23%
	No, my firm does not allow externally shared documents	45	46%	58	47%	43	52%	19	45%	26	60%
	Yes, via Microsoft Azure Information Protection	5	5%	17	14%	12	15%	5	12%	5	12%
	Yes, other (please specify)	3	3%	1	1%	1	1%	2	5%	2	5%

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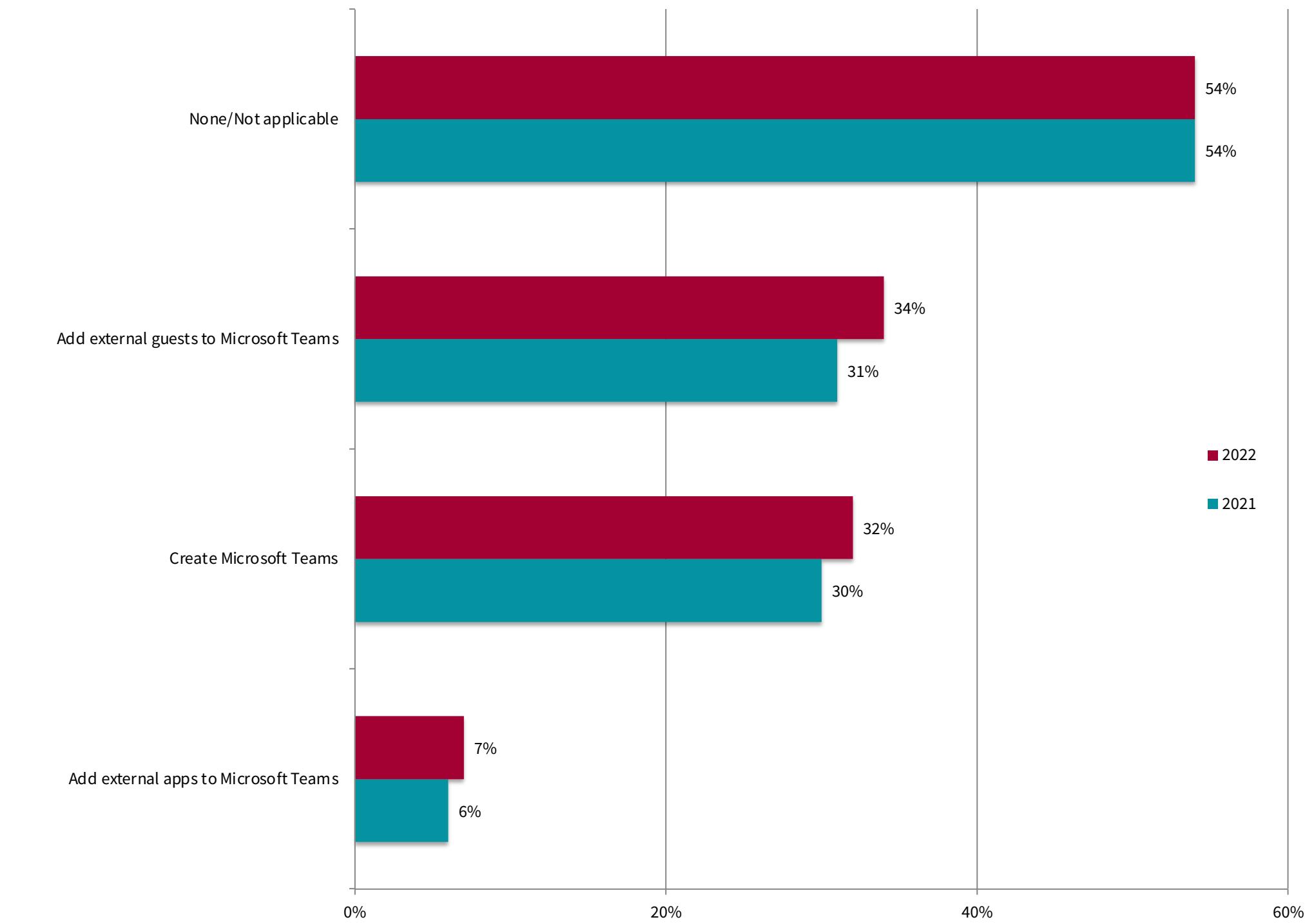
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STRATEGY

Does your firm allow end users to do any of the following?



Multiple response question; chart excludes responses less than 2%.



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Does your firm allow end users to do any of the following?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	49	51%	59	49%	48	59%	25	63%	24	57%
	Add external guests to Microsoft Teams	34	35%	42	35%	29	35%	10	25%	13	31%
	Add external apps to Microsoft Teams	6	6%	8	7%	5	6%	2	5%	4	10%
PRACTICE MANAGEMENT	Create Microsoft Teams	36	37%	45	37%	20	24%	11	28%	9	21%
	Other (please specify)	0	0%	2	2%	0	0%	1	3%	1	2%



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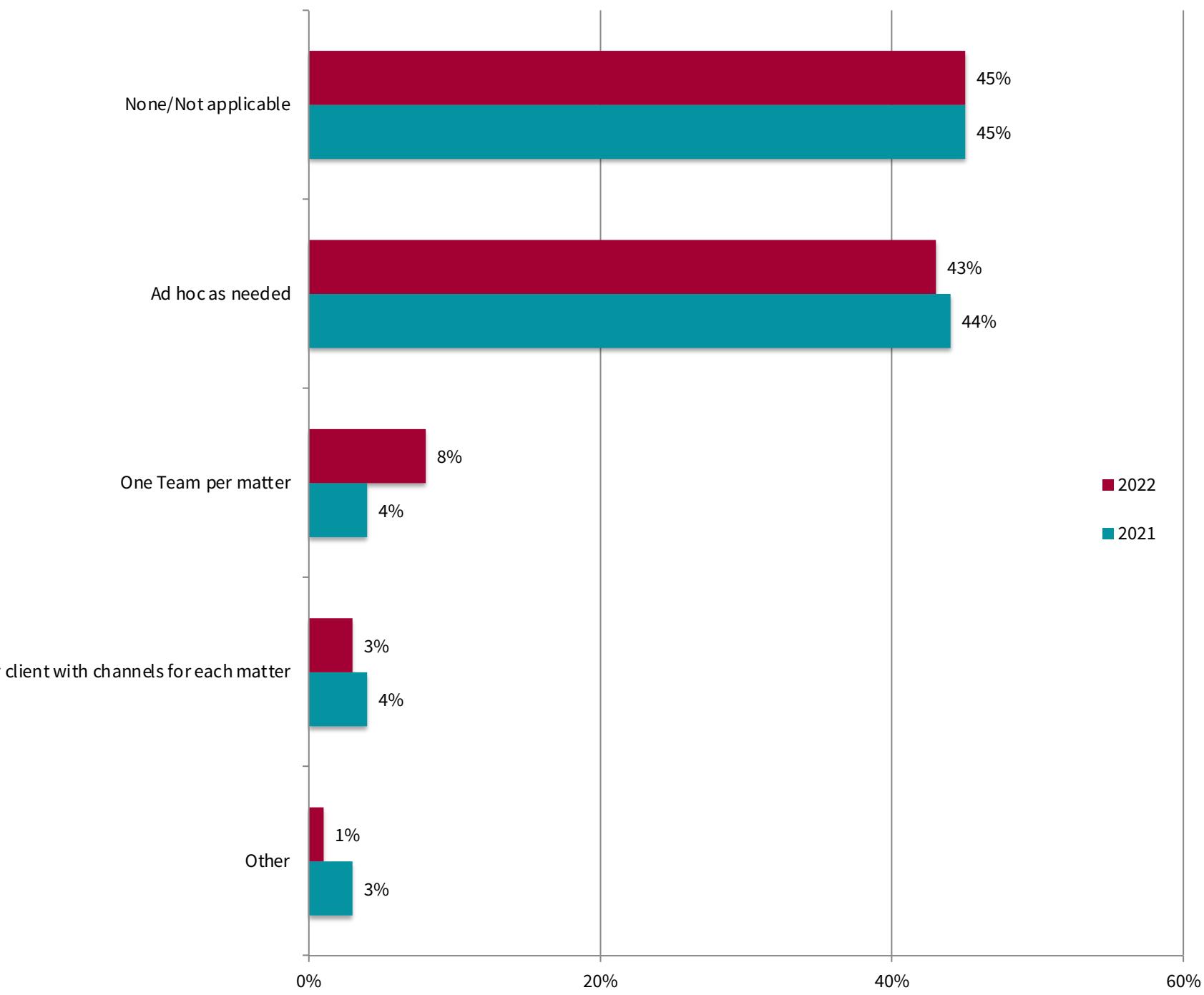
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STRATEGY

How does your firm configure Microsoft Teams for client work?



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STRATEGY

How does your firm configure Microsoft Teams for client work?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	44	45%	55	45%	42	51%	16	38%	19	42%
	Ad hoc as needed	47	48%	56	46%	32	39%	17	40%	15	33%
	One Team per client with channels for each matter	1	1%	2	2%	1	1%	2	5%	5	11%
PRACTICE MANAGEMENT	One Team per matter	5	5%	8	7%	6	7%	7	17%	4	9%
	Other (please describe)	0	0%	2	2%	1	1%	0	0%	2	4%



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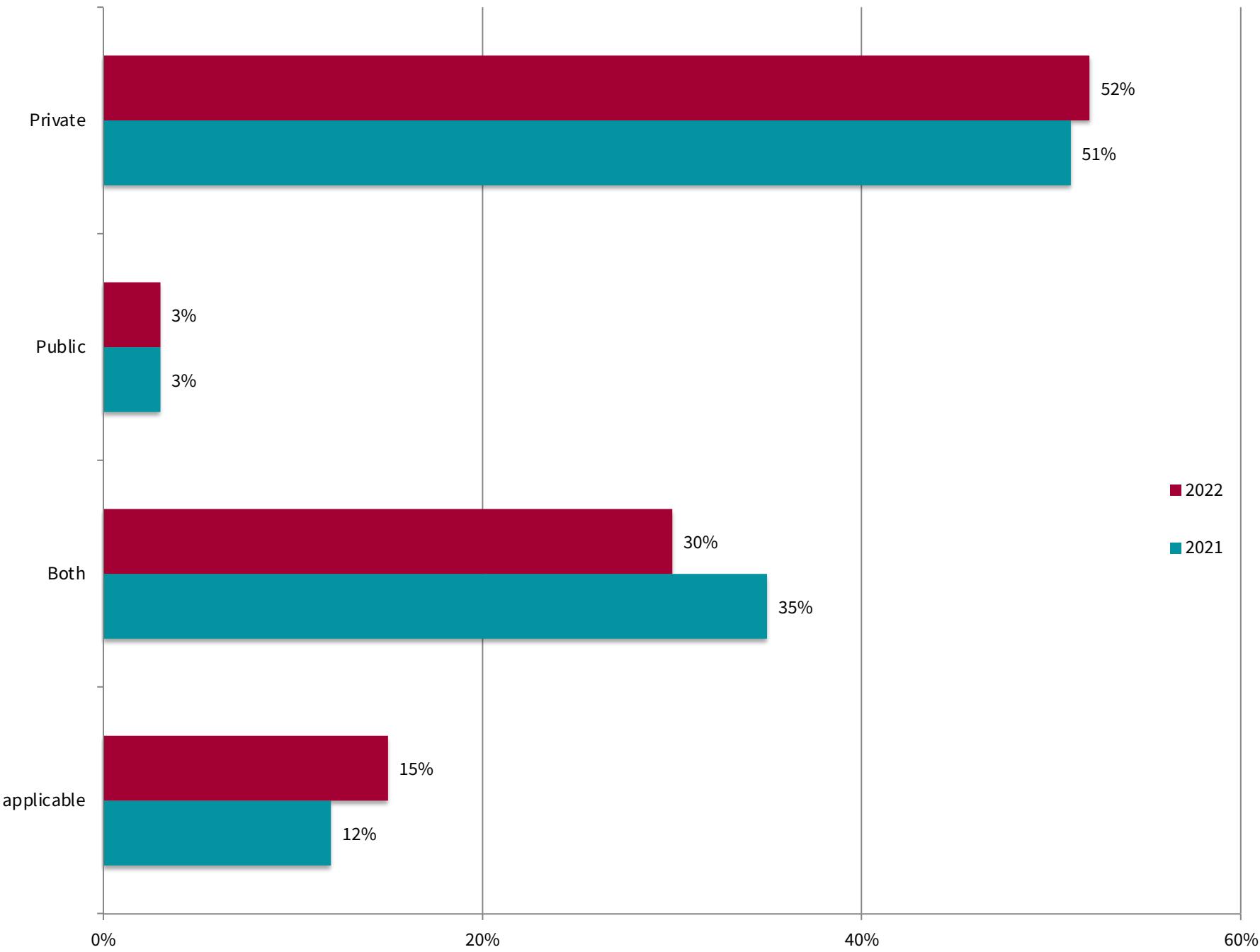
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Does your firm use private and/or public Microsoft Teams?



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STRATEGY

Does your firm use private and/or public Microsoft Teams?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	22	23%	15	12%	12	15%	4	10%	6	14%
	Private	49	51%	66	54%	39	48%	24	57%	24	56%
	Public	1	1%	3	2%	3	4%	2	5%	2	5%
	Both	25	26%	39	32%	28	34%	12	29%	11	26%

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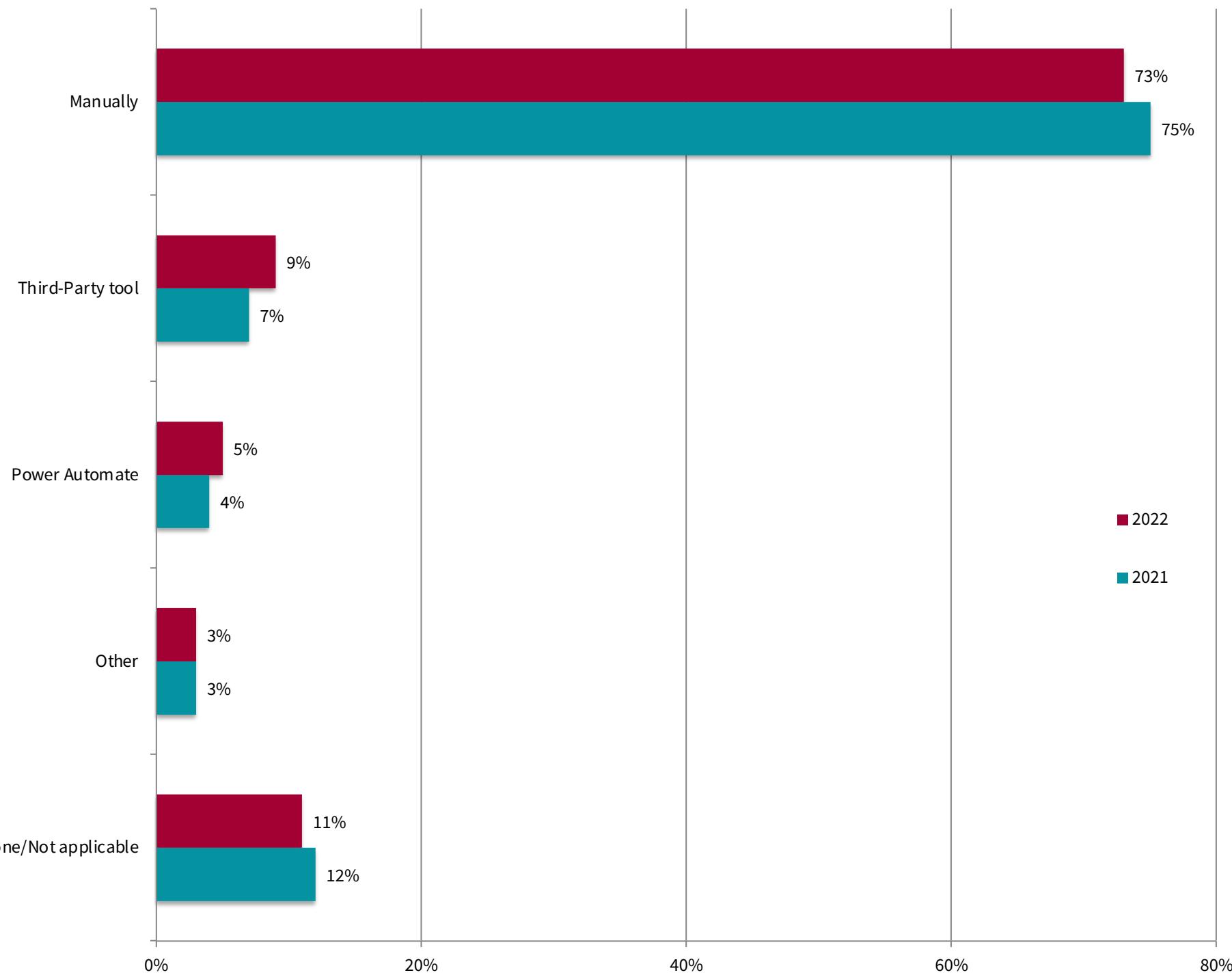
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How does your firm provision Microsoft Teams?



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How does your firm provision Microsoft Teams?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	19	20%	17	14%	6	7%	1	2%	1	2%
	Manually	76	78%	87	71%	63	77%	31	74%	23	53%
	Power Automate	1	1%	7	6%	3	4%	3	7%	4	9%
PRACTICE MANAGEMENT	Third-Party tool	0	0%	8	7%	9	11%	5	12%	11	26%
	Other (please specify)	1	1%	3	2%	1	1%	2	5%	4	9%



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STRATEGY

DMS/ECM

- Which PRIMARY document management system (DMS)/enterprise content management (ECM) system does your firm currently use?
- Where are your DMS/ECM libraries PRIMARILY located?
- Does your firm maintain a separate replica of your cloud-based DMS/ECM libraries locally for any of the following reasons?
- Does your firm plan to replace its DMS/ECM in the next 12 months?
- Does your firm plan to migrate your CURRENT DMS/ECM to the cloud version in the next 12 months?
- What reason(s) does your firm have for NOT using a cloud-based DMS/ECM?
- What reason(s) does (or did) your firm have for choosing to move to a cloud-based DMS?
- Which policy restrictions does your firm have in place for storing data on network drives outside of a DMS/ECM?



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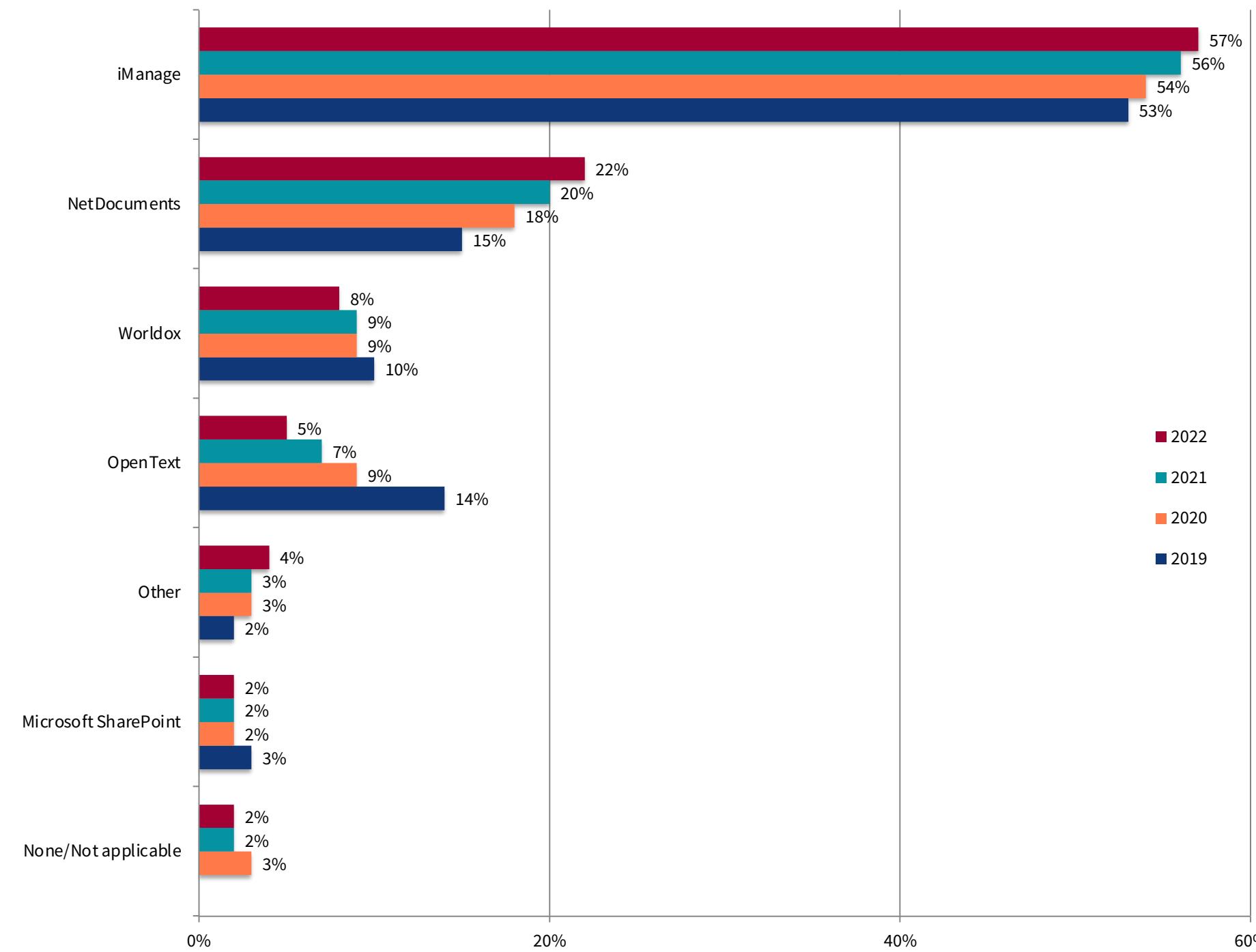
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Which PRIMARY document management system (DMS)/enterprise content management (ECM) system does your firm currently use?



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Which PRIMARY document management system (DMS)/enterprise content management (ECM) system does your firm currently use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	12	8%	1	1%	0	0%	0	0%	0	0%
	iManage	47	32%	107	60%	76	72%	31	65%	39	76%
	Microsoft SharePoint	4	3%	2	1%	1	1%	1	2%	0	0%
	NetDocuments	39	26%	35	20%	21	20%	12	25%	11	22%
	OpenText	7	5%	14	8%	4	4%	2	4%	0	0%
	Worldox	27	18%	13	7%	1	1%	1	2%	0	0%
	Other (please specify)	12	8%	5	3%	2	2%	1	2%	1	2%



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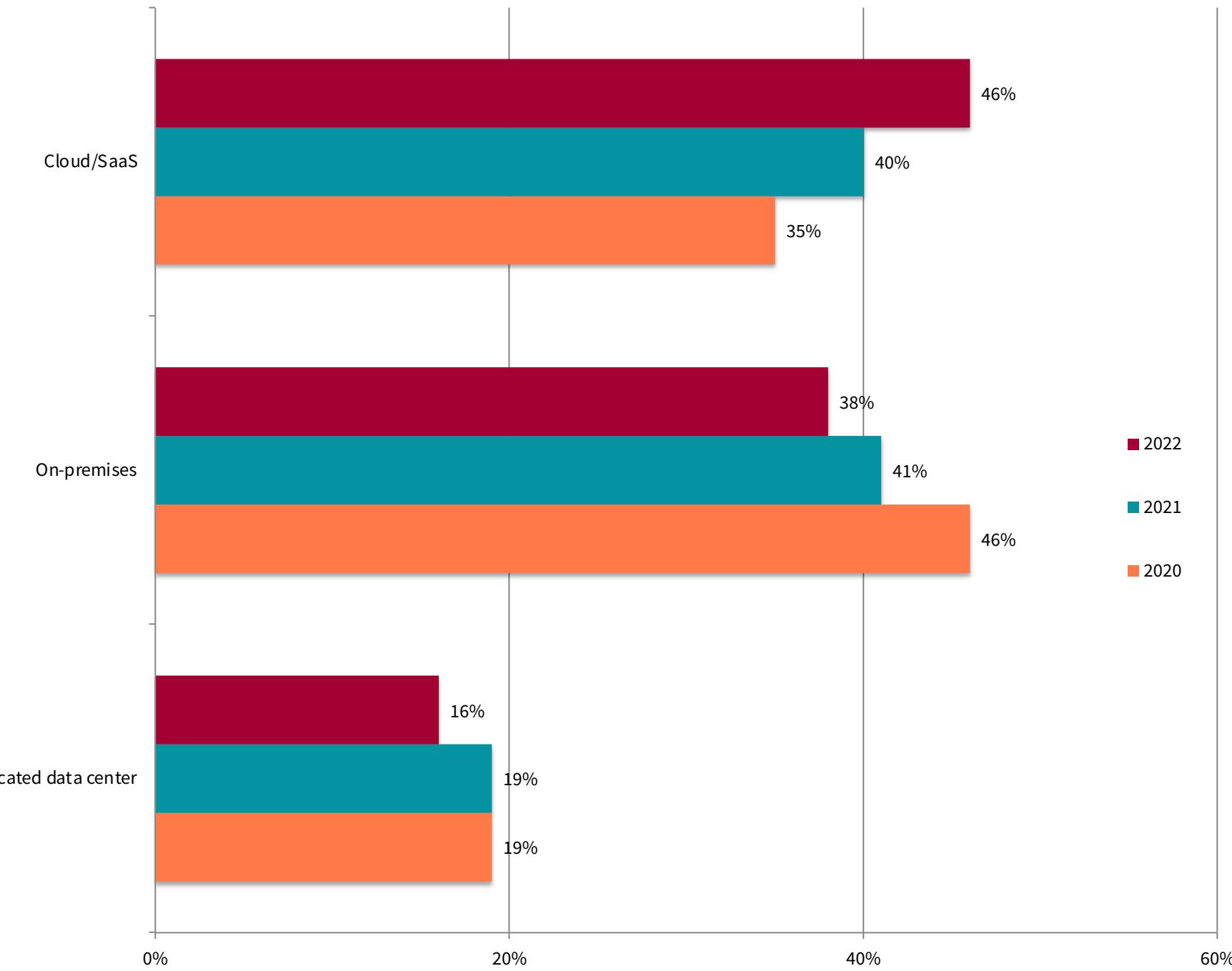
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Where are your DMS/ECM libraries PRIMARILY located?



NOTE: Percentages are based on respondents who indicated they are currently using a DMS/ECM system.

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Where are your DMS/ECM libraries PRIMARILY located?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	Cloud/SaaS	66	49%	83	47%	45	43%	24	50%	18	35%
	Co-located data center	9	7%	19	11%	23	22%	11	23%	23	45%
	On-premises	61	45%	75	42%	37	35%	13	27%	10	20%





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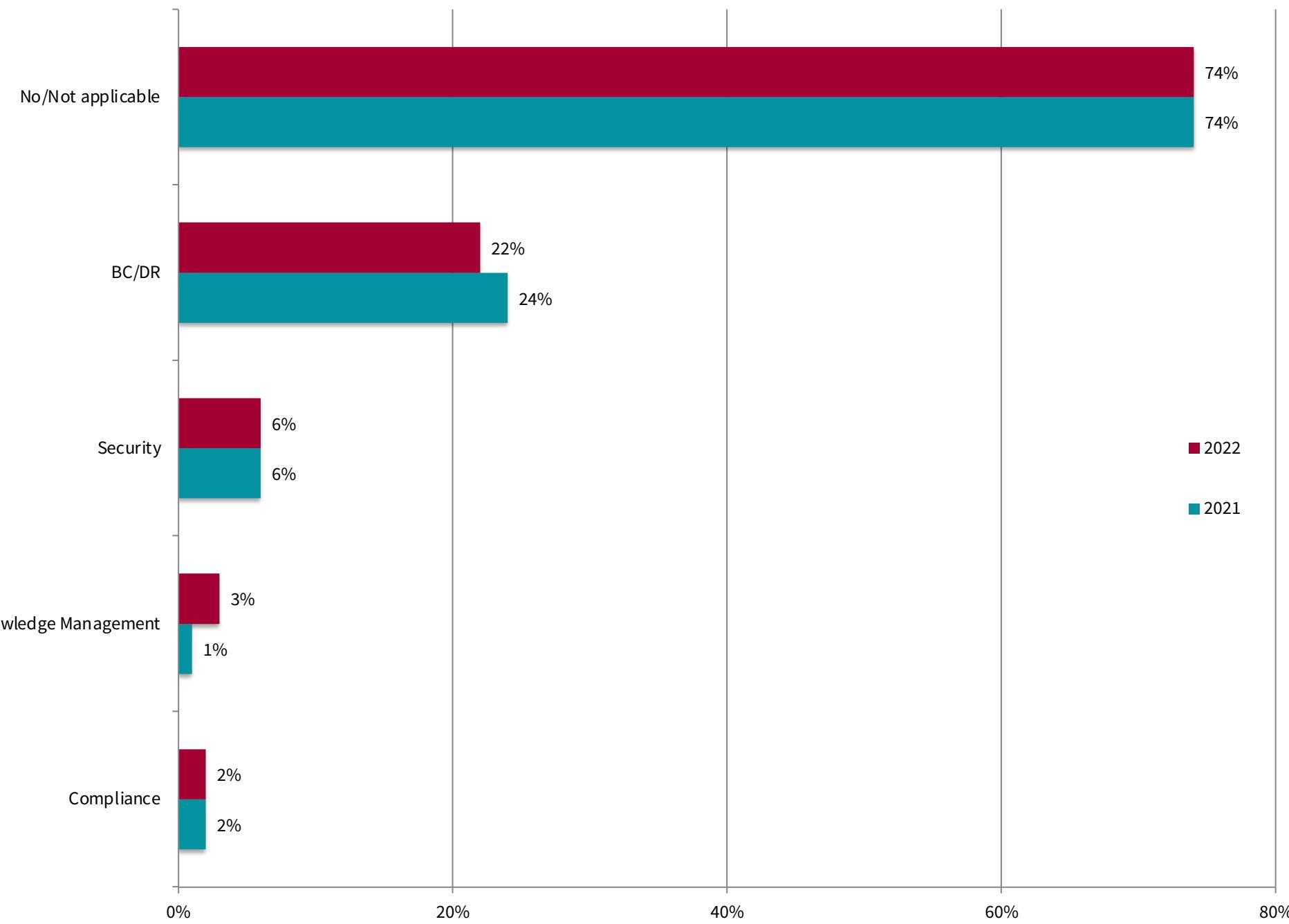
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Does your firm maintain a separate replica of your cloud-based DMS/ECM libraries locally for any of the following reasons?



Multiple response question; chart excludes responses less than 2%.

NOTE: Percentages are based on respondents who indicated they are currently using a DMS/ECM system in a Cloud/SaaS environment.

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Does your firm maintain a separate replica of your cloud-based DMS/ECM libraries locally for any of the following reasons?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
No/Not applicable		52	79%	64	77%	34	76%	15	65%	9	50%
Application Integration		0	0%	1	1%	0	0%	1	4%	1	6%
BC/DR		9	14%	19	23%	8	18%	7	30%	9	50%
Compliance		1	2%	2	2%	0	0%	1	4%	1	6%
Knowledge Management		0	0%	0	0%	0	0%	3	13%	3	17%
Security		4	6%	3	4%	4	9%	2	9%	2	11%
Other (please specify)		2	3%	0	0%	1	2%	0	0%	0	0%



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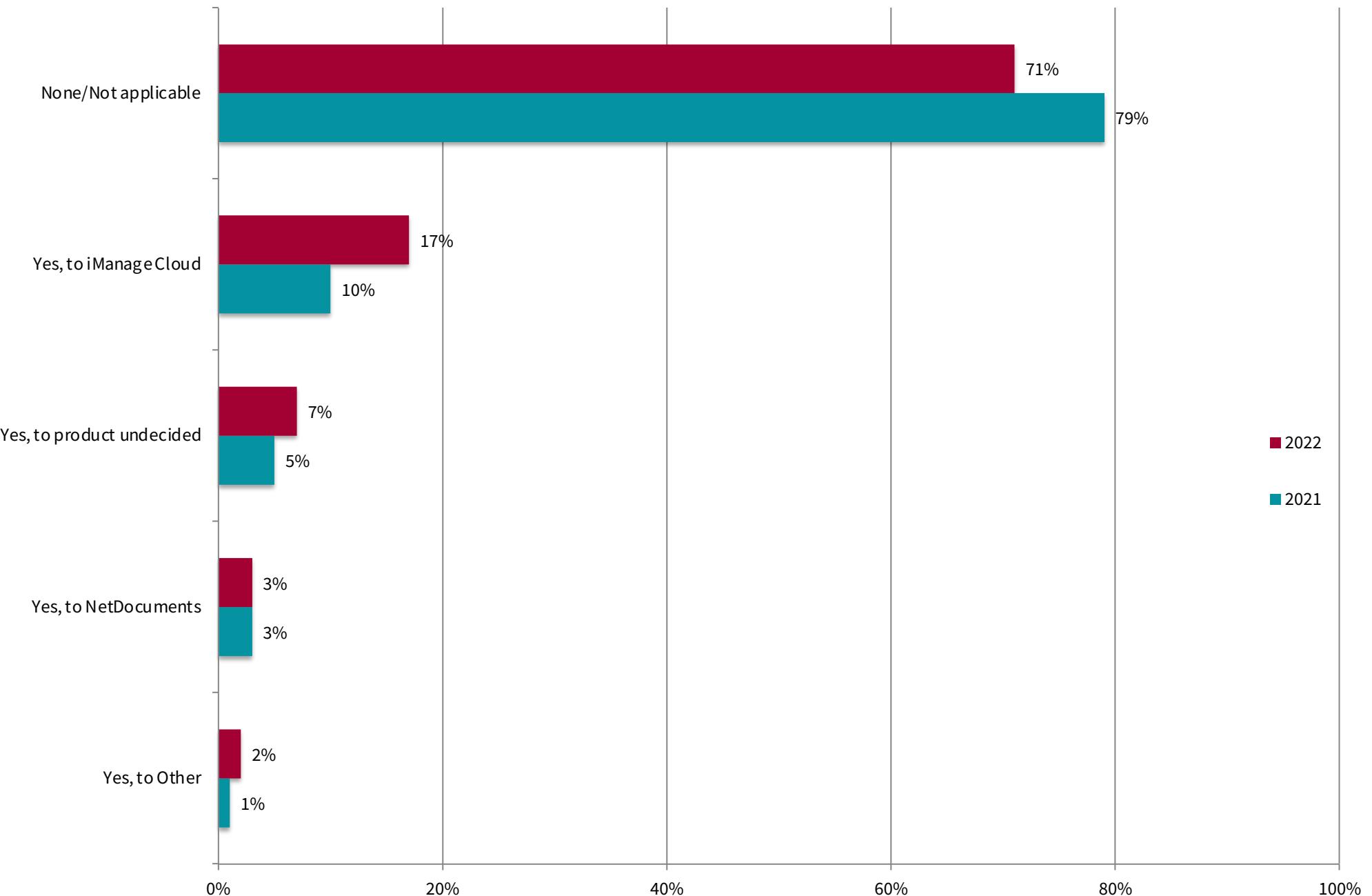
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Does your firm plan to replace its DMS/ECM in the next 12 months?



NOTE: Percentages are based on respondents who indicated they are currently using a DMS/ECM system.

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Does your firm plan to replace its DMS/ECM in the next 12 months?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	101	74%	129	73%	72	69%	32	67%	31	61%
	Yes, to product undecided	10	7%	12	7%	6	6%	5	10%	2	4%
	Yes, to iManage OnPrem	1	1%	3	2%	2	2%	1	2%	0	0%
	Yes, to iManage Cloud	14	10%	27	15%	22	21%	8	17%	15	29%
PRACTICE MANAGEMENT	Yes, to Microsoft SharePoint	0	0%	0	0%	0	0%	1	2%	0	0%
	Yes, to NetDocuments	7	5%	2	1%	2	2%	0	0%	3	6%
	Yes, to Worldox Cloud	0	0%	0	0%	0	0%	0	0%	0	0%
BUSINESS APPLICATIONS	Yes, to Worldox on-prem	1	1%	0	0%	0	0%	0	0%	0	0%
	Yes, to Other (please specify)	2	1%	4	2%	1	1%	1	2%	0	0%



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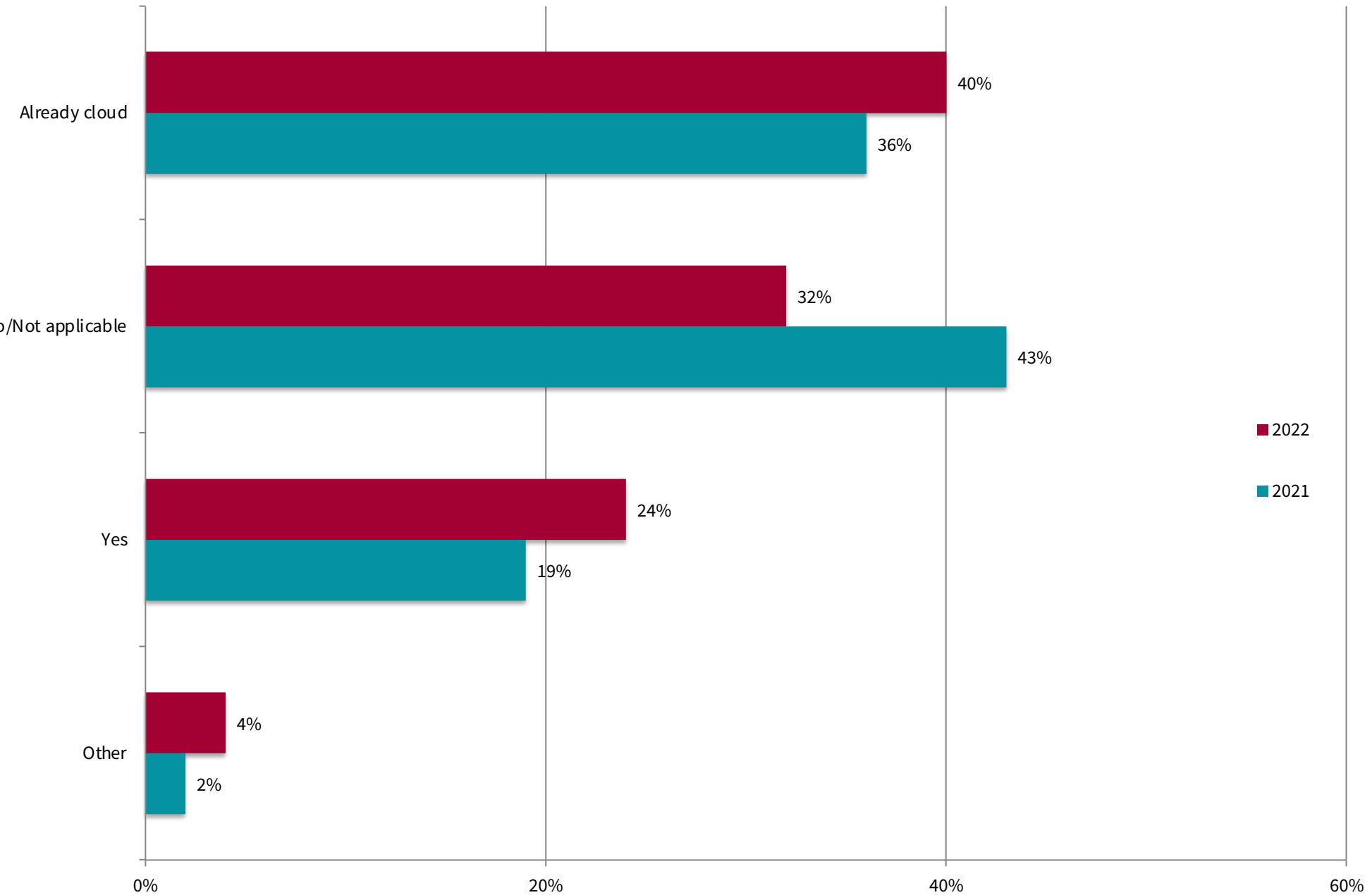
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Does your firm plan to migrate your CURRENT DMS/ECM to the cloud version in the next 12 months?



NOTE: Percentages are based on respondents who indicated they are currently using a DMS/ECM system.



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Does your firm plan to migrate your CURRENT DMS/ECM to the cloud version in the next 12 months?

	Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
No/Not applicable	45	33%	58	33%	33	31%	11	23%	18	35%
Already cloud	57	42%	72	41%	42	40%	24	50%	12	24%
Yes	29	21%	39	22%	28	27%	12	25%	16	31%
Other (please specify)	5	4%	7	4%	2	2%	1	2%	5	10%



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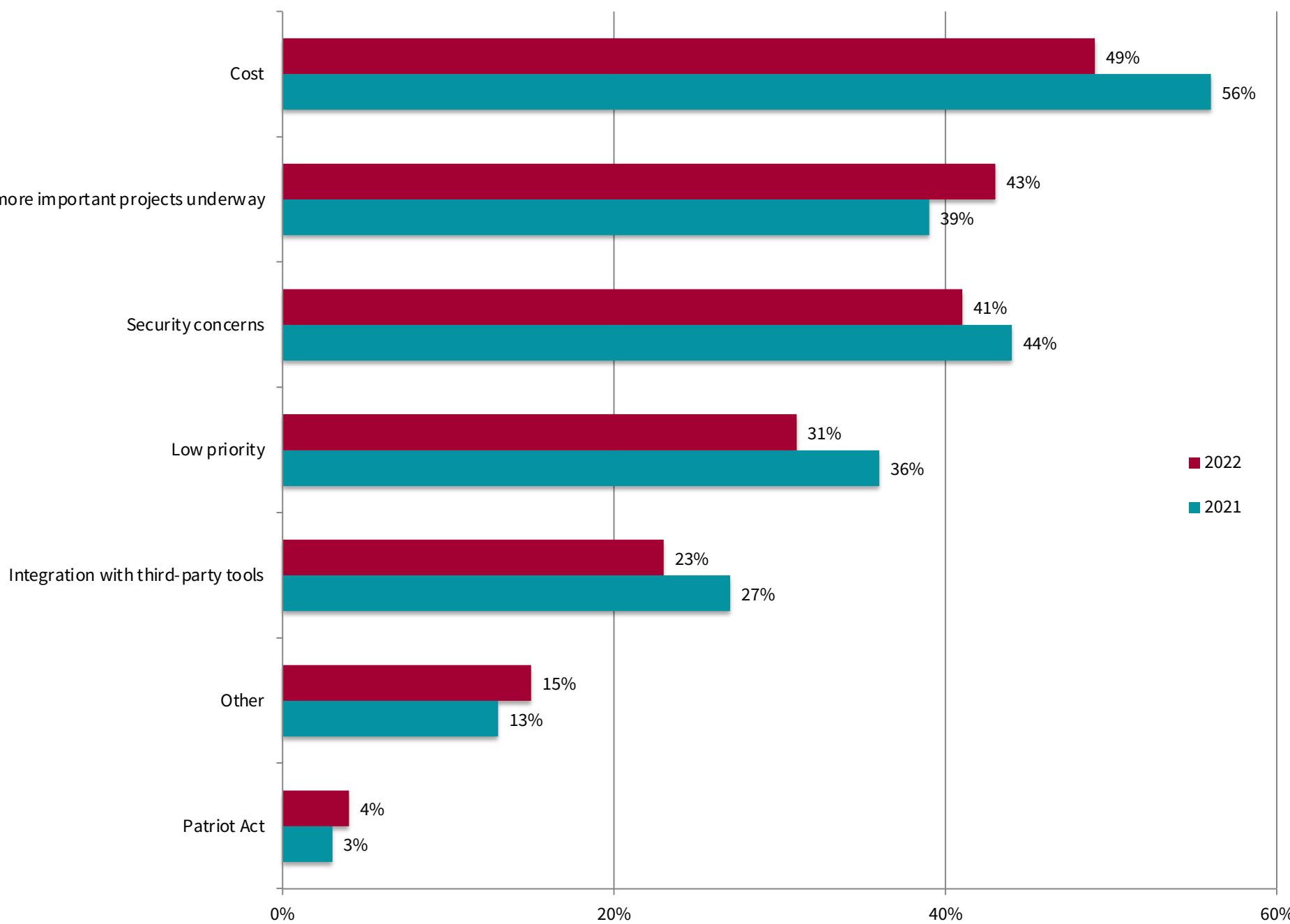
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What reason(s) does your firm have for NOT using a cloud-based DMS/ECM?



Multiple response question; chart excludes responses less than 2%.

NOTE: Percentages are based on respondents who indicated they are currently using a DMS/ECM system and are not planning to migrate their current DMS/ECM to the cloud.

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What reason(s) does your firm have for NOT using a cloud-based DMS/ECM?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	Cost	17	41%	28	52%	19	61%	6	55%	4	31%
	Integration with third-party tools	7	17%	10	19%	11	35%	2	18%	5	38%
	Low priority	15	37%	19	35%	7	23%	3	27%	3	23%
	Other more important projects underway	13	32%	18	33%	17	55%	6	55%	10	77%
	Patriot Act	2	5%	3	6%	0	0%	1	9%	0	0%
	Security concerns	19	46%	27	50%	8	26%	4	36%	3	23%
	Other (please specify)	6	15%	10	19%	3	10%	1	9%	3	23%

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DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

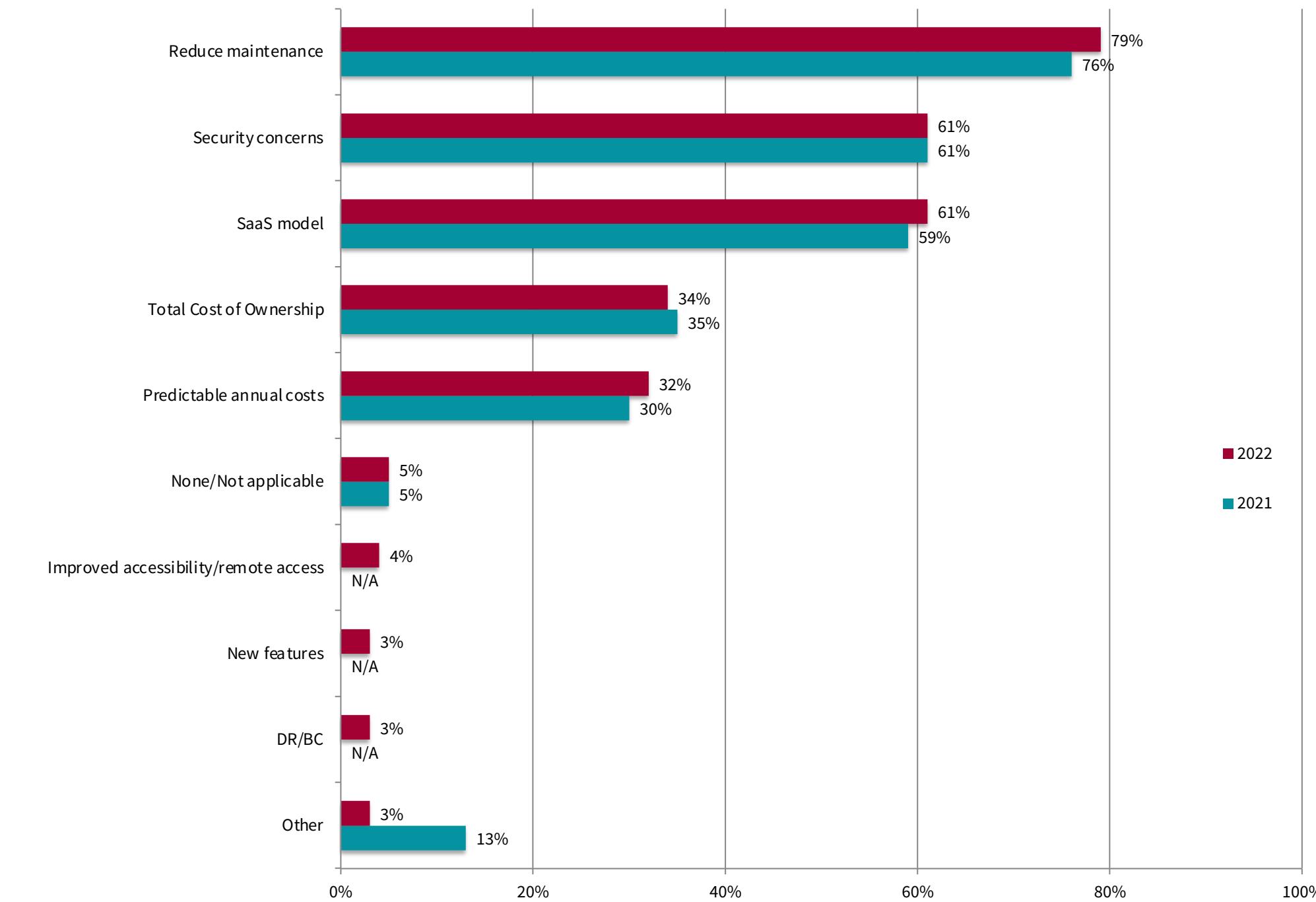
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

What reason(s) does (or did) your firm have for choosing to move to a cloud-based DMS?



Multiple response question; chart excludes responses less than 2%.

NOTE: Percentages are based on respondents who indicated they are currently using a DMS/ECM system and have moved to a cloud-based system (or are planning to do so)



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STRATEGY

What reason(s) does (or did) your firm have for choosing to move to a cloud-based DMS?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	6	7%	8	7%	1	1%	0	0%	1	3%
	DR/BC	3	3%	5	4%	0	0%	0	0%	1	3%
	Improved accessibility/remote access	5	5%	3	3%	3	4%	0	0%	2	6%
	New features	4	4%	1	1%	1	1%	4	11%	1	3%
	Predictable annual costs	27	30%	41	35%	27	38%	11	31%	7	21%
	Reduce maintenance	66	73%	93	79%	56	78%	32	89%	29	85%
	SaaS model	49	54%	72	61%	50	69%	22	61%	22	65%
	Security concerns	50	55%	79	67%	45	63%	22	61%	19	56%
	Total Cost of Ownership	27	30%	50	42%	20	28%	9	25%	12	35%
	Other (please specify)	5	5%	3	3%	1	1%	3	8%	0	0%



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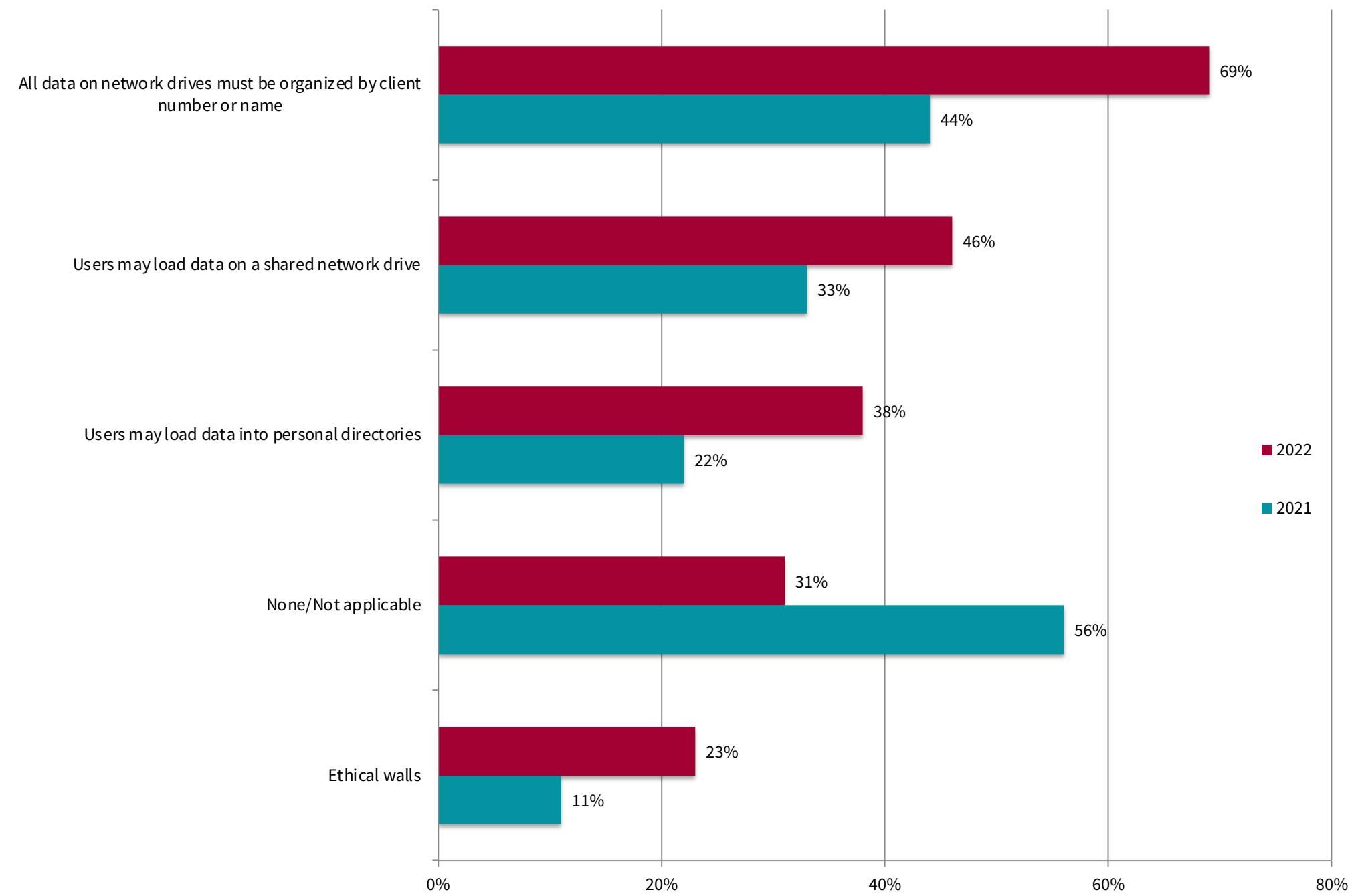
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which policy restrictions does your firm have in place for storing data on network drives outside of a DMS/ECM?



Multiple response question; chart excludes responses less than 2%.

NOTE: Percentages are based on respondents who indicated they do not use a DMS/ECM.

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STRATEGY

Which policy restrictions does your firm have in place for storing data on network drives outside of a DMS/ECM?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	4	33%	0	0%	0	0%	0	0%	0	0%
DMS/ECM	All data on network drives must be organized by client number or name	8	67%	1	100%	0	0%	0	0%	0	0%
	Ethical walls	2	17%	1	100%	0	0%	0	0%	0	0%
	Users may load data into personal directories	5	42%	0	0%	0	0%	0	0%	0	0%
	Users may load data on a shared network drive	5	42%	1	100%	0	0%	0	0%	0	0%
	Other (please specify)	0	0%	0	0%	0	0%	0	0%	0	0%

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PRACTICE MANAGEMENT

- Which PRIMARY ethical walls software does your firm use?
- Which PRIMARY conflict-of-interest management software does your firm use?
- Which contact management/marketing/business development software does your firm use?
- Which products does your firm use for digital dictation?
- Which PRIMARY learning management system (LMS) does your firm use?
- Which eLearning software does your firm use?
- If your firm conducts skills assessment, what skills/abilities do you assess?
- Which web conference and/or webinar hosting services does your firm use?
- Which Remote Online Notarization (RON) tools does your firm use?
- Which type of docketing (rules-based calendaring) does your firm use?
- Which PRIMARY GENERAL LITIGATION docketing (rules-based calendaring) software does your firm use?
- Which PRIMARY INTELLECTUAL PROPERTY docketing (rules-based calendaring) software does your firm use?
- Does your Firm push calendar entries directly to the attorney's primary Outlook calendar or do you practice "dual docketing" and push to a separate docketing calendar?
- Which PRIMARY paperless prebill (proforma) product does your firm use?
- Outside of document assembly, what other processes has your firm automated?
- Does your firm utilize RPA (Robotic Process Automation)?
- Does your firm employ any chatbots?
- Which automation tools does your firm use?



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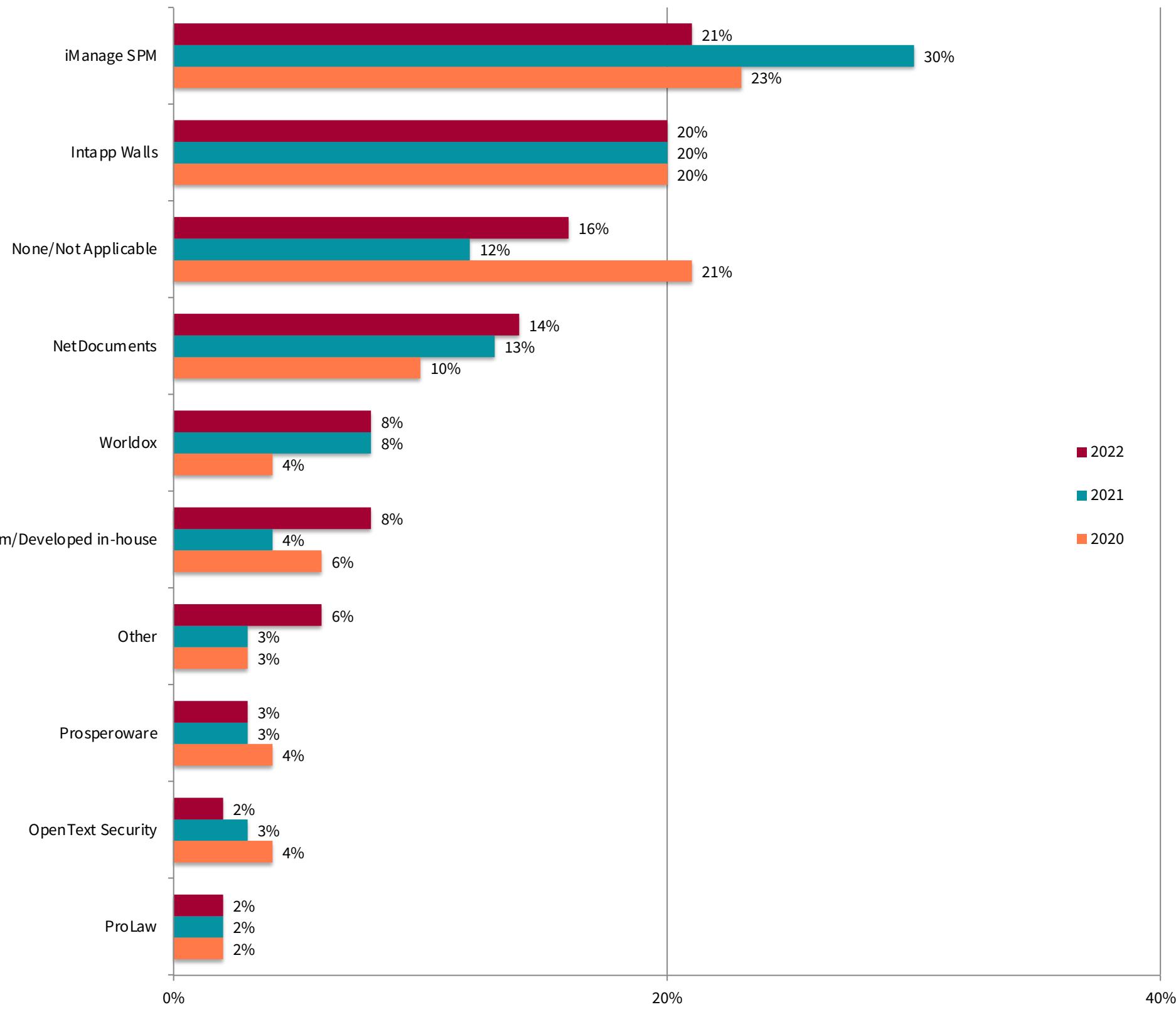
MOBILE DEVICE USE

SECURITY

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STRATEGY

Which PRIMARY ethical walls software does your firm use?



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STRATEGY

Which PRIMARY ethical walls software does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers		
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	
		None/Not applicable	49	33%	30	17%	4	4%	1	2%	3	6%
DMS/ECM	iManage SPM	10	7%	51	29%	32	30%	8	17%	10	20%	
	Intapp Walls	0	0%	14	8%	32	30%	25	52%	32	64%	
	NetDocuments	30	20%	30	17%	12	11%	3	6%	1	2%	
PRACTICE MANAGEMENT	OpenText Security	3	2%	4	2%	0	0%	1	2%	0	0%	
	ProLaw	3	2%	3	2%	2	2%	0	0%	0	0%	
	Prosperoware	2	1%	5	3%	7	7%	3	6%	0	0%	
BUSINESS APPLICATIONS	Worldox	27	18%	13	7%	1	1%	1	2%	0	0%	
	Custom/Developed in-house	12	8%	13	7%	11	10%	4	8%	3	6%	
	Other (please specify)	12	8%	14	8%	4	4%	2	4%	1	2%	



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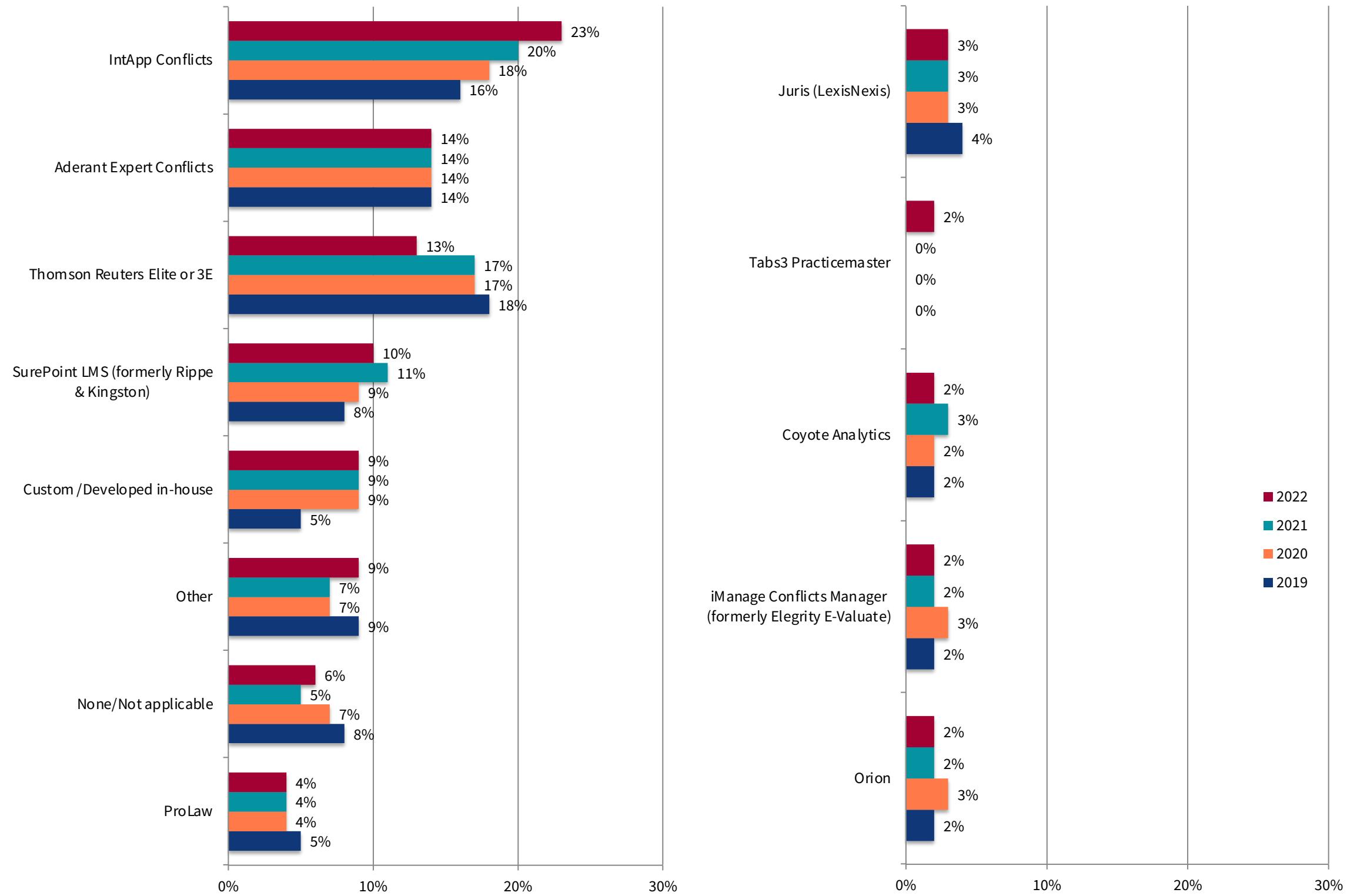
MOBILE DEVICE USE

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STRATEGY

Which PRIMARY conflict-of-interest management software does your firm use?



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Which PRIMARY conflict-of-interest management software does your firm use?

			Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
			COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	19	13%		10	6%	2	2%	0	0%	0	0%
	Aderant Expert Conflicts	8	5%		35	20%	22	21%	8	17%	3	6%
	Coyote Analytics	9	6%		2	1%	0	0%	0	0%	0	0%
	iManage Conflicts Manager (formerly Elegity E-valuate)	0	0%		2	1%	2	2%	3	6%	5	10%
PRACTICE MANAGEMENT	IntApp Conflicts	0	0%		23	13%	44	42%	30	63%	26	52%
	Juris (LexisNexis)	14	9%		3	2%	0	0%	0	0%	0	0%
	Omega Legal (now Aderant)	4	3%		3	2%	0	0%	0	0%	0	0%
BUSINESS APPLICATIONS	OpenText LegalKEY	0	0%		4	2%	1	1%	0	0%	2	4%
	Orion	6	4%		4	2%	0	0%	0	0%	0	0%
	ProLaw	11	7%		8	5%	1	1%	0	0%	0	0%
COLLABORATION	SurePoint LMS (formerly Rippe & Kingston)	29	20%		24	14%	2	2%	0	0%	0	0%
	Tabs3 Practicemaster	9	6%		0	0%	0	0%	0	0%	0	0%
MOBILE DEVICE USE	Thomson Reuters Elite or 3E	5	3%		41	23%	14	13%	2	4%	6	12%
	Custom/Developed in-house	14	9%		10	6%	10	10%	3	6%	8	16%
	Other (please specify)	20	14%		8	5%	6	6%	2	4%	0	0%



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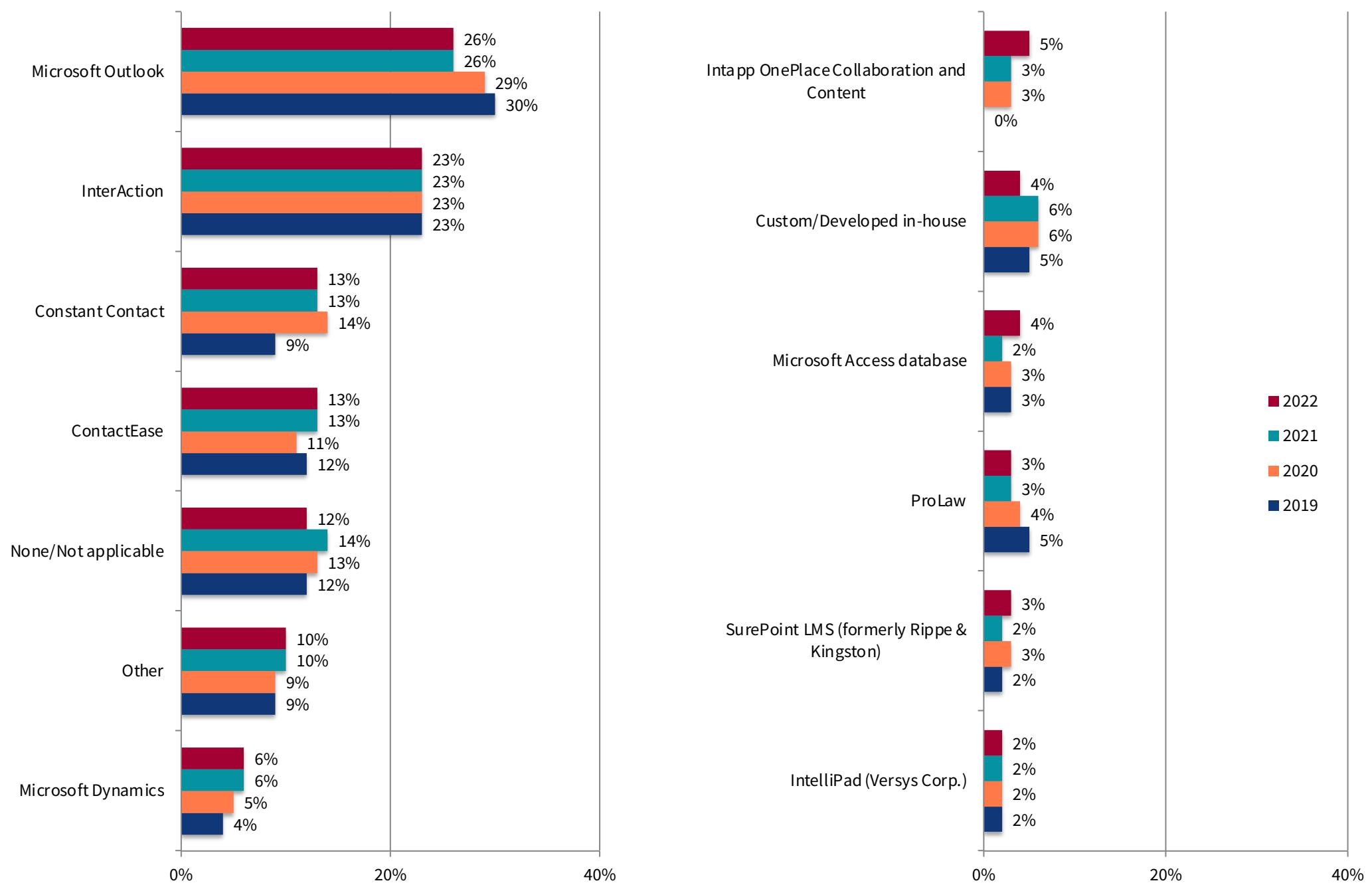
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STRATEGY

Which contact management/marketing/business development software does your firm use?



Multiple response question; chart excludes responses less than 2%.

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STRATEGY

Which contact management/marketing/business development software does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers		
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	
		None/Not applicable	32	22%	17	10%	6	6%	5	10%	1	2%
DMS/ECM	ContactEase	17	11%	29	17%	16	15%	3	6%	2	4%	
	Constant Contact	25	17%	35	20%	6	6%	1	2%	1	2%	
	Hubspot	2	1%	10	6%	10	10%	2	4%	3	6%	
PRACTICE MANAGEMENT	Intapp OnePlace Collaboration and Content	0	0%	7	4%	11	10%	5	10%	4	8%	
	IntelliPad (Versys Corp.)	5	3%	1	1%	2	2%	0	0%	0	0%	
	InterAction	3	2%	28	16%	34	32%	21	44%	34	68%	
BUSINESS APPLICATIONS	Microsoft Access Database	5	3%	14	8%	0	0%	0	0%	0	0%	
	Microsoft Dynamics	1	1%	11	6%	10	10%	3	6%	4	8%	
	Microsoft Outlook	60	41%	50	29%	15	14%	7	15%	6	12%	
COLLABORATION	ProLaw	8	5%	5	3%	1	1%	1	2%	1	2%	
	SurePoint LMS (formerly Rippe & Kingston)	7	5%	7	4%	0	0%	0	0%	0	0%	
MOBILE DEVICE USE	Custom/Developed in-house	8	5%	10	6%	2	2%	0	0%	1	2%	
	Other (please specify)	12	8%	14	8%	12	11%	9	19%	7	14%	



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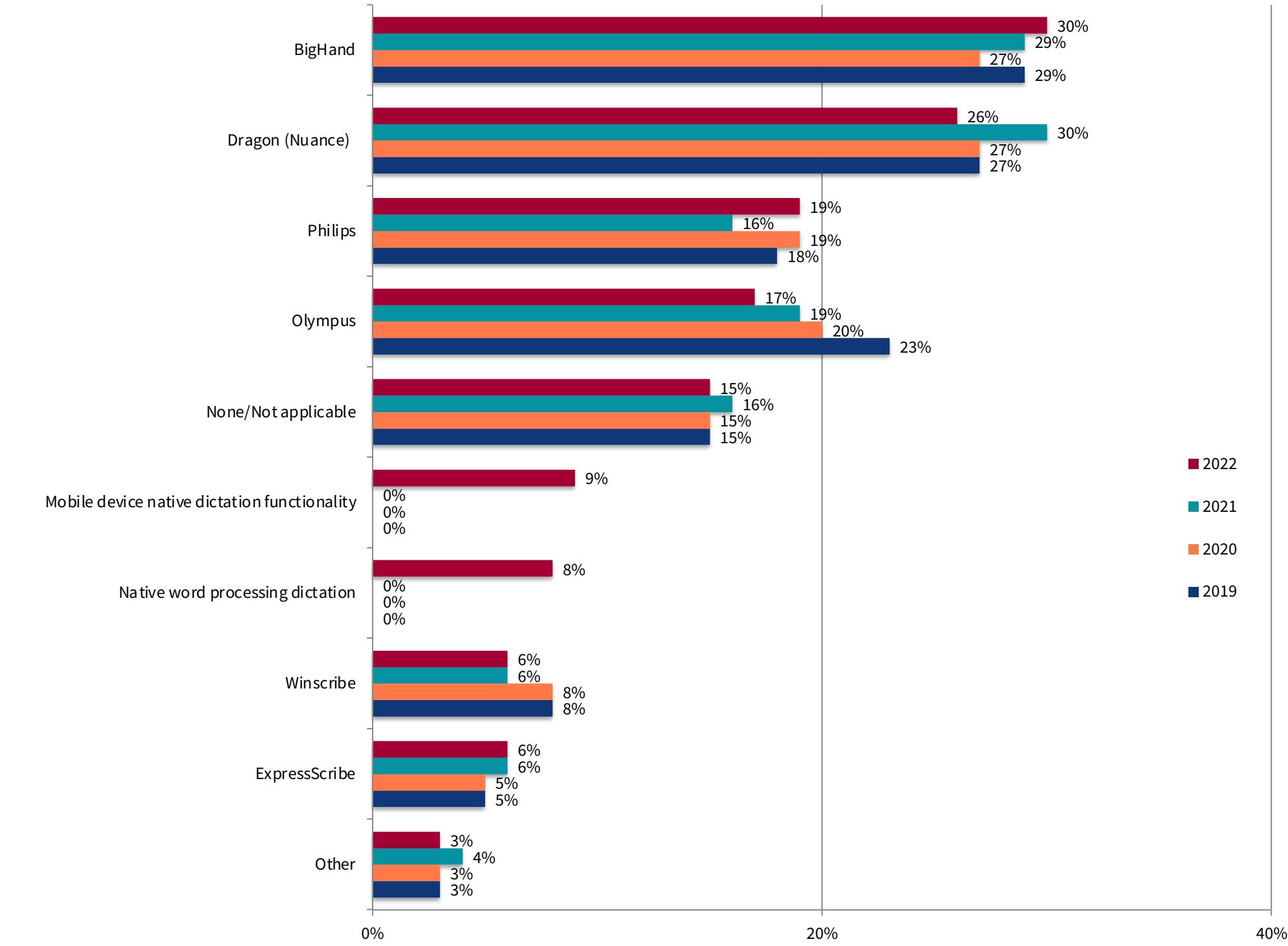
MOBILE DEVICE USE

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STRATEGY

Which products does your firm use for digital dictation?



Multiple response question; chart excludes responses less than 2%.

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STRATEGY

Which products does your firm use for digital dictation?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	38	26%	22	13%	10	10%	6	13%	4	8%
DMS/ECM	BigHand	14	10%	49	28%	43	41%	19	40%	31	62%
	Dragon (Nuance)	27	18%	53	30%	29	28%	15	31%	15	30%
	ExpressScribe	6	4%	15	9%	4	4%	3	6%	2	4%
PRACTICE MANAGEMENT	Mobile device native dictation functionality	11	7%	15	9%	12	12%	4	8%	5	10%
	Native word processing dictation	10	7%	21	12%	5	5%	0	0%	7	14%
	Olympus	27	18%	30	17%	19	18%	11	23%	3	6%
BUSINESS APPLICATIONS	Philips	33	22%	37	21%	16	15%	8	17%	5	10%
	Winscribe	5	3%	12	7%	5	5%	7	15%	3	6%
	Other (please specify)	6	4%	4	2%	3	3%	1	2%	0	0%



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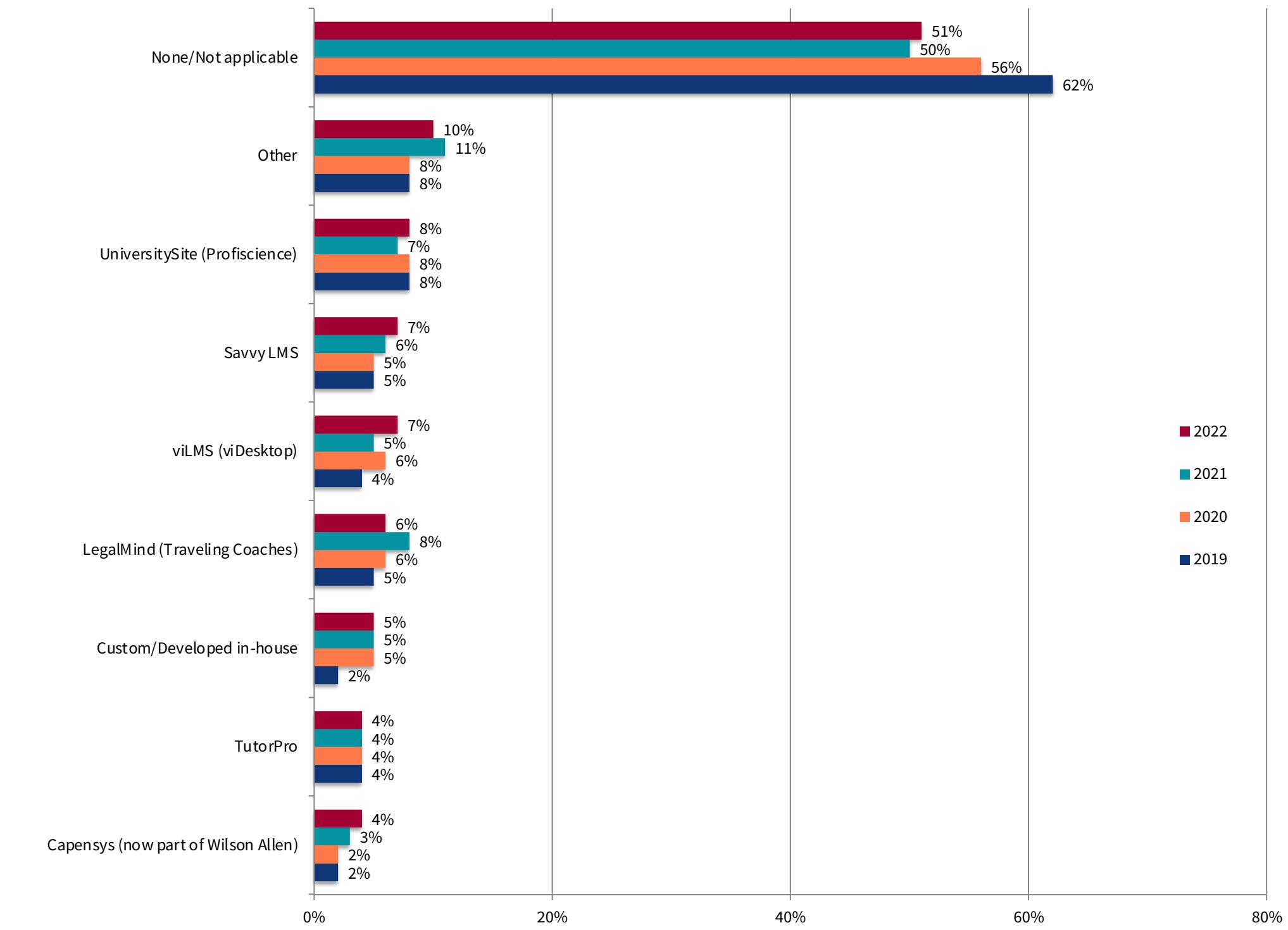
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Which PRIMARY learning management system (LMS) does your firm use?



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STRATEGY

Which PRIMARY learning management system (LMS) does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	125	85%	107	60%	28	27%	7	15%	1	2%
DMS/ECM	Capensys (now part of Wilson Allen)	2	1%	9	5%	4	4%	2	4%	3	6%
	LegalMind (Traveling Coaches)	2	1%	16	9%	6	6%	3	6%	2	4%
	Savvy LMS	5	3%	17	10%	12	11%	0	0%	1	2%
PRACTICE MANAGEMENT	TutorPro	0	0%	2	1%	9	9%	6	13%	3	6%
	UniversitySite (Profiscience)	0	0%	4	2%	17	16%	11	23%	10	20%
	viLMS (viDesktop)	0	0%	5	3%	10	10%	9	19%	11	22%
BUSINESS APPLICATIONS	Custom/Developed in-house	6	4%	8	5%	6	6%	1	2%	3	6%
	Other (please specify)	7	5%	9	5%	13	12%	9	19%	16	32%



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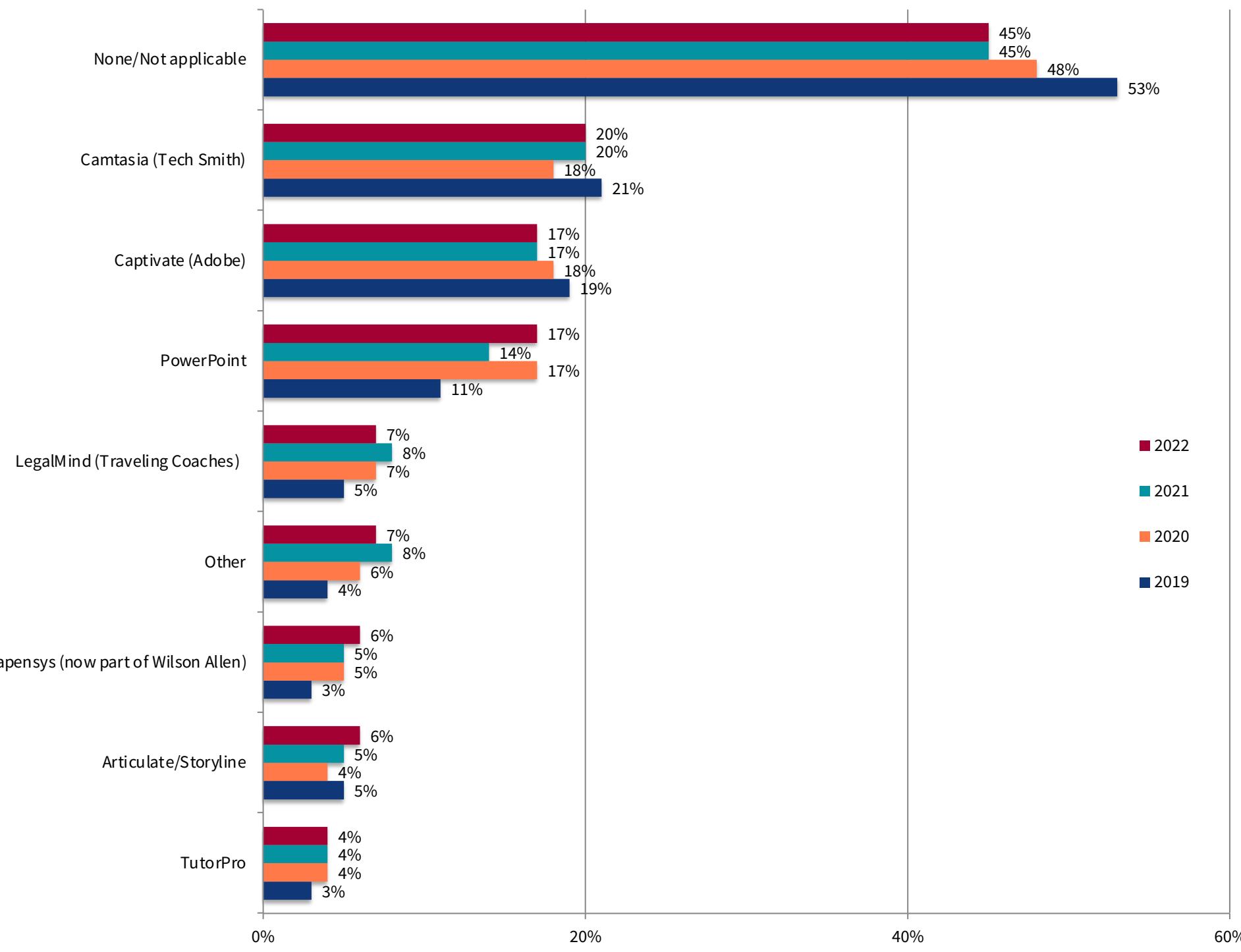
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STRATEGY

Which eLearning software does your firm use?



Multiple response question; chart excludes responses less than 2%.

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STRATEGY

Which eLearning software does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	114	78%	88	50%	25	24%	7	15%	3	6%
DMS/ECM	Articulate/Storyline	0	0%	4	2%	9	9%	11	23%	7	14%
	Camtasia (Tech Smith)	11	7%	31	18%	30	29%	13	28%	19	38%
	Capensys (now part of Wilson Allen)	2	1%	9	5%	12	12%	4	9%	6	12%
PRACTICE MANAGEMENT	Captivate (Adobe)	2	1%	13	7%	31	30%	21	45%	20	40%
	LegalMind (Traveling Coaches)	2	1%	17	10%	10	10%	3	6%	4	8%
	PowerPoint	16	11%	25	14%	22	21%	9	19%	16	32%
BUSINESS APPLICATIONS	TutorPro	0	0%	2	1%	8	8%	5	11%	4	8%
	Other (please specify)	6	4%	11	6%	8	8%	5	11%	6	12%



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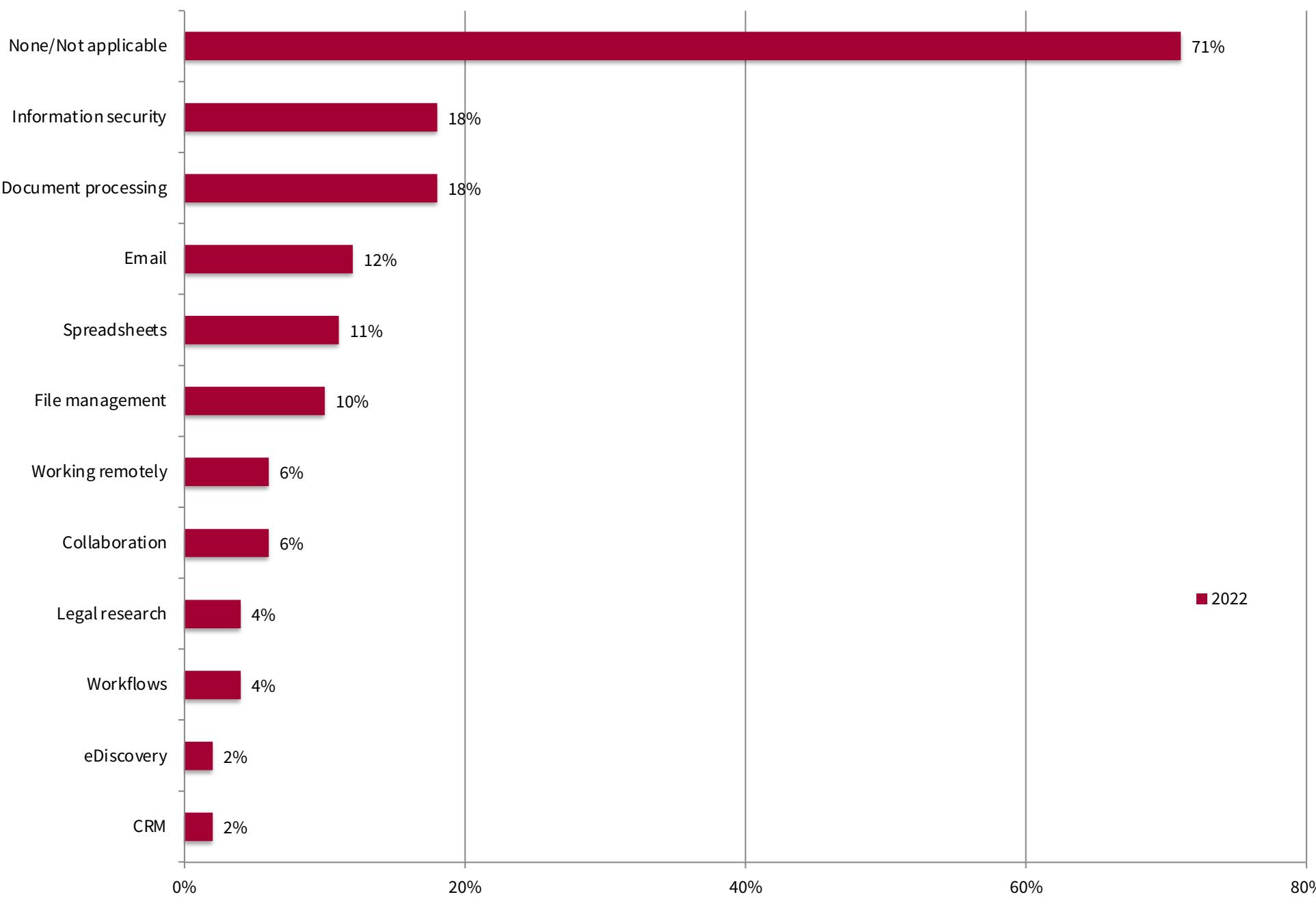
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STRATEGY

If your firm conducts skills assessment, what skills/abilities do you assess?



Multiple response question; chart excludes responses less than 2%.

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STRATEGY

If your firm conducts skills assessment, what skills/abilities do you assess?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	120	82%	140	80%	64	61%	29	60%	18	38%
DMS/ECM	Collaboration	8	5%	6	3%	9	9%	2	4%	6	13%
	CRM	1	1%	2	1%	4	4%	2	4%	3	6%
	Data analytics	3	2%	1	1%	0	0%	1	2%	1	2%
PRACTICE MANAGEMENT	Document processing	21	14%	20	11%	30	29%	13	27%	12	26%
	eDiscovery	4	3%	2	1%	1	1%	1	2%	5	11%
	Email	11	7%	15	9%	18	17%	9	19%	8	17%
BUSINESS APPLICATIONS	File management	10	7%	13	7%	18	17%	7	15%	4	9%
	Information security	14	10%	23	13%	21	20%	13	27%	22	47%
	Legal research	7	5%	3	2%	7	7%	3	6%	3	6%
COLLABORATION	Spreadsheets	11	7%	5	3%	25	24%	7	15%	8	17%
	Workflows	5	3%	4	2%	5	5%	2	4%	6	13%
	Working remotely	8	5%	9	5%	5	5%	2	4%	5	11%
MOBILE DEVICE USE	Other (please specify)	0	0%	1	1%	4	4%	0	0%	2	4%



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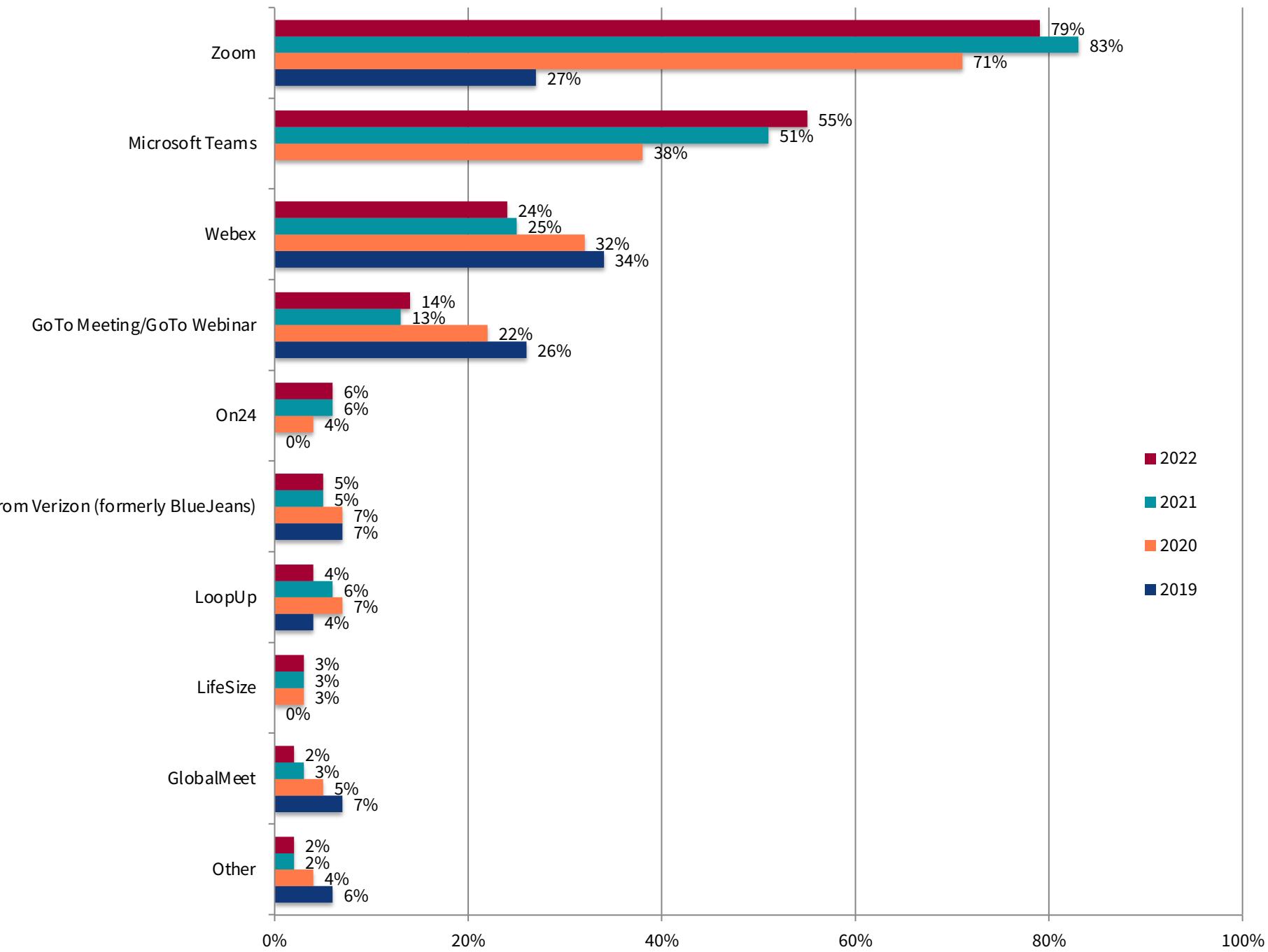
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STRATEGY

Which web conference and/or webinar hosting services does your firm use?



Multiple response question; chart excludes responses less than 2%.

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STRATEGY

Which web conference and/or webinar hosting services does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	6	4%	1	1%	0	0%	0	0%	0	0%
DMS/ECM	BlueJeans Meetings from Verizon (formerly BlueJeans)	3	2%	9	5%	3	3%	4	8%	6	12%
PRACTICE MANAGEMENT	GlobalMeet	0	0%	3	2%	7	7%	3	6%	0	0%
	GoTo Meeting/GoTo Webinar	18	12%	33	19%	13	12%	6	13%	5	10%
BUSINESS APPLICATIONS	LifeSize	3	2%	5	3%	4	4%	2	4%	0	0%
	LoopUp	2	1%	9	5%	5	5%	1	2%	3	6%
	Microsoft Skype for Business	0	0%	3	2%	3	3%	0	0%	1	2%
	Microsoft Teams	62	42%	106	60%	57	54%	34	71%	35	69%
COLLABORATION	On24	1	1%	0	0%	10	10%	9	19%	11	22%
	WebEx	14	9%	36	20%	30	29%	16	33%	29	57%
	Zoom	122	82%	149	84%	76	72%	36	75%	37	73%
	Other (please specify)	4	3%	6	3%	3	3%	0	0%	0	0%

INFRASTRUCTURE

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DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

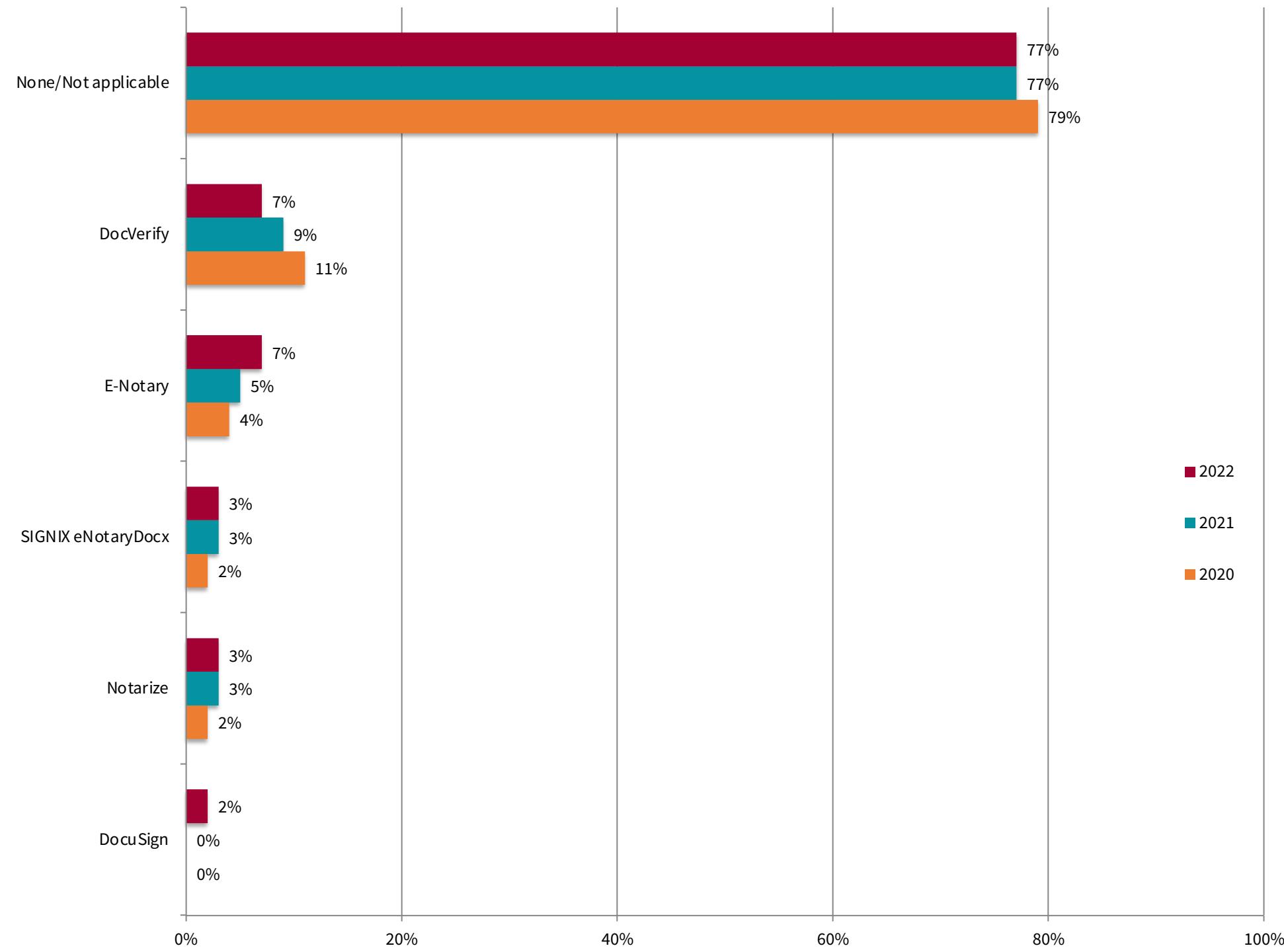
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which Remote Online Notarization (RON) tools does your firm use?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

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BUSINESS CONTINUITY

STRATEGY

Which Remote Online Notarization (RON) tools does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	DocuSign	1	1%	1	1%	3	3%	1	2%	4	8%
	DocVerify	8	5%	12	7%	8	8%	3	7%	4	8%
	E-Notary	6	4%	9	5%	5	5%	5	11%	9	19%
	eNotaryLog	0	0%	1	1%	1	1%	0	0%	0	0%
PRACTICE MANAGEMENT	External RON provider (e.g., bank or trust company, etc.)	1	1%	3	2%	1	1%	1	2%	1	2%
	Notarize	2	1%	3	2%	4	4%	3	7%	2	4%
	NotaryCam	2	1%	0	0%	2	2%	0	0%	0	0%
	Pavaso	0	0%	0	0%	1	1%	0	0%	1	2%
BUSINESS APPLICATIONS	SIGNIX eNotaryDocx	3	2%	5	3%	2	2%	3	7%	1	2%
	Other (please specify)	0	0%	4	2%	1	1%	0	0%	2	4%



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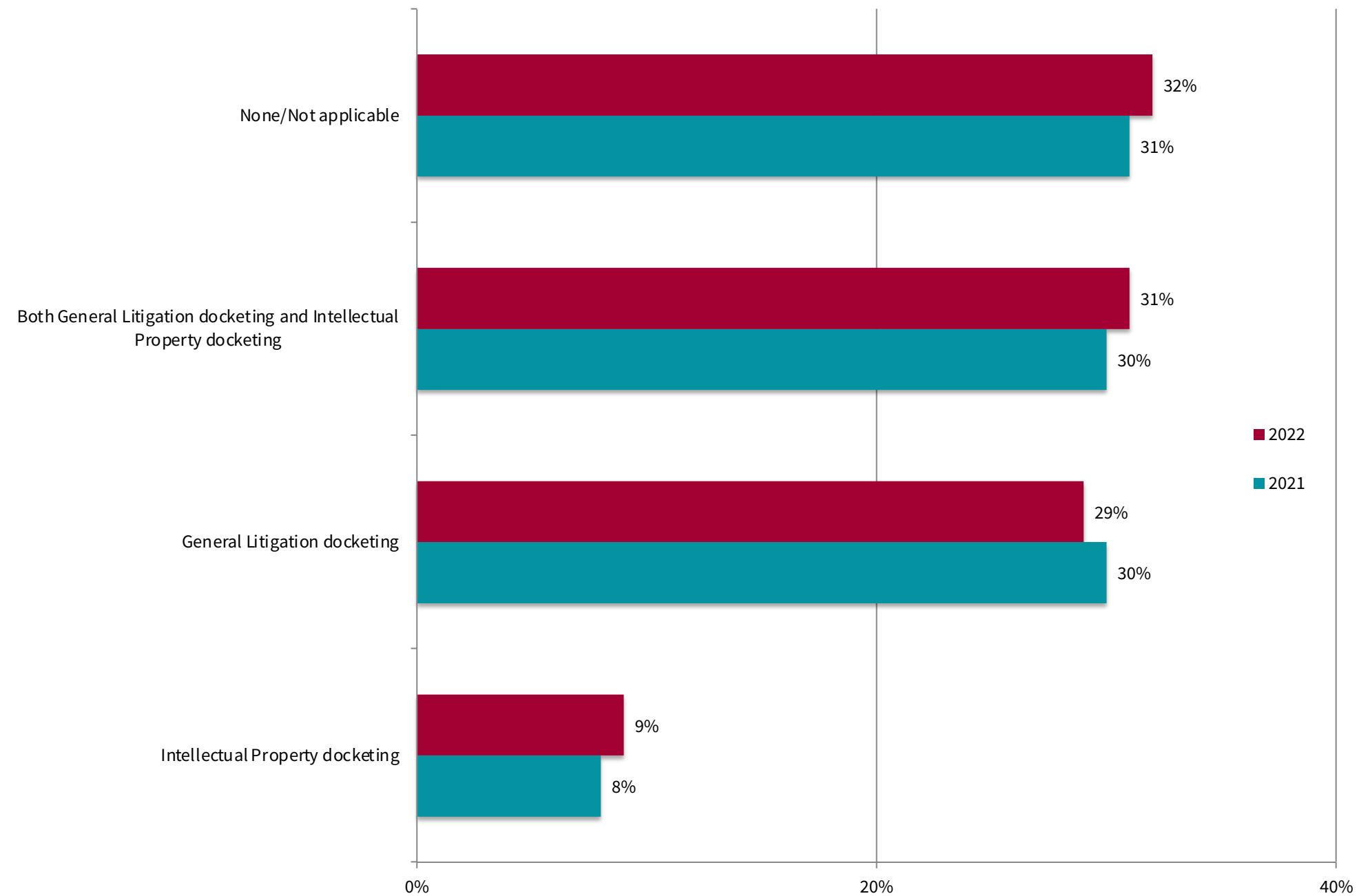
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which type of docketing (rules-based calendaring) does your firm use?



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STRATEGY

Which type of docketing (rules-based calendaring) does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	68	46%	55	31%	26	25%	8	17%	10	20%
	General Litigation docketing	59	40%	54	31%	23	22%	8	17%	7	14%
	Intellectual Property docketing	6	4%	14	8%	15	14%	6	13%	6	12%
	Both General Litigation docketing and Intellectual Property docketing	15	10%	54	31%	40	38%	26	54%	26	53%



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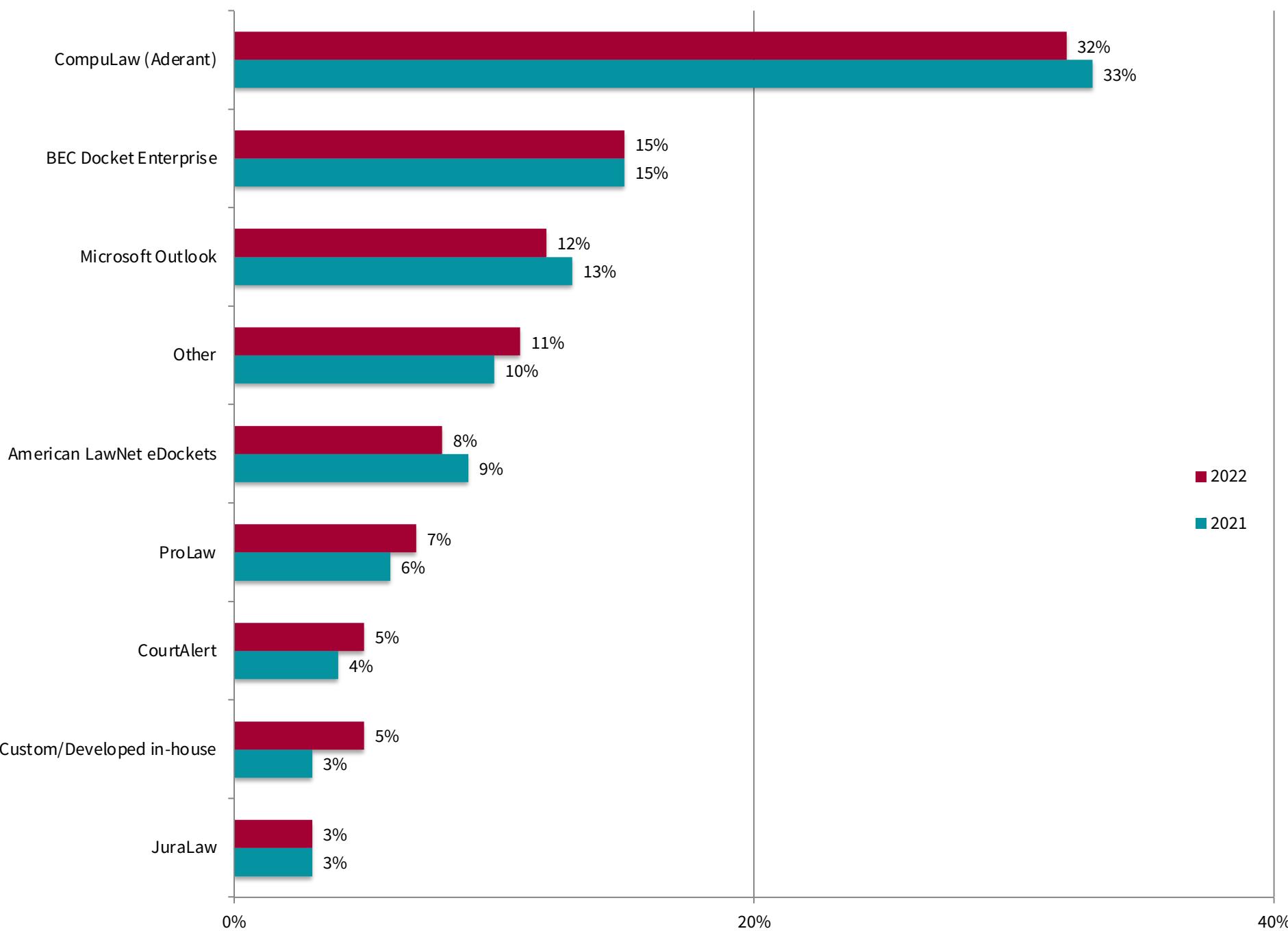
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY GENERAL LITIGATION docketing (rules-based calendaring) software does your firm use?



NOTE: Percentages represent only those respondents who indicated they use a General Litigation docketing system.

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STRATEGY

Which PRIMARY GENERAL LITIGATION docketing (rules-based calendaring) software does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	American LegalNet eDockets	2	3%	5	5%	5	8%	9	26%	5	15%
	BEC Docket Enterprise	8	11%	22	20%	12	19%	1	3%	3	9%
	CompuLaw (Aderant)	15	20%	31	29%	23	37%	16	47%	16	48%
PRACTICE MANAGEMENT	CourtAlert	0	0%	3	3%	6	10%	3	9%	5	15%
	Juris (LexisNexis)	1	1%	0	0%	0	0%	0	0%	0	0%
	JuraLaw	4	5%	2	2%	2	3%	1	3%	0	0%
	Microsoft Outlook	21	28%	8	7%	4	6%	2	6%	1	3%
BUSINESS APPLICATIONS	ProLaw	7	9%	9	8%	5	8%	0	0%	2	6%
	Thomson Reuters 3E	0	0%	1	1%	0	0%	0	0%	0	0%
	Thomson Reuters Deadline Assistant	0	0%	1	1%	0	0%	0	0%	0	0%
COLLABORATION	Custom/Developed in-house	2	3%	12	11%	2	3%	0	0%	1	3%
	Other (please specify)	14	19%	14	13%	4	6%	2	6%	0	0%



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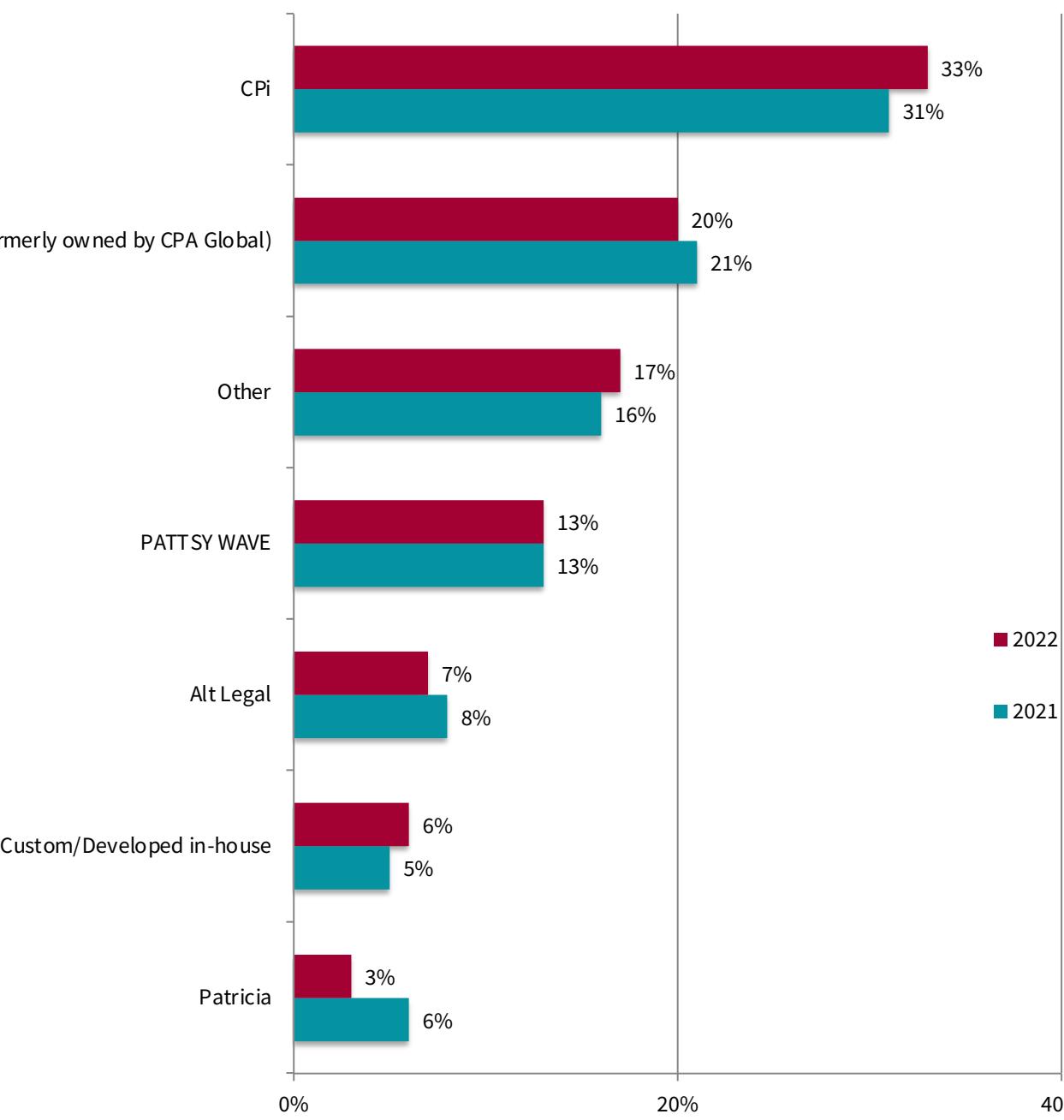
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY INTELLECTUAL PROPERTY docketing (rules-based calendaring) software does your firm use?



NOTE: Percentages represent only those respondents who indicated they use an Intellectual Property docketing system.



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STRATEGY

Which PRIMARY INTELLECTUAL PROPERTY docketing (rules-based calendaring) software does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	Alt Legal	3	14%	8	12%	3	5%	0	0%	1	3%
	Clarivate FoundationIP (formerly owned by CPA Global)	4	19%	11	16%	11	20%	9	28%	7	22%
	CPI	2	10%	18	27%	24	44%	12	38%	13	41%
	Patricia	0	0%	4	6%	1	2%	1	3%	0	0%
	PATTSY WAVE	1	5%	5	7%	9	16%	6	19%	6	19%
	Custom/Developed in-house	2	10%	5	7%	4	7%	1	3%	0	0%
PRACTICE MANAGEMENT	Other (please specify)	9	43%	16	24%	3	5%	3	9%	5	16%



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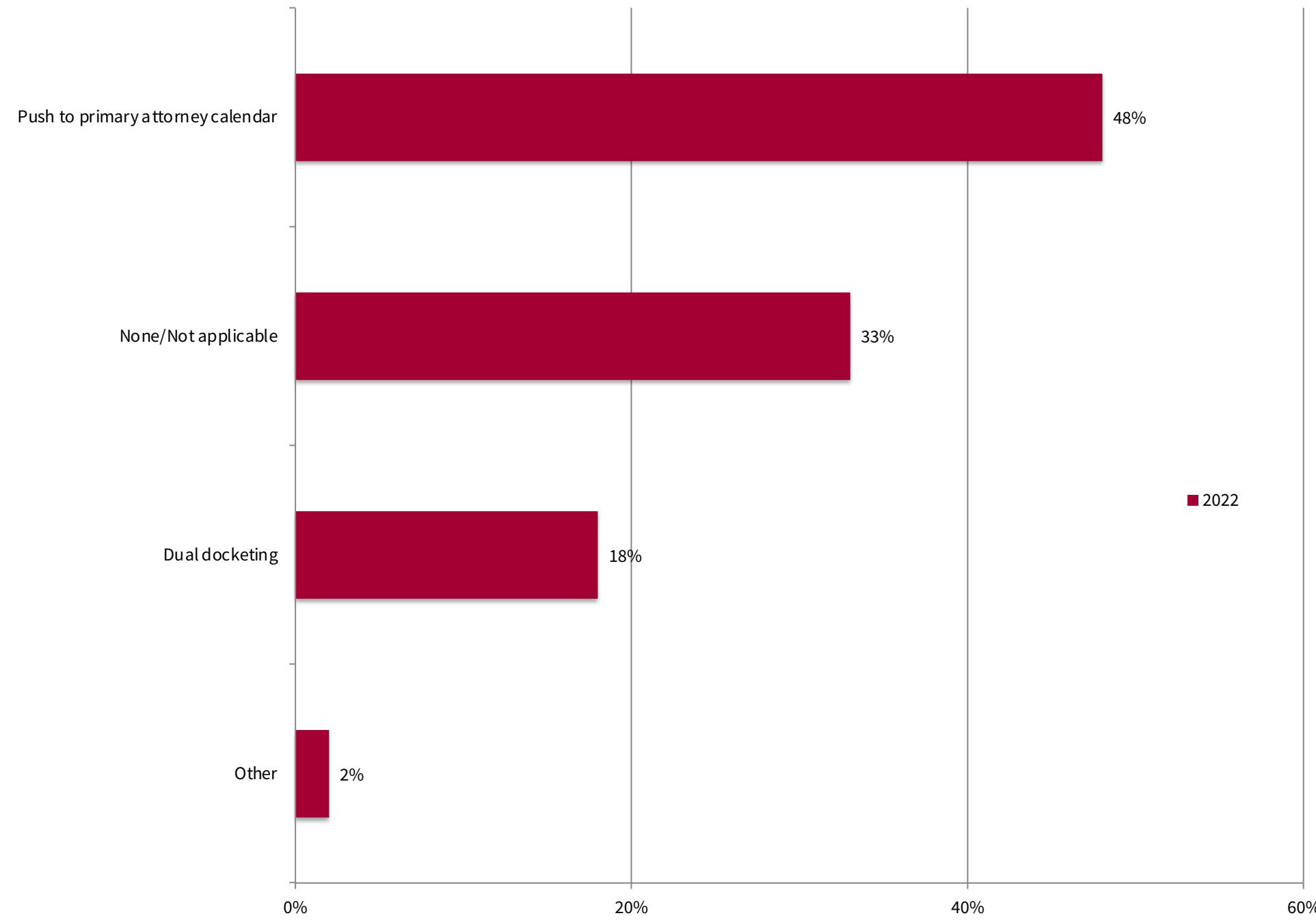
MOBILE DEVICE USE

SECURITY

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STRATEGY

Does your Firm push calendar entries directly to the attorney's primary Outlook calendar or do you practice "dual docketing" and push to a separate docketing calendar?



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STRATEGY

Does your Firm push calendar entries directly to the attorney's primary Outlook calendar or do you practice “dual docketing” and push to a separate docketing calendar?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	55	37%	55	31%	35	34%	10	21%	16	33%
	Push to primary attorney calendar	60	41%	86	49%	57	55%	26	54%	21	43%
	Dual docketing	30	20%	32	18%	11	11%	12	25%	12	24%
	Other (please specify)	3	2%	4	2%	1	1%	0	0%	0	0%



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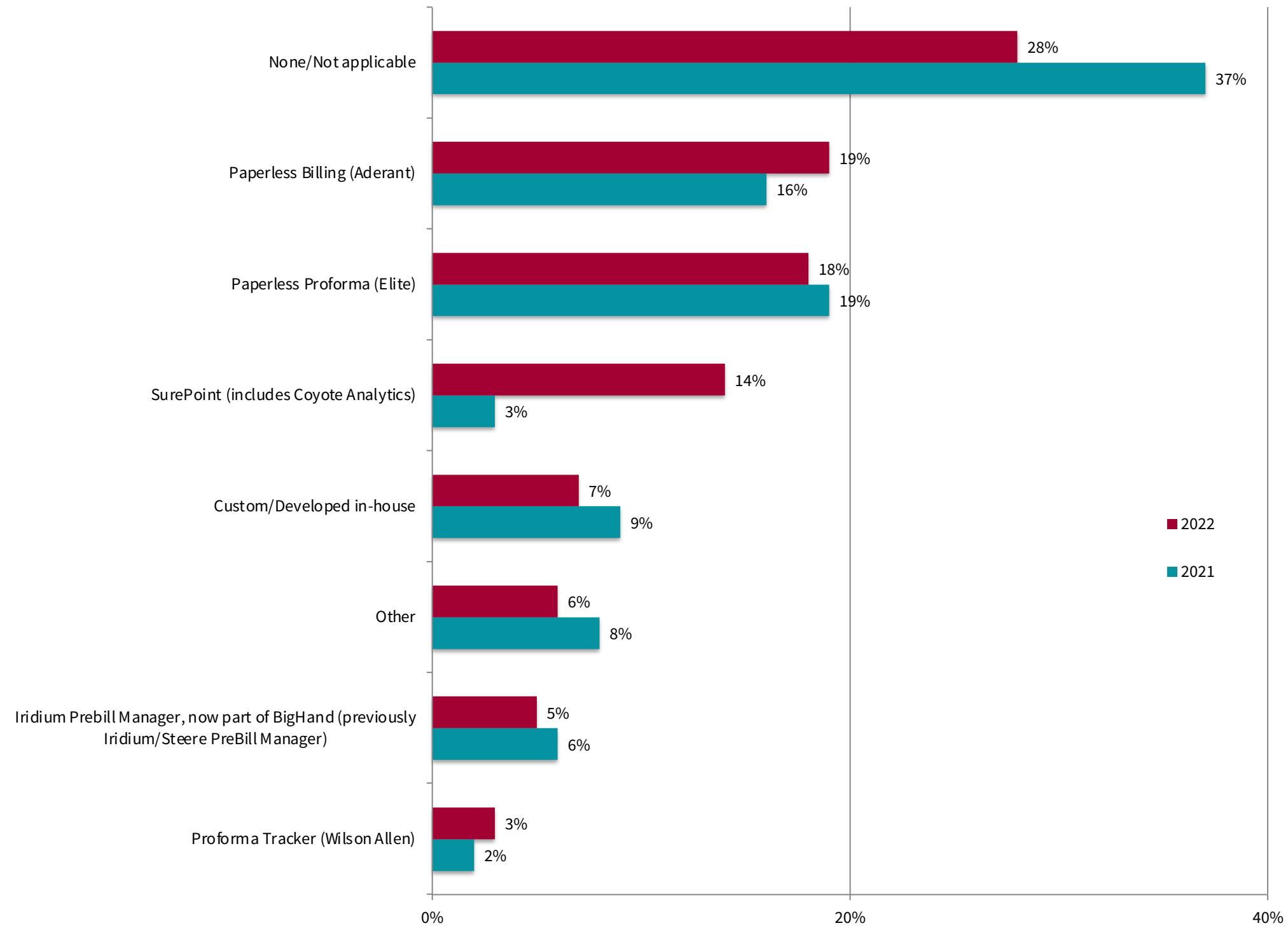
MOBILE DEVICE USE

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STRATEGY

Which PRIMARY paperless prebill (proforma) product does your firm use?



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STRATEGY

Which PRIMARY paperless prebill (proforma) product does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	75	52%	46	26%	19	18%	4	8%	5	10%
DMS/ECM	Paperless Billing (Aderant)	8	6%	29	16%	30	29%	19	40%	13	27%
	Paperless Proforma (Elite)	4	3%	35	20%	31	30%	11	23%	12	24%
	Iridium Prebill Manager, now part of BigHand (previously Iridium/Steere Prebill Manager)	0	0%	10	6%	7	7%	6	13%	5	10%
	Proforma Tracker (Wilson Allen)	0	0%	2	1%	2	2%	3	6%	7	14%
BUSINESS APPLICATIONS	SurePoint (fincludes Coyote Analytics)	36	25%	32	18%	2	2%	1	2%	0	0%
	Custom/Developed in-house	7	5%	11	6%	8	8%	3	6%	7	14%
	Other (please specify)	15	10%	12	7%	6	6%	1	2%	0	0%



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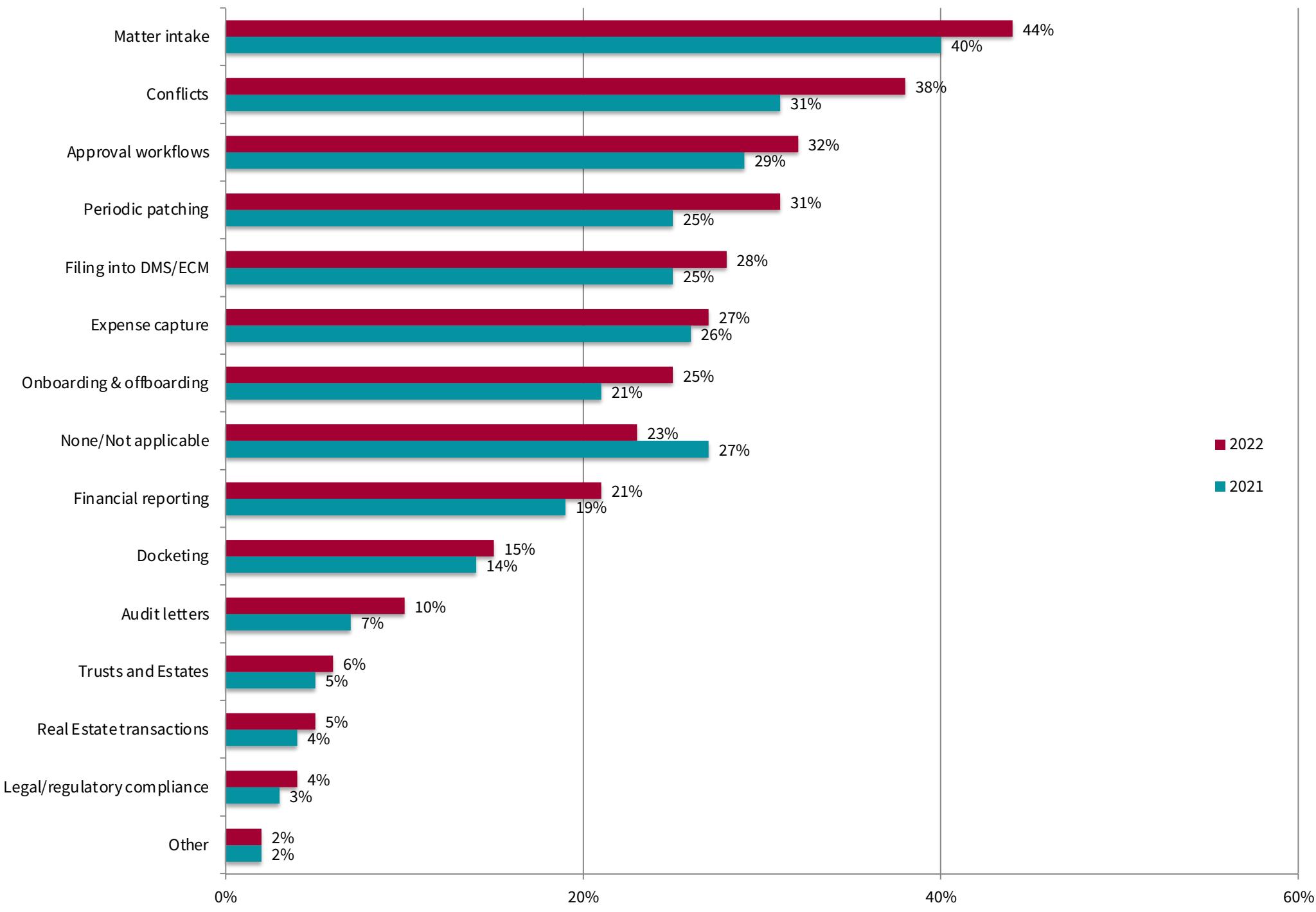
MOBILE DEVICE USE

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STRATEGY

Outside of document assembly, what other processes has your firm automated?



Multiple response question; chart excludes responses less than 2%.

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STRATEGY

Outside of document assembly, what other processes has your firm automated?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	58	41%	36	21%	16	15%	6	13%	2	4%
	Approval workflows	22	16%	43	25%	42	40%	24	52%	30	63%
	Audit letters	4	3%	16	9%	12	12%	5	11%	12	25%
	Conflicts	28	20%	59	34%	52	50%	27	59%	26	54%
	Docketing	12	9%	26	15%	18	17%	15	33%	8	17%
PRACTICE MANAGEMENT	Expense capture	16	11%	30	17%	51	49%	18	39%	21	44%
	Filing into DMS/ECM	27	19%	47	27%	28	27%	19	41%	20	42%
	Financial reporting	14	10%	31	18%	28	27%	18	39%	18	38%
	Legal/regulatory compliance	4	3%	3	2%	6	6%	2	4%	5	10%
	Matter intake	40	29%	67	39%	61	59%	29	63%	26	54%
BUSINESS APPLICATIONS	Onboarding & offboarding	14	10%	37	21%	31	30%	23	50%	21	44%
	Periodic patching	27	19%	52	30%	40	38%	20	43%	21	44%
	Real Estate transactions	4	3%	12	7%	3	3%	7	15%	2	4%
	Trusts and Estates	8	6%	9	5%	11	11%	3	7%	2	4%
COLLABORATION	Other (please specify)	1	1%	1	1%	5	5%	2	4%	2	4%
MOBILE DEVICE USE											



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STRATEGY

Does your firm utilize RPA (Robotic Process Automation)?

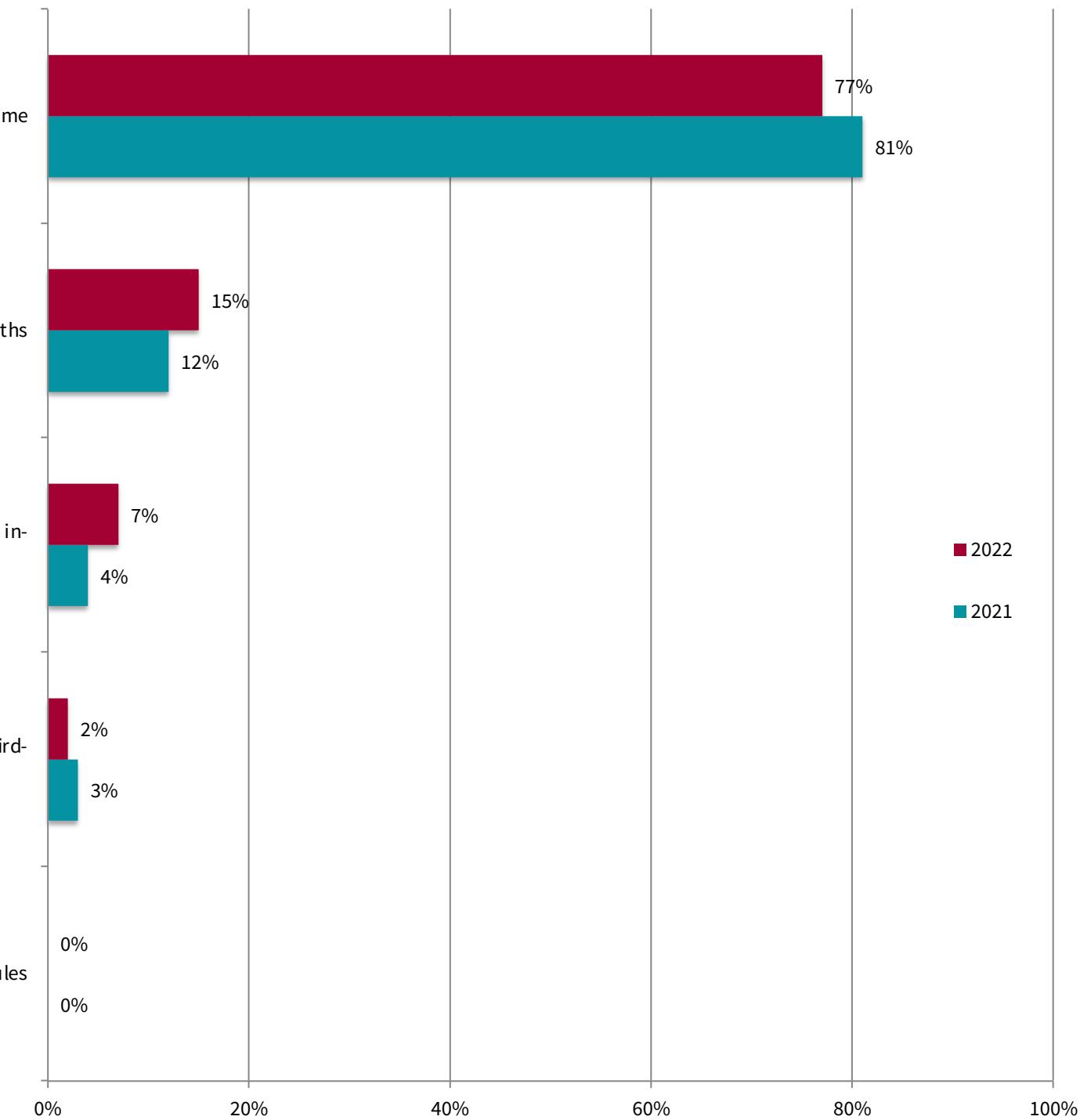
No, and we have no plans to implement RPA at this time

No, but we plan to in the next 12 months

Yes, we have active RPA processes we developed in-house

Yes, we have active RPA processes built for us by a third-party

Yes, we have purchased pre-built RPA modules



Multiple response question; chart excludes responses less than 2%.



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STRATEGY

Does your firm utilize RPA (Robotic Process Automation)?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	No, but we plan to in the next 12 months	12	8%	20	11%	19	18%	13	27%	15	30%
DMS/ECM	No, and we have no plans to implement RPA at this time	133	90%	154	87%	78	74%	22	46%	17	34%
	Yes, we have active RPA processes we developed in-house	2	1%	2	1%	7	7%	9	19%	15	30%
PRACTICE MANAGEMENT	Yes, we have active RPA processes built for us by a third-party	0	0%	1	1%	2	2%	5	10%	5	10%
	Yes, we have purchased pre-built RPA modules	0	0%	0	0%	0	0%	1	2%	1	2%



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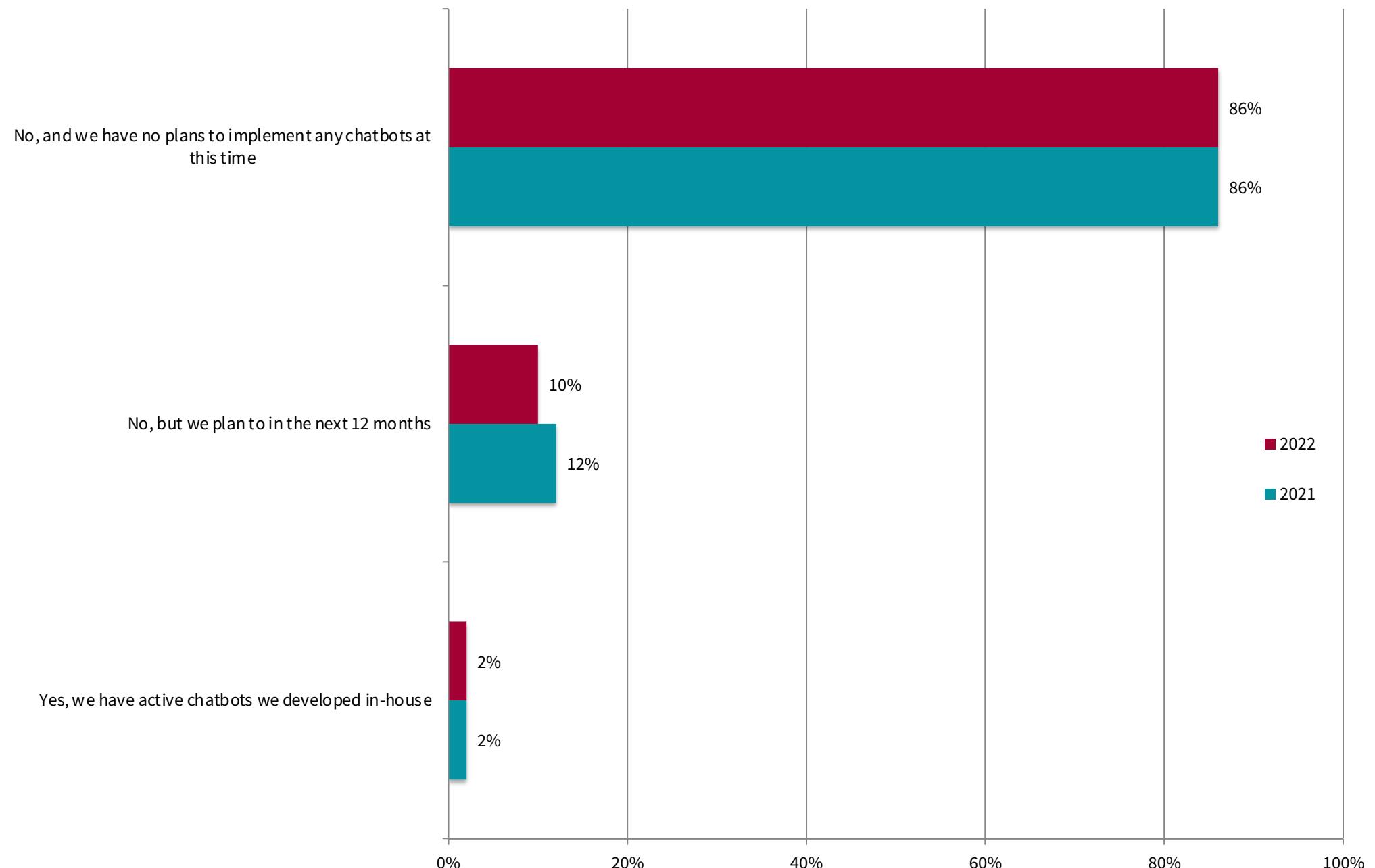
MOBILE DEVICE USE

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STRATEGY

Does your firm employ any chatbots?



Multiple response question; chart excludes responses less than 2%.



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STRATEGY

Does your firm employ any chatbots?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	No, and we have no plans to implement any chatbots at this time	141	95%	164	93%	90	86%	31	66%	26	51%
DMS/ECM	No, but we plan to in the next 12 months	4	3%	10	6%	11	10%	13	28%	15	29%
PRACTICE MANAGEMENT	Yes, we have active chatbots we developed in-house	2	1%	1	1%	0	0%	3	6%	7	14%
BUSINESS APPLICATIONS	Yes, we have active chatbots built for us by a third-party	0	0%	1	1%	3	3%	0	0%	3	6%
	Yes, we have purchased pre-built chatbots	1	1%	0	0%	1	1%	0	0%	0	0%



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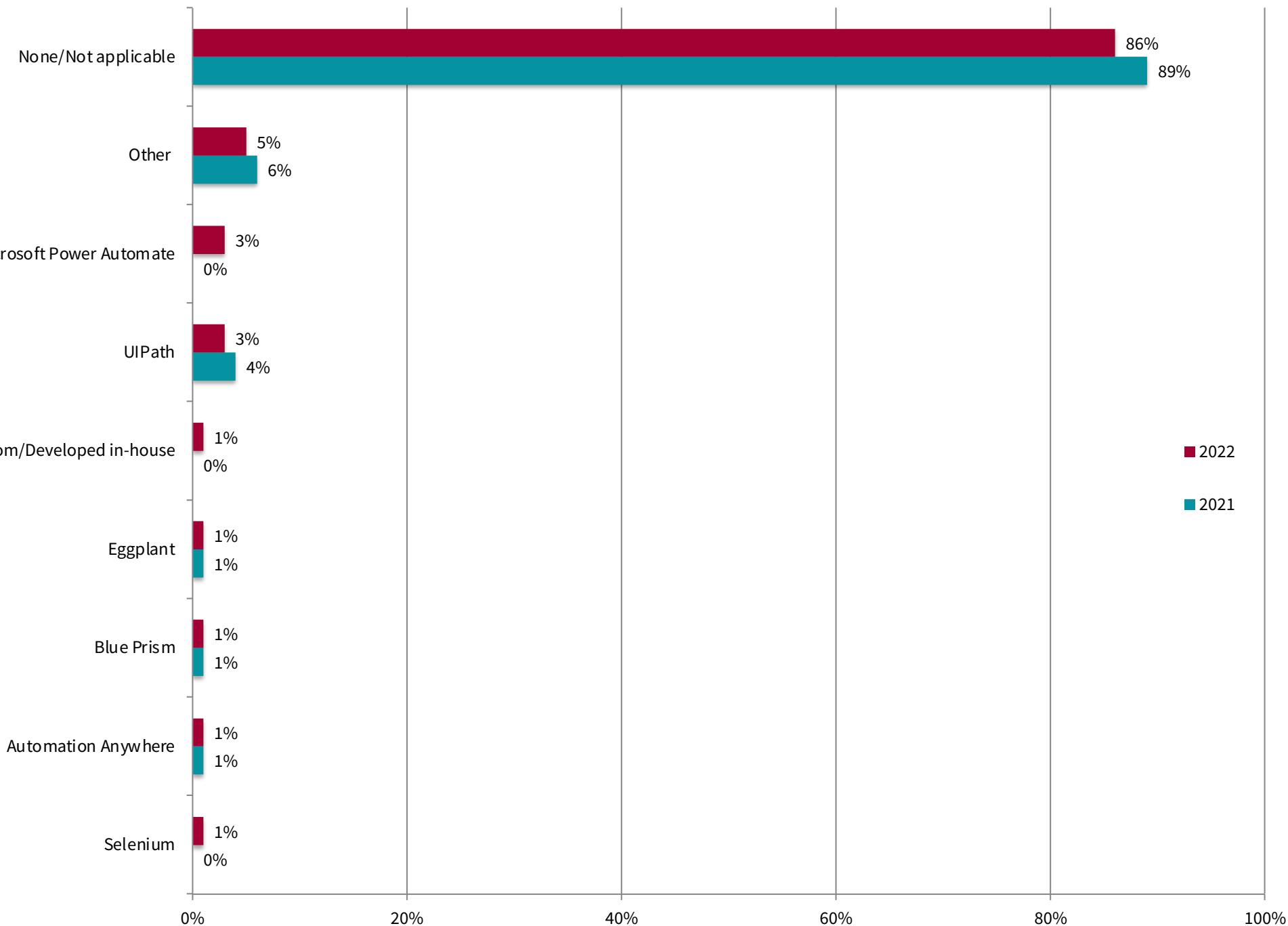
MOBILE DEVICE USE

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STRATEGY

Which automation tools does your firm use?



Multiple response question.

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STRATEGY

Which automation tools does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	137	96%	159	92%	93	90%	29	67%	24	47%
DMS/ECM	Automation Anywhere	0	0%	0	0%	0	0%	2	5%	3	6%
	Blue Prism	0	0%	0	0%	0	0%	2	5%	3	6%
	Eggplant	0	0%	0	0%	0	0%	0	0%	3	6%
PRACTICE MANAGEMENT	JMeter	0	0%	0	0%	0	0%	0	0%	1	2%
	LoadRunner	0	0%	0	0%	0	0%	1	2%	0	0%
	Microsoft Power Automate	0	0%	3	2%	2	2%	2	5%	7	14%
BUSINESS APPLICATIONS	Ranorex	0	0%	0	0%	0	0%	0	0%	1	2%
	Selenium	0	0%	0	0%	1	1%	1	2%	2	4%
	Tricentis	0	0%	0	0%	0	0%	0	0%	1	2%
COLLABORATION	UFT	0	0%	0	0%	0	0%	0	0%	0	0%
	UIPath	0	0%	1	1%	1	1%	5	12%	9	18%
	Custom/Developed in-house	1	1%	1	1%	2	2%	0	0%	1	2%
MOBILE DEVICE USE	Other (please specify)	5	3%	9	5%	4	4%	4	9%	3	6%

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BUSINESS APPLICATIONS

- Which of the following solutions being utilized by your firm are currently located in the cloud or are being migrated to the cloud within the next 12 months?
- Which electronic records policies or procedures does your firm have in place?
- Which PRIMARY time and billing (accounting) system does your firm use?
- Where is your firm's time and billing (accounting) system located?
- Do you have any plans to replace your firm's time and billing (accounting) system within the next 12 months?
- Which time and billing (accounting) system have you chosen to replace your current time and billing (accounting) system within the next 12 months?
- Where will the replacement time and billing (accounting) system be located?
- Which PRIMARY time-entry software does your firm use for DESKTOP (PC or laptop) time entry recording?
- Which time-entry solution(s) does your firm use for MOBILE time entry/recording?
- Which PRIMARY Time CAPTURE Software does your firm use?
- Which PRIMARY automated business workflow system does your firm use for processes such as new business intake or new hires?
- Which PRIMARY business intelligence/financial analysis software does your firm use?
- Which dashboard software does your firm use for lawyers?
- Which PRIMARY cost recovery management (e.g., photocopy/long distance, etc.) software does your firm use?
- EXCLUDING Document Management, Enterprise Search, and SharePoint, which tools or technologies do you feel are most important to support a Knowledge Management (KM) program.
- Which PRIMARY federated or enterprise search platform does your firm use?
- Which data stores are targeted in your firm's enterprise search initiative?
- Which PRIMARY experience or expertise management/tracking (lawyer expertise) software does your firm use?
- Which legal project management software does your firm use?
- Which IT project management tools does your firm use?
- What is your firm's current strategy on Artificial Intelligence/Machine Learning (AI/ML)?
- Which PRIMARY Help Desk (trouble-ticket) management software does your firm use?
- Which managed print services provider does your firm use?
- Does your firm outsource any aspect of IT (to any degree)?



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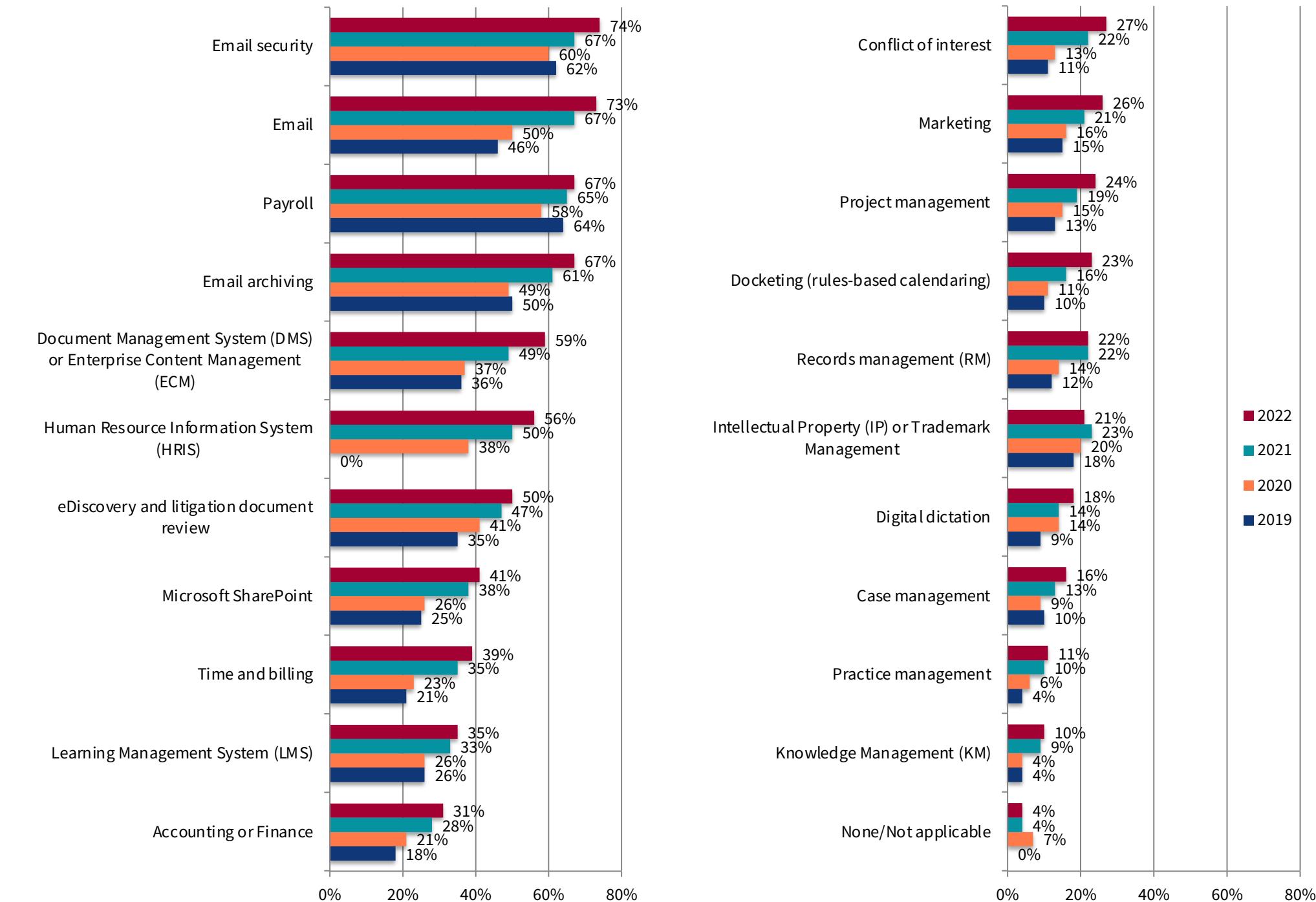
MOBILE DEVICE USE

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STRATEGY

Which of the following solutions being utilized by your firm are currently located in the cloud or are being migrated to the cloud within the next 12 months?



Multiple response question; chart excludes responses less than 2%.

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STRATEGY

Which of the following solutions being utilized by your firm are currently located in the cloud or are being migrated to the cloud within the next 12 months?

			Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
			COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable		8	5%	7	4%	3	3%	1	2%	1	2%
	Accounting or Finance		65	44%	64	36%	23	22%	4	9%	6	12%
	Case management		21	14%	27	15%	18	17%	9	19%	7	14%
PRACTICE MANAGEMENT	Conflict of Interest		40	27%	57	32%	28	27%	11	23%	9	18%
	Digital dictation		30	20%	33	19%	17	16%	9	19%	6	12%
	Docketing (rules-based calendaring)		33	22%	33	19%	23	22%	17	36%	14	28%
BUSINESS APPLICATIONS	Document Management System (DMS) or Enterprise Content Management (ECM)		76	51%	110	62%	65	62%	29	62%	31	62%
	eDiscovery and litigation document review		54	36%	95	53%	63	60%	31	66%	22	44%
	Email		119	80%	137	77%	71	68%	27	57%	31	62%
COLLABORATION	Email archiving		98	66%	127	71%	68	65%	29	62%	32	64%
	Email security		106	72%	141	79%	74	70%	34	72%	34	68%
	Human Resource Information System (HRIS)		42	28%	107	60%	75	71%	35	74%	36	72%
MOBILE DEVICE USE	Intellectual Property (IP) or Trademark Management		11	7%	37	21%	37	35%	12	26%	16	32%
	Knowledge Management (KM)		5	3%	9	5%	16	15%	7	15%	14	28%
	Learning Management System (LMS)		16	11%	55	31%	52	50%	30	64%	33	66%
SECURITY	Marketing		16	11%	51	29%	31	30%	19	40%	20	40%
	Microsoft SharePoint		46	31%	69	39%	47	45%	26	55%	30	60%
	Payroll		91	61%	129	72%	73	70%	32	68%	27	54%
BUSINESS CONTINUITY	Practice management		17	11%	14	8%	10	10%	10	21%	5	10%
	Project management		16	11%	26	15%	34	32%	22	47%	30	60%
	Records management (RM)		24	16%	39	22%	27	26%	13	28%	15	30%
	Time and billing		69	47%	73	41%	33	31%	12	26%	19	38%
	Other (please specify)		1	1%	3	2%	1	1%	0	0%	1	2%



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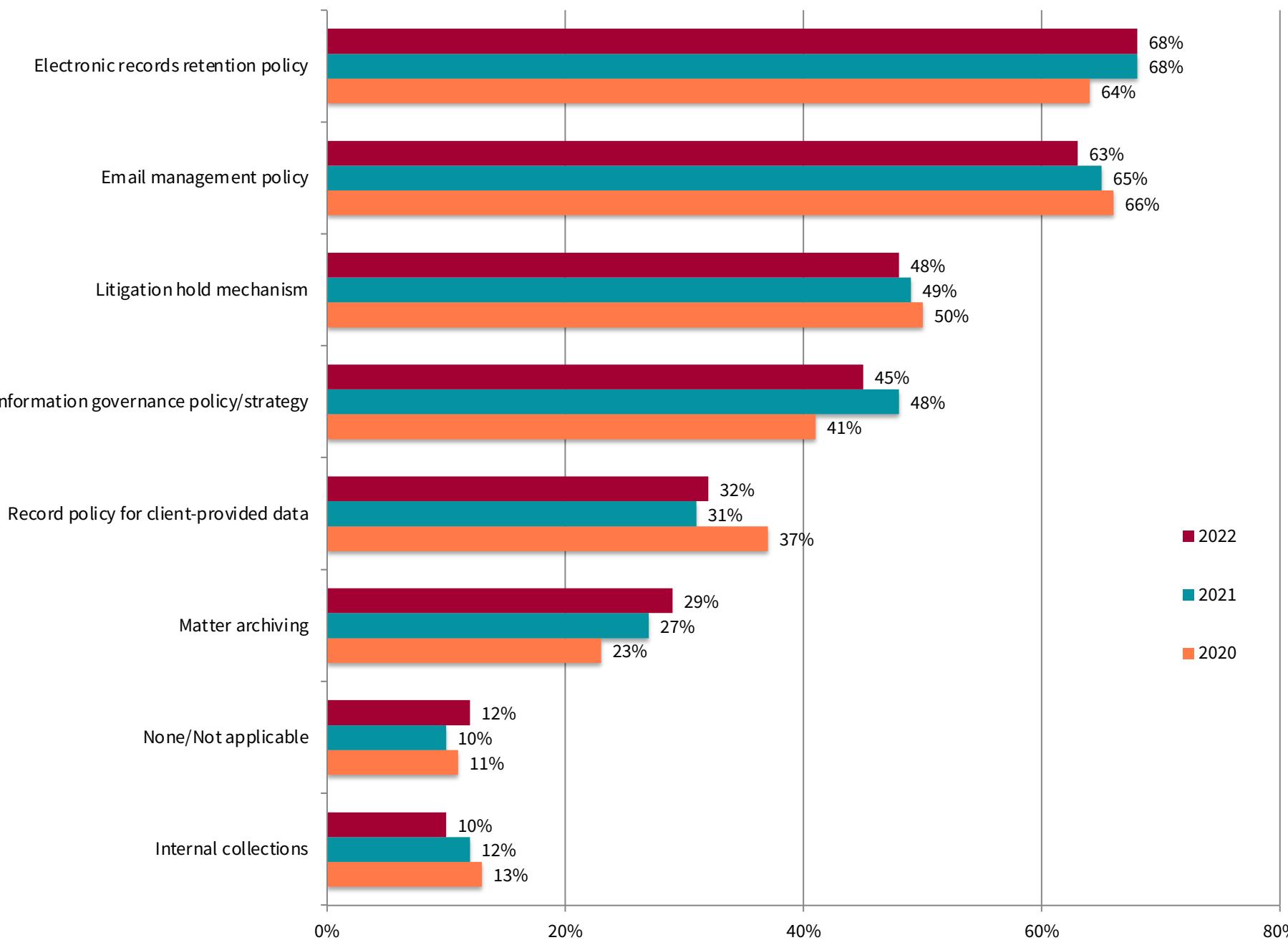
MOBILE DEVICE USE

SECURITY

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STRATEGY

Which electronic records policies or procedures does your firm have in place?



Multiple response question; chart excludes responses less than 2%.

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STRATEGY

Which electronic records policies or procedures does your firm have in place?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	35	24%	21	12%	6	6%	1	2%	1	2%
	Electronic records retention policy	78	53%	111	63%	84	80%	40	85%	42	86%
	Email management policy	74	51%	100	57%	78	74%	36	77%	39	80%
PRACTICE MANAGEMENT	Information governance policy/strategy	41	28%	70	40%	49	47%	34	72%	40	82%
	Internal collections	4	3%	14	8%	10	10%	9	19%	15	31%
	Litigation hold mechanism	37	25%	76	43%	65	62%	33	70%	37	76%
BUSINESS APPLICATIONS	Matter archiving	36	25%	40	23%	30	29%	16	34%	31	63%
	Record policy for client-provided data	34	23%	48	27%	37	35%	19	40%	29	59%
	Other (please specify)	1	1%	0	0%	0	0%	0	0%	0	0%



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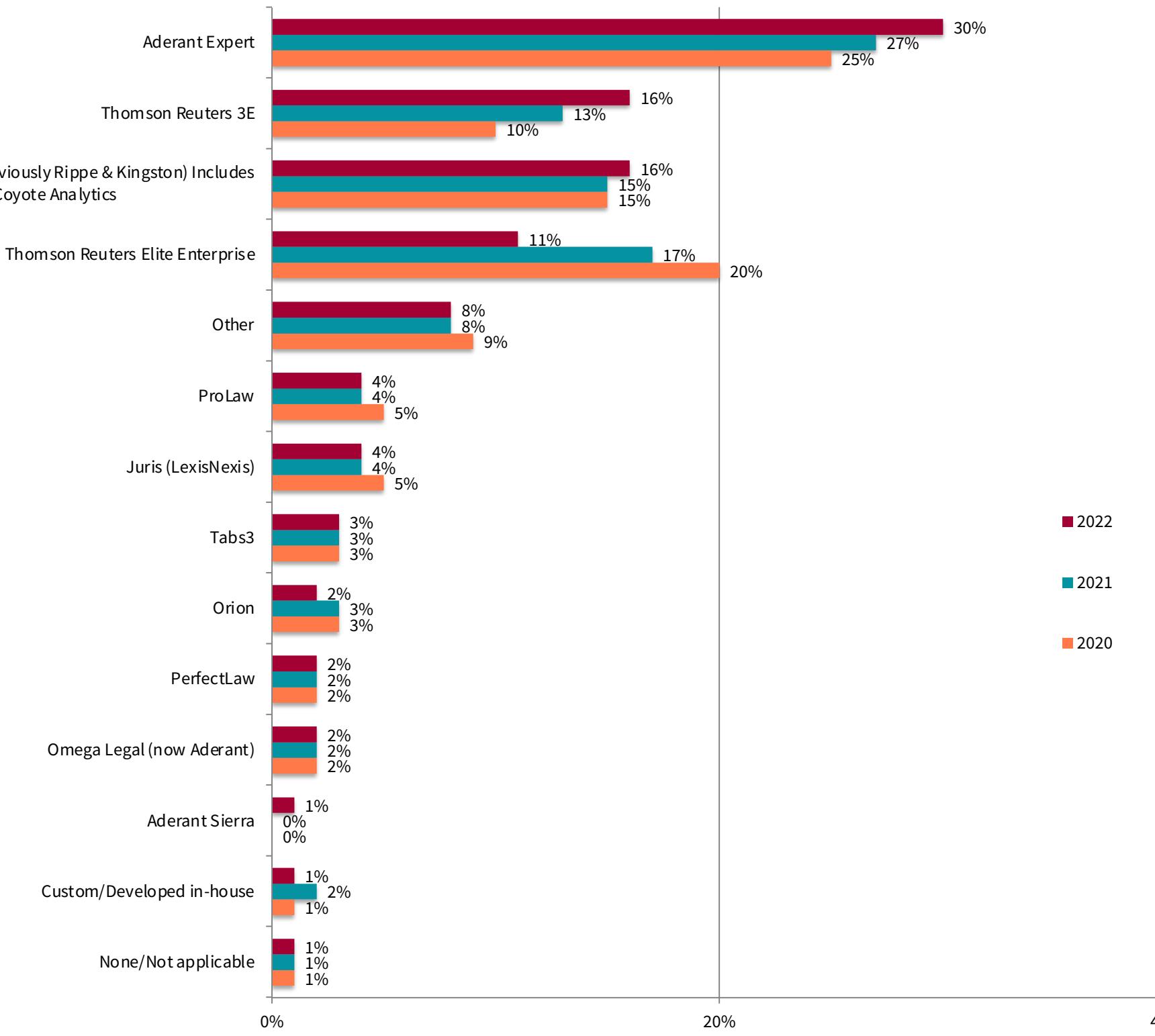
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STRATEGY

Which PRIMARY time and billing (accounting) system does your firm use?



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		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	3	2%	1	1%	0	0%	0	0%	0	0%
DMS/ECM	Aderant Expert	7	5%	53	30%	47	45%	26	54%	23	47%
	Aderant Sierra	4	3%	1	1%	2	2%	0	0%	0	0%
PRACTICE MANAGEMENT	Juris (LexisNexis)	15	10%	4	2%	0	0%	0	0%	0	0%
BUSINESS APPLICATIONS	Omega Legal (now Aderant)	7	5%	3	2%	0	0%	0	0%	0	0%
	Orion	7	5%	5	3%	0	0%	0	0%	0	0%
	PerfectLaw	6	4%	4	2%	0	0%	0	0%	0	0%
	ProLaw	11	7%	8	4%	0	0%	0	0%	0	0%
	SurePoint LMS (previously Rippe & Kingston) Includes Coyote Analytics	46	31%	33	19%	3	3%	1	2%	0	0%
COLLABORATION	Tabs3	15	10%	0	0%	0	0%	0	0%	0	0%
	Thomson Reuters 3E	1	1%	33	19%	27	26%	11	23%	14	29%
	Thomson Reuters Elite Enterprise	6	4%	22	12%	18	17%	6	13%	7	14%
MOBILE DEVICE USE	Custom/Developed in-house	0	0%	0	0%	1	1%	2	4%	1	2%
	Other (please specify)	19	13%	11	6%	7	7%	2	4%	4	8%

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STRATEGY

Which PRIMARY time and billing (accounting) system does your firm use?

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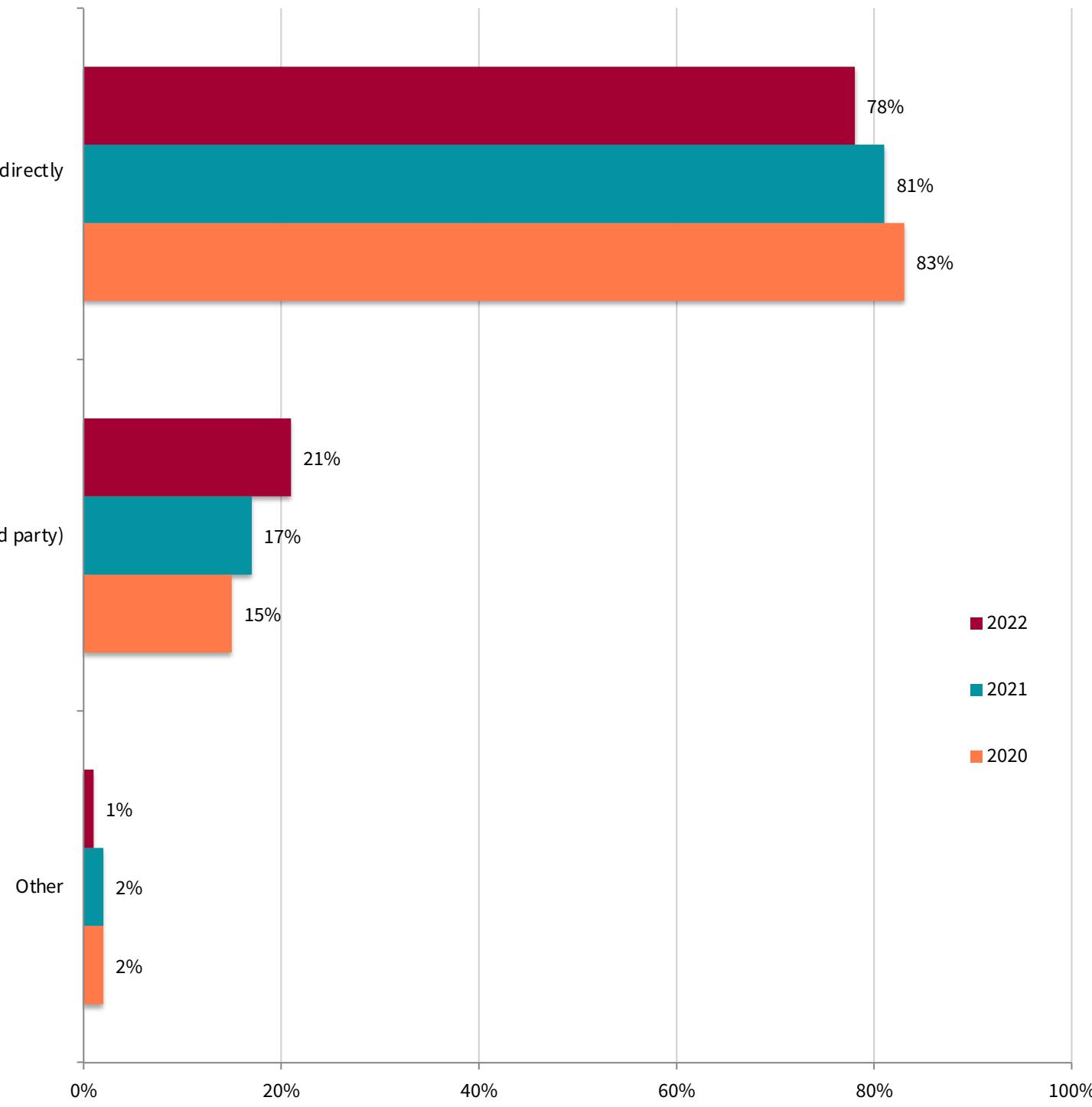
BUSINESS CONTINUITY

STRATEGY

Where is your firm's time and billing (accounting) system located?

On-premises (onsite or collocation data centers, directly managed)

Cloud (SaaS, hosted and managed by a third party)



■ 2022
■ 2021
■ 2020

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STRATEGY

Where is your firm's time and billing (accounting) system located?

	Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
Cloud (SaaS, hosted and managed by a third party)	56	38%	41	23%	10	10%	0	0%	3	6%
On-premises (onsite or collocation data centers, directly managed)	90	61%	137	77%	94	90%	48	100%	44	90%
Other (please specify)	2	1%	0	0%	1	1%	0	0%	2	4%



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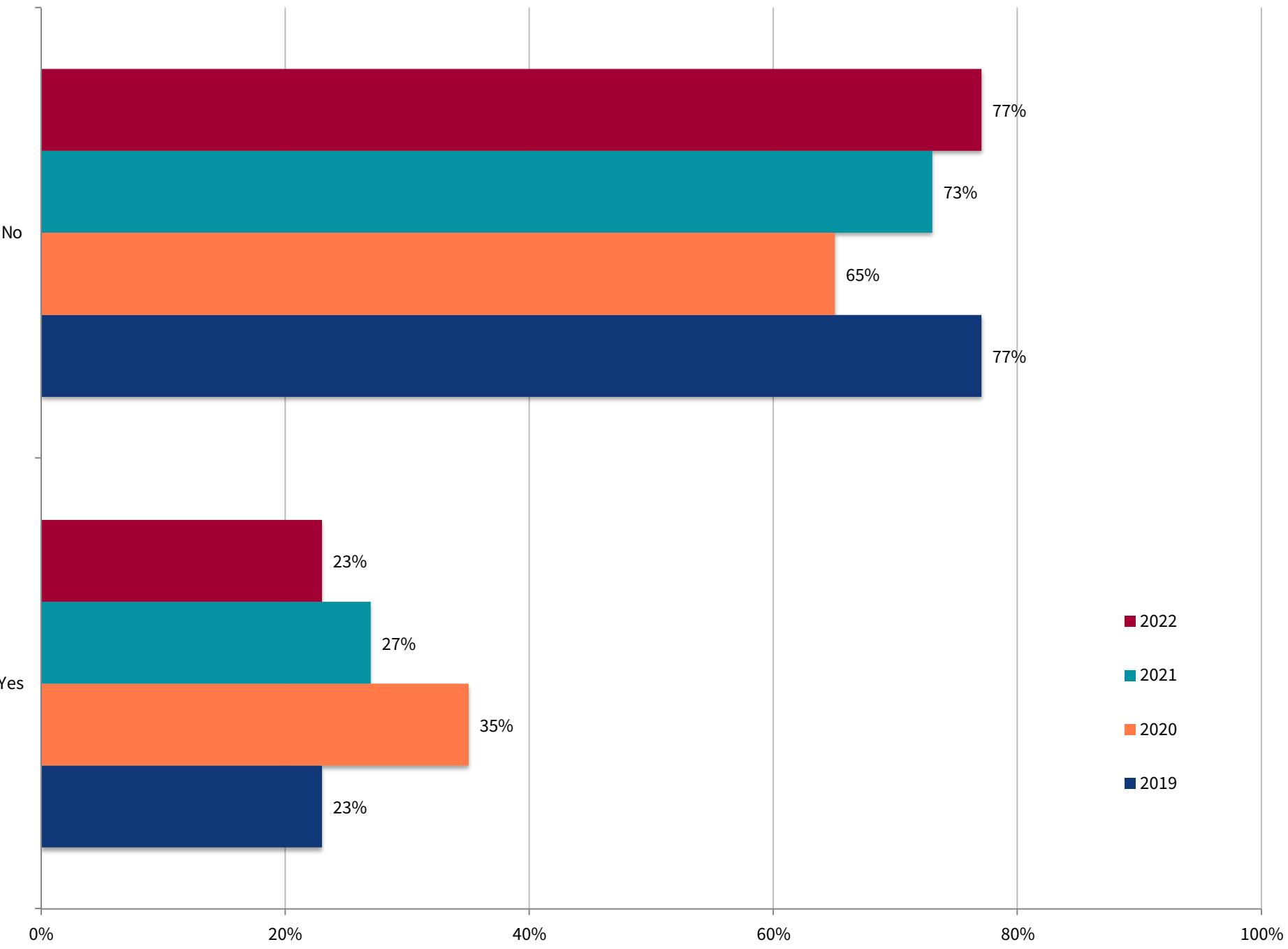
MOBILE DEVICE USE

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STRATEGY

Do you have any plans to replace your firm's time and billing (accounting) system within the next 12 months?



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STRATEGY

Do you have any plans to replace your firm's time and billing (accounting) system within the next 12 months?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	Yes	30	20%	41	23%	28	27%	12	25%	10	20%
DMS/ECM	No	118	80%	137	77%	77	73%	36	75%	39	80%

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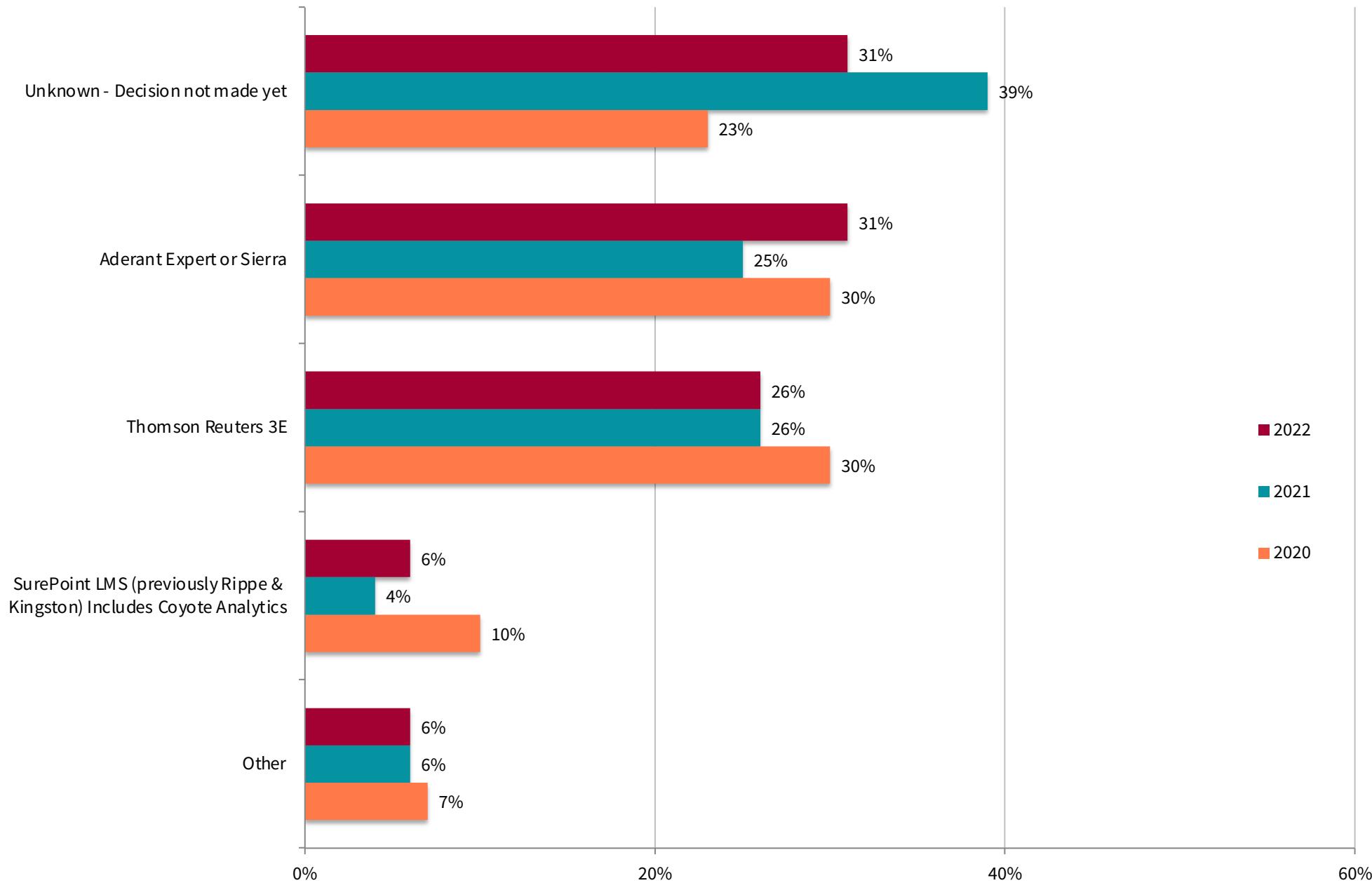
MOBILE DEVICE USE

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STRATEGY

Which time and billing (accounting) system have you chosen to replace your current time and billing (accounting) system within the next 12 months?



NOTE: Percentages represent only those respondents who indicated they plan to replace time and billing system within next 12 months.



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Which time and billing (accounting) system have you chosen to replace your current time and billing (accounting) system within the next 12 months?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	Unknown - Decision not made yet	16	53%	11	27%	8	29%	2	17%	1	10%
DMS/ECM	Aderant Expert or Sierra	2	7%	15	37%	13	46%	5	42%	3	30%
	SurePoint LMS (previously Rippe & Kingston) Includes Coyote Analytics	5	17%	2	5%	0	0%	0	0%	0	0%
PRACTICE MANAGEMENT	Thomson Reuters 3E	2	7%	12	29%	6	21%	5	42%	6	60%
	Other (please specify)	5	17%	1	2%	1	4%	0	0%	0	0%



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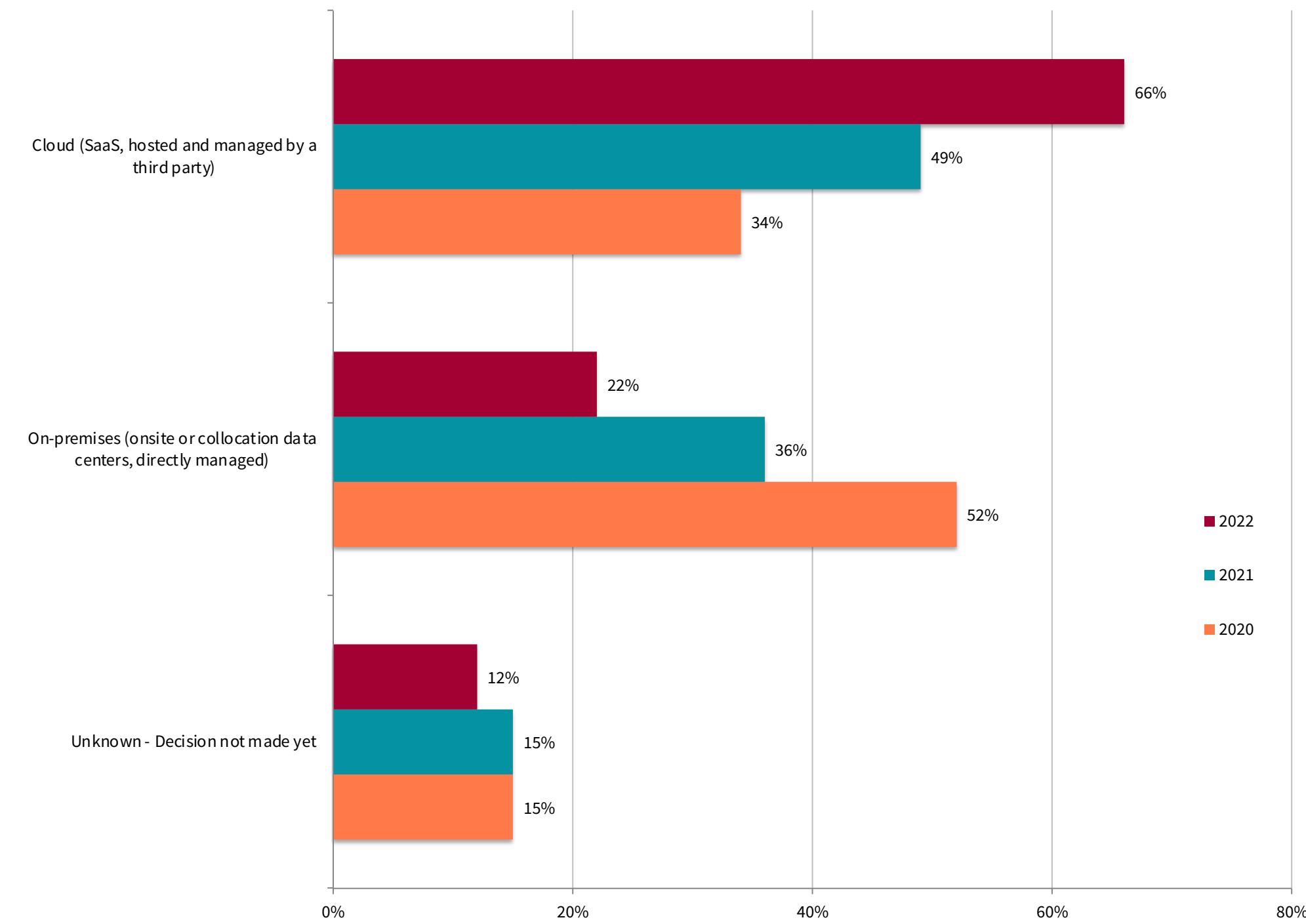
MOBILE DEVICE USE

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STRATEGY

Where will the replacement time and billing (accounting) system be located?



NOTE: Percentages represent only those respondents who indicated they plan to replace time and billing system within next 12 months.



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Where will the replacement time and billing (accounting) system be located?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	Cloud (SaaS, hosted and managed by a third party)	23	77%	29	71%	17	61%	6	50%	5	50%
	On-premises (onsite or collocation data centers, directly managed)	3	10%	6	15%	8	29%	6	50%	4	40%
	Unknown - Decision not made yet	4	13%	6	15%	3	11%	0	0%	1	10%

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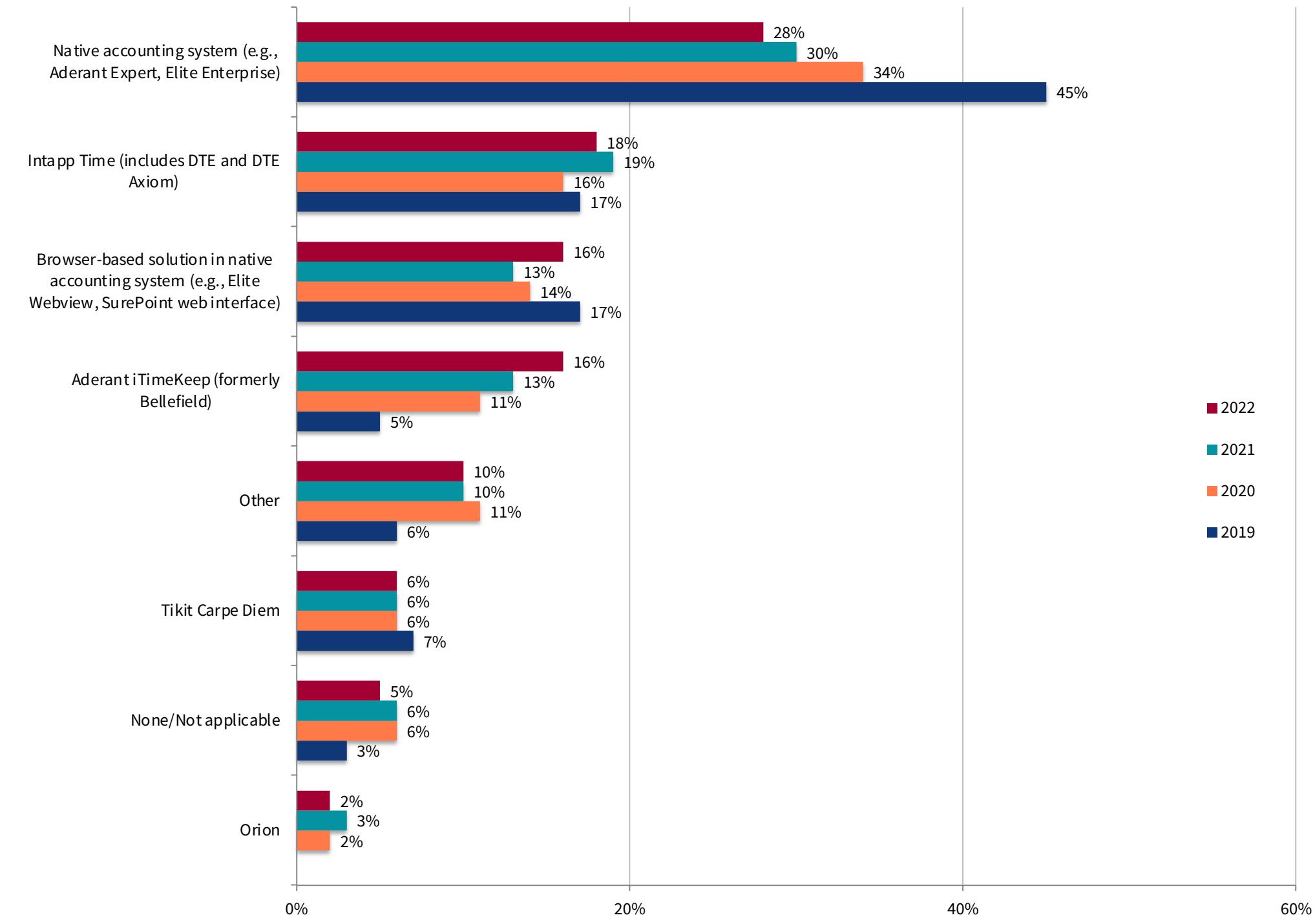
MOBILE DEVICE USE

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STRATEGY

Which PRIMARY time-entry software does your firm use for DESKTOP (PC or laptop) time entry recording?



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STRATEGY

Which PRIMARY time-entry software does your firm use for DESKTOP (PC or laptop) time entry recording?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	22	15%	3	2%	2	2%	0	0%	0	0%
DMS/ECM	Aderant iTimeKeep (formerly Bellefield)	19	13%	22	12%	28	27%	6	13%	7	14%
PRACTICE MANAGEMENT	Browser-based solution in native accounting system (e.g., Elite Webview, SurePoint web interface)	28	19%	44	25%	7	7%	5	10%	1	2%
BUSINESS APPLICATIONS	Intapp Time (includes DTE and DTE Axiom)	2	1%	17	10%	28	27%	22	46%	26	53%
COLLABORATION	Native accounting system (e.g., Aderant Expert, Elite Enterprise)	40	27%	62	35%	24	23%	12	25%	7	14%
	Orion	7	5%	5	3%	0	0%	0	0%	0	0%
	Tikit Carpe Diem	4	3%	11	6%	7	7%	1	2%	6	12%
	Other (please specify)	26	18%	13	7%	9	9%	2	4%	2	4%



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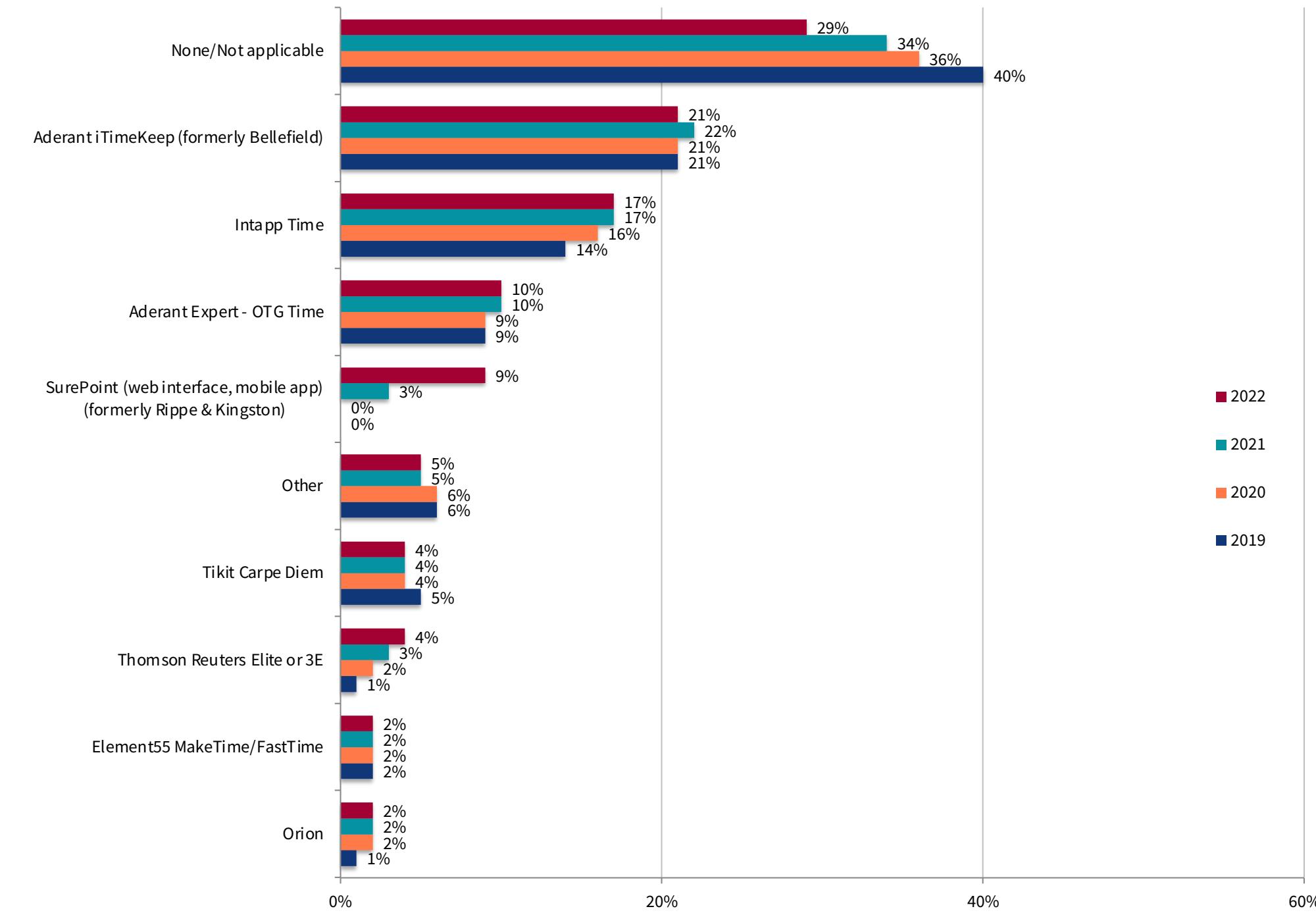
MOBILE DEVICE USE

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STRATEGY

Which time-entry solution(s) does your firm use for MOBILE time entry/recording?



Multiple response question; chart excludes responses less than 2%.

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STRATEGY

Which time-entry solution(s) does your firm use for MOBILE time entry/recording?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	72	49%	55	31%	17	16%	3	6%	6	12%
	Aderant Expert - OTG Time	4	3%	22	12%	13	12%	12	25%	3	6%
	Aderant iTimeKeep (formerly Bellefield)	30	20%	35	20%	30	29%	8	17%	8	16%
PRACTICE MANAGEMENT	Element55 MakeTime/FastTime	1	1%	4	2%	4	4%	0	0%	2	4%
	Intapp Time	1	1%	17	10%	26	25%	20	42%	25	51%
	Orion	4	3%	5	3%	0	0%	0	0%	0	0%
BUSINESS APPLICATIONS	SurePoint (web interface, mobile app) (formerly Rippe & Kingston)	22	15%	21	12%	1	1%	0	0%	1	2%
	Thomson Reuters Elite or 3E	1	1%	16	9%	5	5%	1	2%	0	0%
	Tikit Carpe Diem	3	2%	5	3%	6	6%	1	2%	5	10%
COLLABORATION	Other (please specify)	14	9%	5	3%	5	5%	3	6%	1	2%



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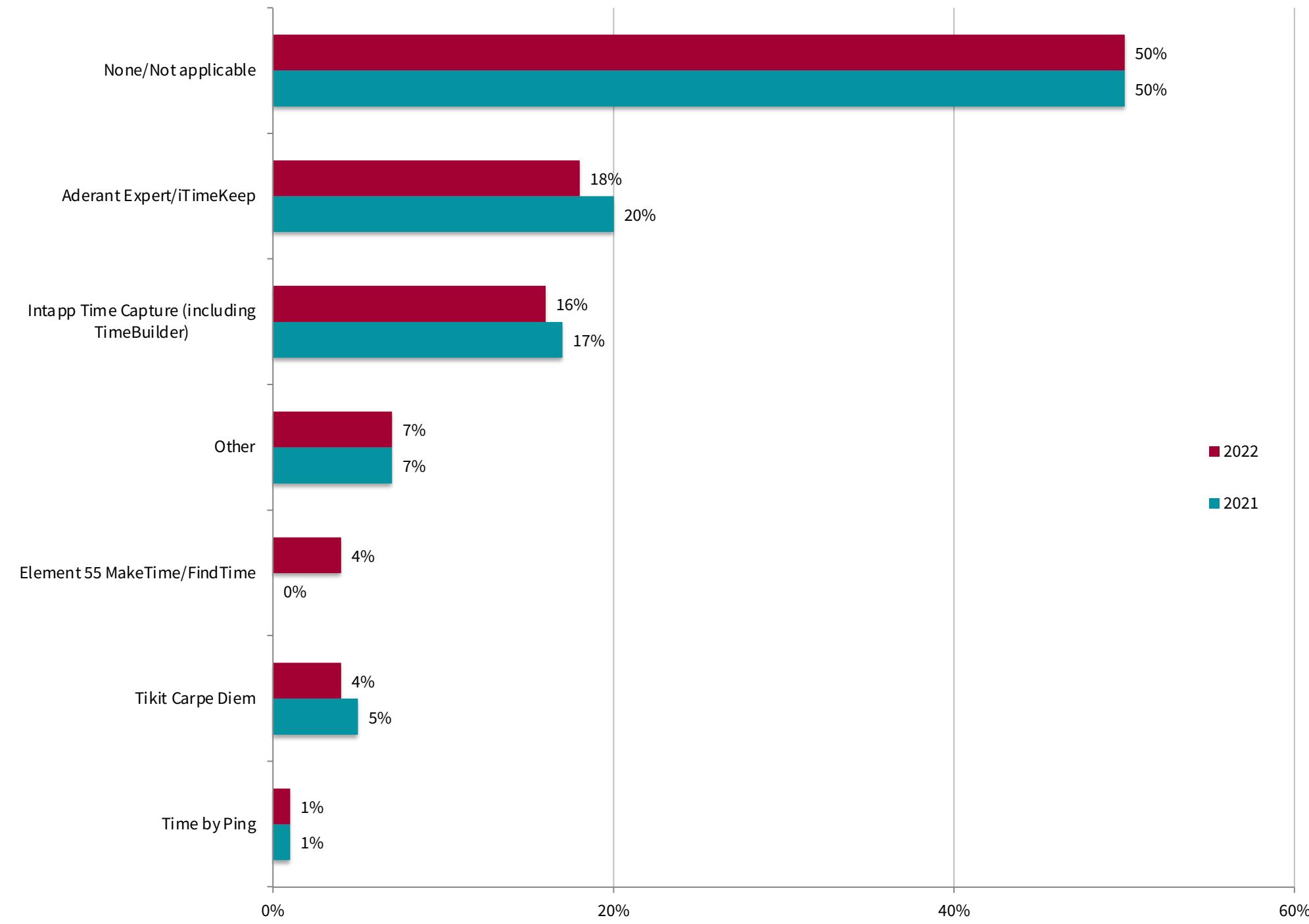
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Which PRIMARY Time CAPTURE Software does your firm use?



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STRATEGY

Which PRIMARY Time CAPTURE Software does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	111	75%	98	56%	30	29%	8	17%	13	27%
	Aderant Expert/iTimeKeep	15	10%	32	18%	30	29%	12	26%	7	14%
	Element 55 MakeTime/FindTime	4	3%	5	3%	6	6%	2	4%	4	8%
PRACTICE MANAGEMENT	Intapp Time Capture (including TimeBuilder)	1	1%	13	7%	27	26%	20	43%	21	43%
	Iridium SmartTime, now part of BigHand	0	0%	1	1%	1	1%	0	0%	0	0%
	Tikit Carpe Diem	4	3%	7	4%	6	6%	1	2%	3	6%
BUSINESS APPLICATIONS	Time by Ping	0	0%	2	1%	1	1%	1	2%	0	0%
	Other (please specify)	13	9%	18	10%	4	4%	2	4%	1	2%



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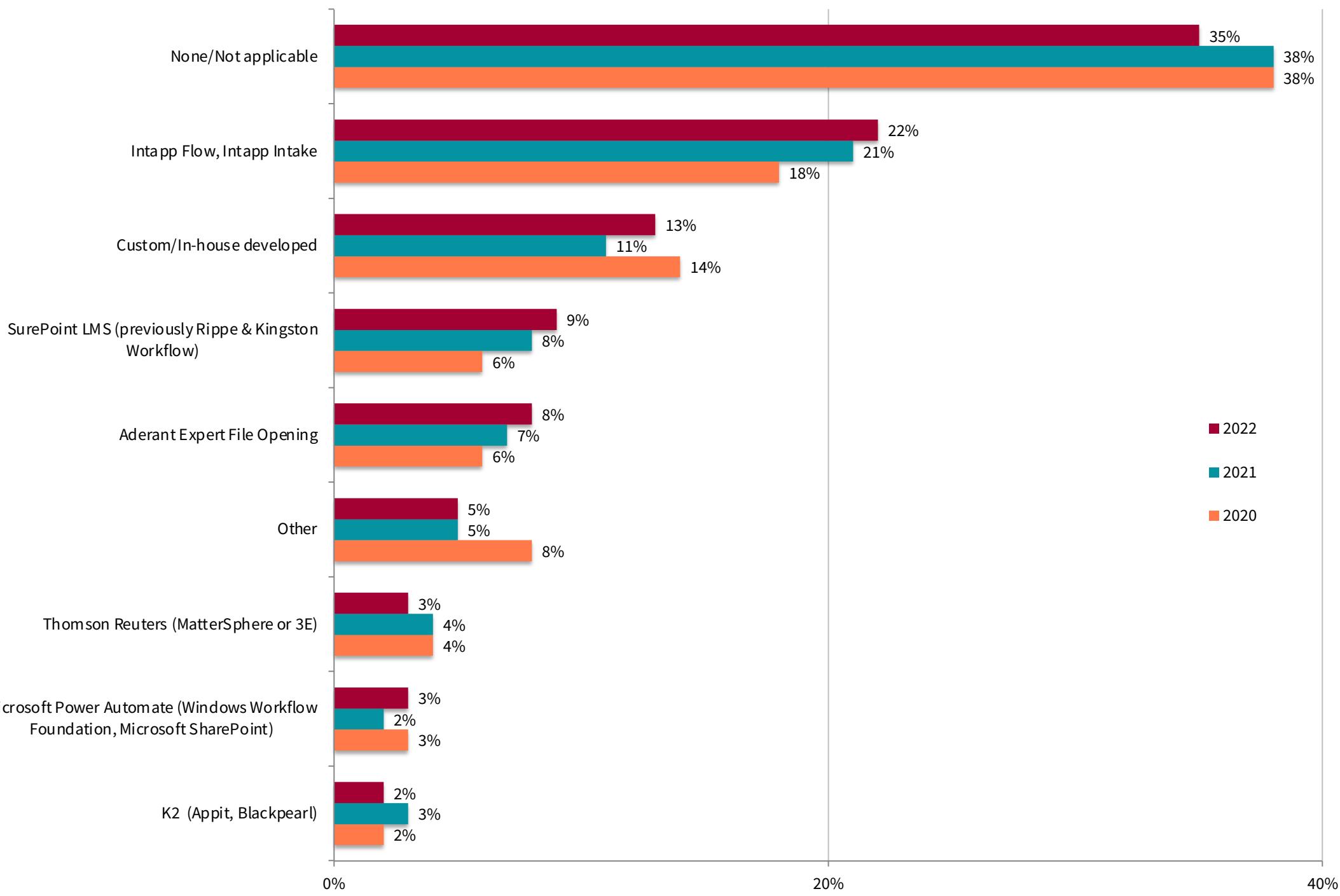
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Which PRIMARY automated business workflow system does your firm use for processes such as new business intake or new hires?



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STRATEGY

Which PRIMARY automated business workflow system does your firm use for processes such as new business intake or new hires?

			Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
			COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	94	64%		61	35%	18	17%	5	11%	4	8%
	Aderant Expert File Opening	5	3%		18	10%	15	14%	2	4%	3	6%
	Intapp Flow, Intapp Intake	0	0%		23	13%	43	41%	25	53%	24	49%
PRACTICE MANAGEMENT	K2 (Appit, Blackpearl)	0	0%		1	1%	4	4%	3	6%	3	6%
	Microsoft Power Automate (Windows Workflow Foundation, Microsoft SharePoint)	4	3%		6	3%	3	3%	2	4%	1	2%
	SurePoint LMS (previously Rippe & Kingston Workflow)	23	16%		21	12%	2	2%	0	0%	0	0%
BUSINESS APPLICATIONS	Thomson Reuters (MatterSphere or 3E)	0	0%		14	8%	3	3%	0	0%	0	0%
	Custom/Developed in-house	14	10%		20	11%	14	13%	7	15%	12	24%
	Other (please specify)	6	4%		10	6%	3	3%	3	6%	2	4%



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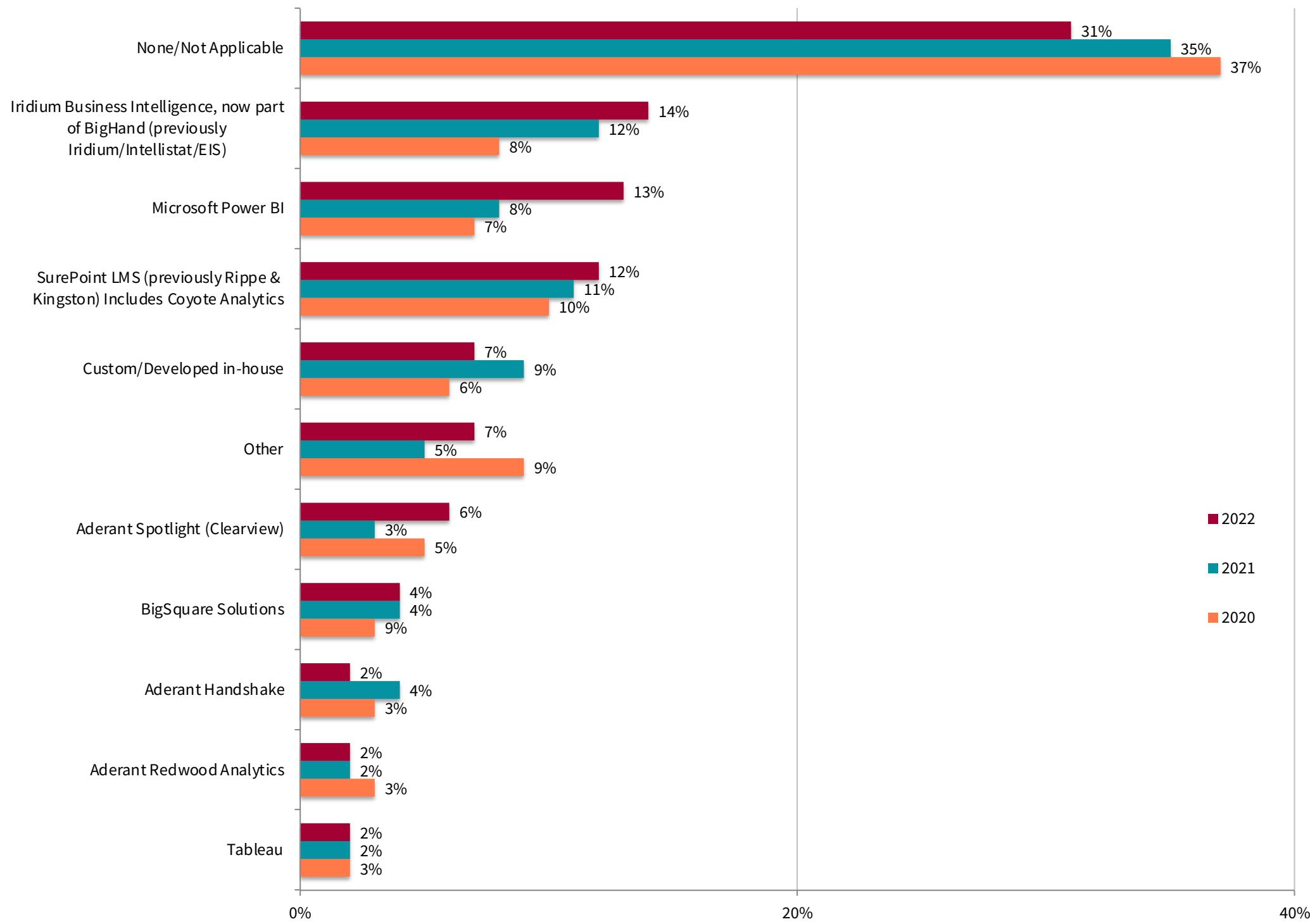
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Which PRIMARY business intelligence/financial analysis software does your firm use?



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Which PRIMARY business intelligence/financial analysis software does your firm use?

			Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
			COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	84	57%		55	31%	17	16%	4	8%	2	4%
	Aderant Handshake	0	0%		5	3%	3	3%	3	6%	0	0%
	Aderant Redwood Analytics	2	1%		3	2%	4	4%	1	2%	1	2%
PRACTICE MANAGEMENT	Aderant Spotlight (Clearview)	2	1%		13	7%	7	7%	5	10%	2	4%
	BigSquare Solutions	0	0%		4	2%	11	10%	5	10%	3	6%
	Iridium Business Intelligence, now part of BigHand (previously Iridium/Intellistat/EIS)	0	0%		21	12%	30	29%	11	23%	12	24%
BUSINESS APPLICATIONS	Microsoft Power BI	8	5%		20	11%	17	16%	9	19%	15	30%
	SurePoint LMS (previously Rippe & Kingston) Includes Coyote Analytics	30	20%		32	18%	2	2%	0	0%	0	0%
	Tableau	1	1%		3	2%	0	0%	2	4%	5	10%
	Custom/Developed in-house	9	6%		10	6%	11	10%	2	4%	3	6%
	Other (please specify)	11	7%		10	6%	3	3%	6	13%	7	14%
COLLABORATION												



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COLLABORATION

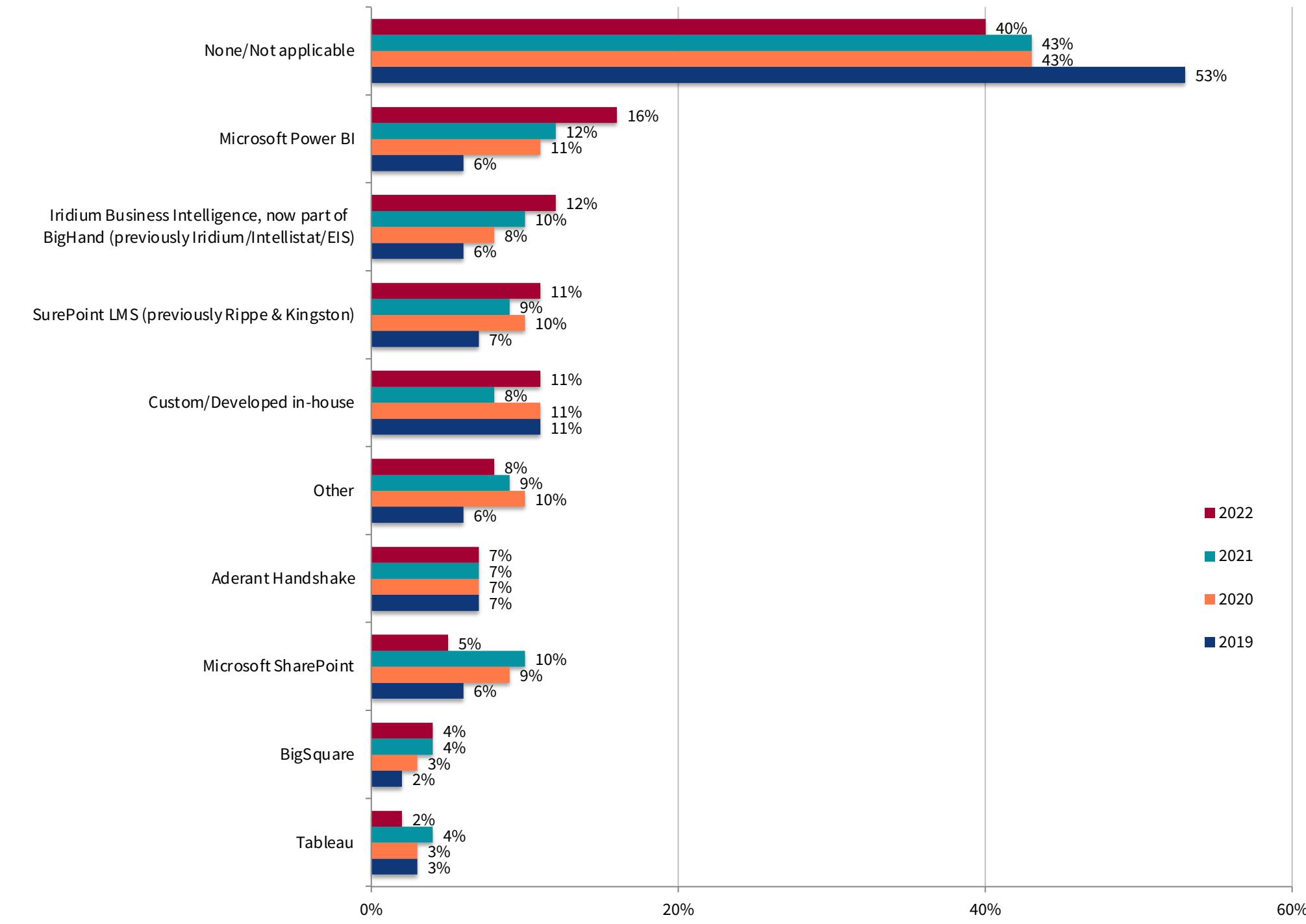
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which dashboard software does your firm use for lawyers?



Multiple response question; chart excludes responses less than 2%.



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	94	64%	78	44%	32	30%	4	9%	3	6%
DMS/ECM	Aderant Handshake	3	2%	9	5%	13	12%	9	19%	4	8%
	BigSquare	0	0%	4	2%	9	9%	5	11%	4	8%
PRACTICE MANAGEMENT	Iridium Business Intelligence, now part of BigHand (previously Iridium/Intellistat/EIS)	0	0%	17	10%	22	21%	10	21%	13	26%
BUSINESS APPLICATIONS	Microsoft Power BI	3	2%	17	10%	22	21%	15	32%	25	50%
	Microsoft SharePoint	3	2%	11	6%	6	6%	2	4%	5	10%
	SurePoint LMS (previously Rippe & Kingston)	30	20%	26	15%	2	2%	0	0%	0	0%
COLLABORATION	Tableau	1	1%	2	1%	1	1%	1	2%	8	16%
	Custom/Developed in-house	5	3%	11	6%	12	11%	10	21%	19	38%
	Other (please specify)	9	6%	14	8%	7	7%	6	13%	7	14%

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which dashboard software does your firm use for lawyers?

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

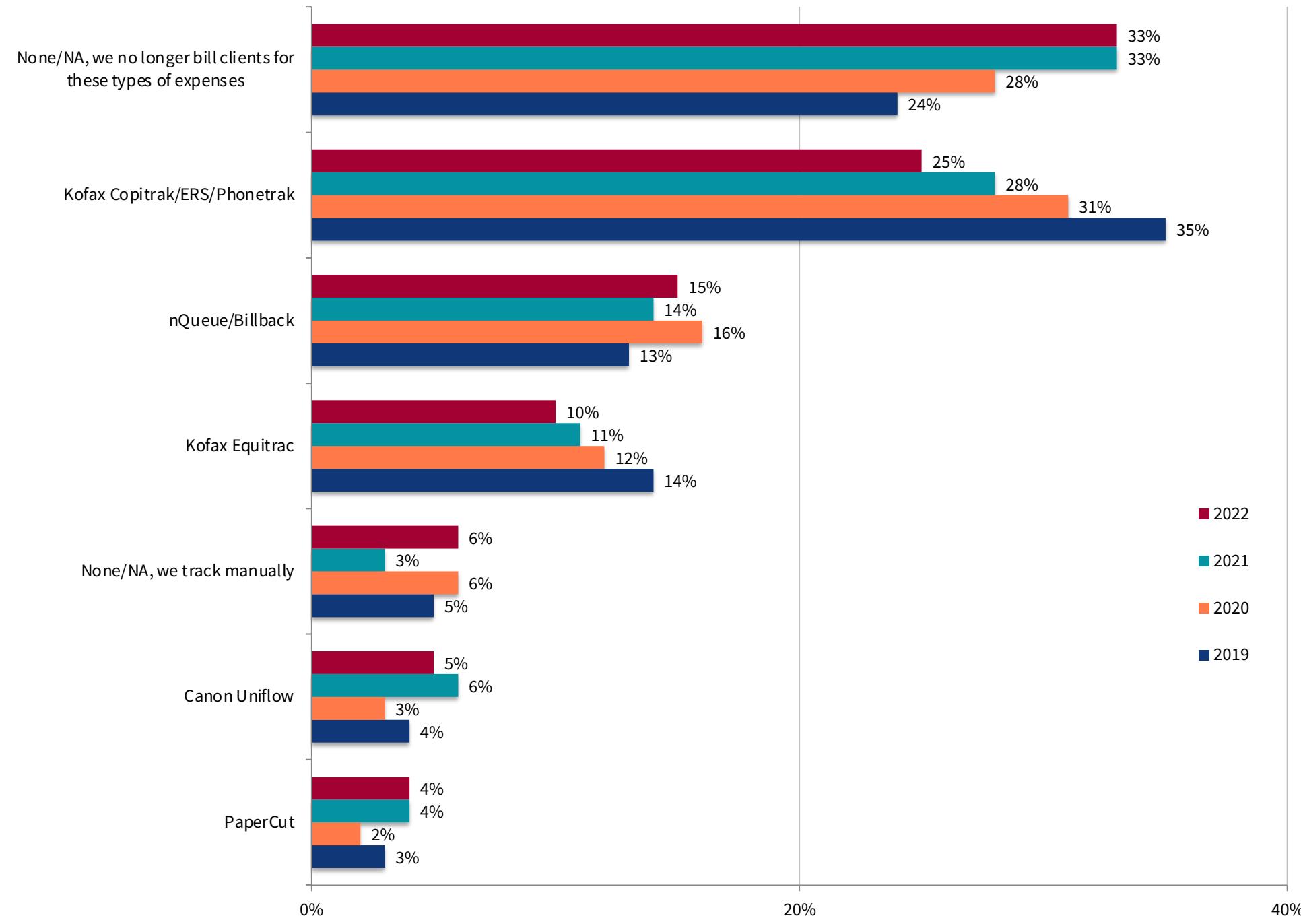
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY cost recovery management (e.g., photocopy/long distance, etc.) software does your firm use?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable, we no longer bill clients for these types of expenses	66	45%	56	32%	28	27%	15	31%	11	22%
	None/Not applicable, we track manually	15	10%	11	6%	1	1%	2	4%	0	0%
	Canon Uniflow	4	3%	11	6%	6	6%	1	2%	3	6%
	Kofax Copitrak/ERS/Phonetrak	26	18%	52	29%	32	30%	12	25%	11	22%
	Kofax Equitrac	12	8%	12	7%	15	14%	6	13%	10	20%
	nQueue/Billback	12	8%	29	16%	16	15%	12	25%	11	22%
	PaperCut	9	6%	6	3%	6	6%	0	0%	1	2%
	Other (please specify)	3	2%	0	0%	1	1%	0	0%	2	4%

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY cost recovery management (e.g., photocopy/long distance, etc.) software does your firm use?

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

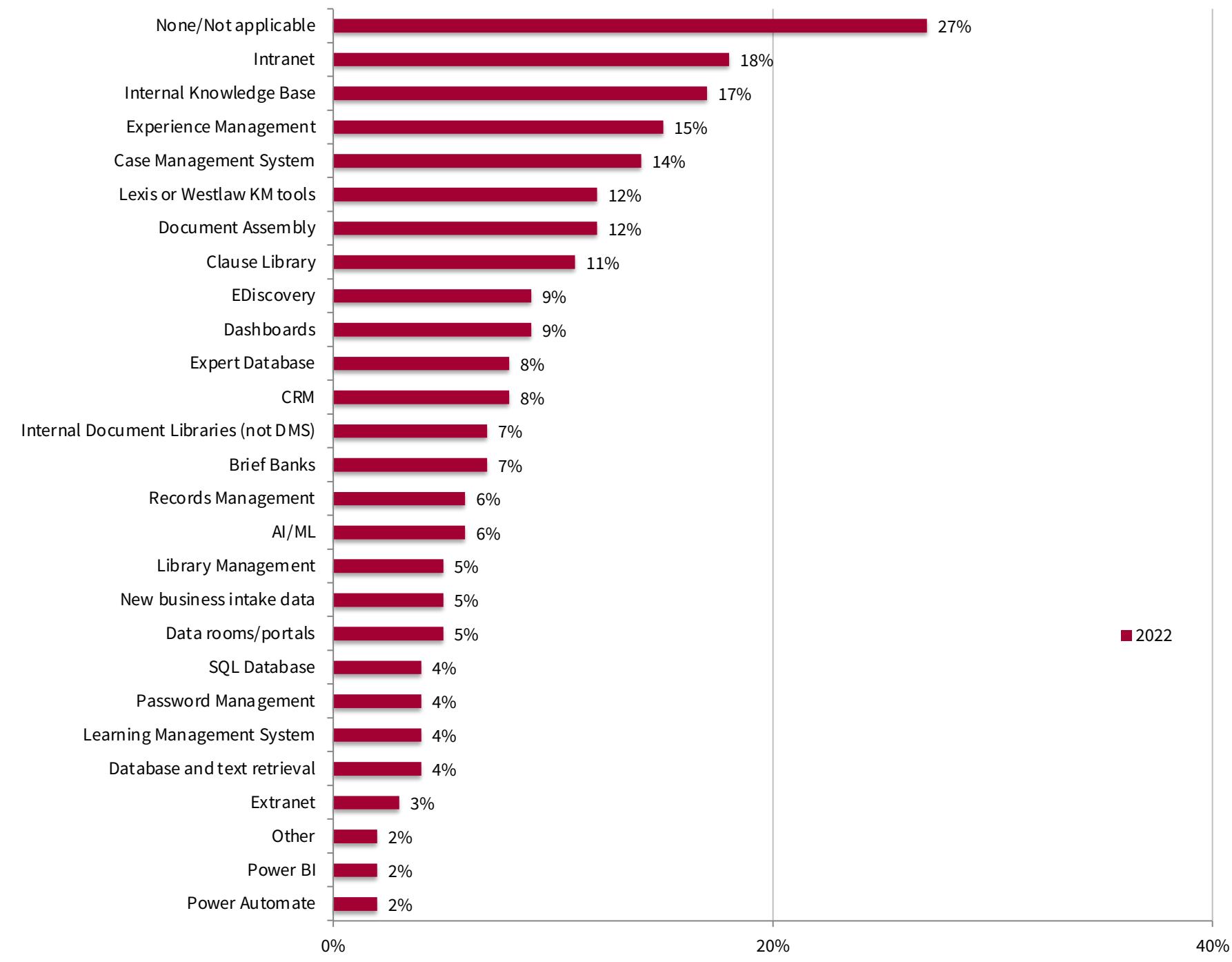
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

EXCLUDING Document Management, Enterprise Search, and SharePoint, which tools or technologies do you feel are most important to support a Knowledge Management (KM) program.



Multiple response question; chart excludes responses less than 2%.



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

EXCLUDING Document Management, Enterprise Search, and SharePoint, which tools or technologies do you feel are most important to support a Knowledge Management (KM) program.

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	58	40%	58	33%	18	18%	4	9%	2	4%
DMS/ECM	AI/ML	3	2%	11	6%	6	6%	6	13%	3	6%
	Brief Banks	6	4%	11	6%	10	10%	4	9%	3	6%
	Case Management System	22	15%	23	13%	13	13%	9	19%	3	6%
PRACTICE MANAGEMENT	Clause Library	6	4%	13	7%	17	17%	13	28%	10	21%
	Document Assembly	10	7%	13	7%	15	15%	12	26%	14	29%
	CRM	10	7%	13	7%	9	9%	3	6%	4	8%
BUSINESS APPLICATIONS	Dashboards	9	6%	17	10%	9	9%	8	17%	4	8%
	Database and text retrieval	5	3%	10	6%	3	3%	2	4%	0	0%
	Decision Tree	0	0%	1	1%	1	1%	2	4%	0	0%
	EDiscovery	14	10%	21	12%	9	9%	1	2%	3	6%
COLLABORATION	Experience Management	2	1%	17	10%	24	24%	14	30%	22	46%
	Expert Database	5	3%	15	9%	9	9%	3	6%	8	17%
	Extranet	2	1%	8	5%	1	1%	5	11%	2	4%
	Data rooms / portals	2	1%	7	4%	5	5%	7	15%	6	13%
MOBILE DEVICE USE	New business intake data	7	5%	8	5%	7	7%	0	0%	3	6%
	Internal Document Libraries (not DMS)	8	6%	15	9%	6	6%	2	4%	7	15%
	Internal Knowledge Base	17	12%	32	18%	18	18%	8	17%	12	25%
COLLABORATION	Intranet	30	21%	30	17%	21	21%	9	19%	5	10%
	Learning Management System	2	1%	7	4%	5	5%	3	6%	2	4%
MOBILE DEVICE USE	Lexis or Westlaw KM tools	19	13%	16	9%	13	13%	5	11%	9	19%
	Library Management	3	2%	6	3%	7	7%	4	9%	6	13%
SECURITY	Online Repository	1	1%	2	1%	1	1%	1	2%	0	0%
	Password Management	10	7%	7	4%	2	2%	0	0%	1	2%
	Power Automate	3	2%	1	1%	2	2%	0	0%	2	4%
BUSINESS CONTINUITY	Power BI	1	1%	3	2%	2	2%	2	4%	3	6%
	Records Management	12	8%	9	5%	9	9%	0	0%	1	2%
	SQL Database	7	5%	8	5%	4	4%	2	4%	0	0%
STRATEGY	Wiki	0	0%	3	2%	4	4%	0	0%	0	0%
	Other (please specify)	1	1%	2	1%	2	2%	2	4%	1	2%

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

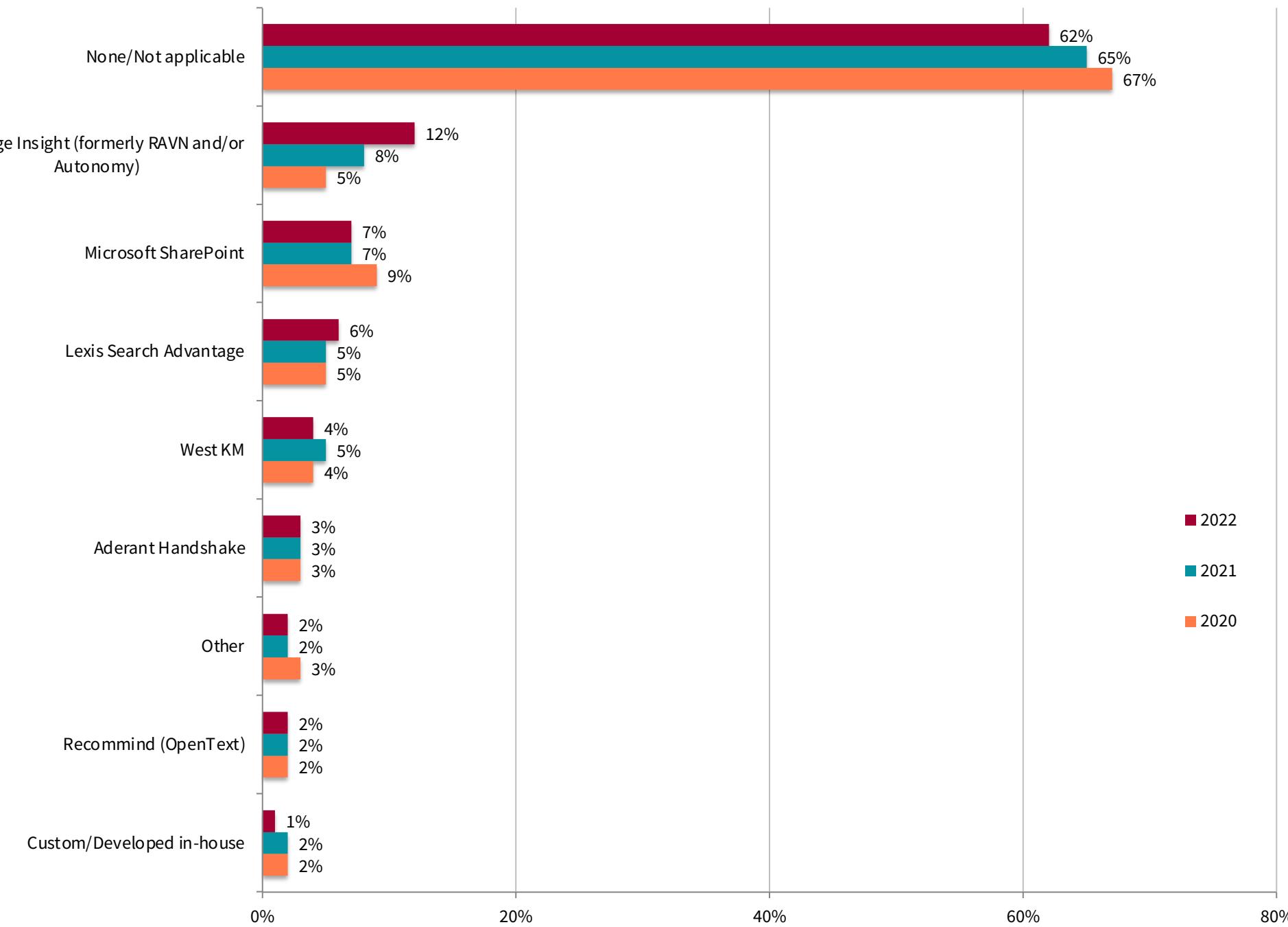
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY federated or enterprise search platform does your firm use?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY federated or enterprise search platform does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	108	74%	122	69%	59	57%	21	45%	15	31%
DMS/ECM	Aderant Handshake	0	0%	5	3%	5	5%	3	6%	2	4%
PRACTICE MANAGEMENT	iManage Insight (formerly RAVN and/or Autonomy)	11	8%	18	10%	15	15%	8	17%	10	20%
BUSINESS APPLICATIONS	Lexis Search Advantage	11	8%	9	5%	5	5%	5	11%	2	4%
	Microsoft SharePoint	7	5%	12	7%	9	9%	2	4%	8	16%
	Recommind (OpenText)	0	0%	2	1%	0	0%	3	6%	6	12%
	West KM	5	3%	7	4%	7	7%	2	4%	2	4%
	Custom/Developed in-house	1	1%	1	1%	1	1%	0	0%	1	2%
	Other (please specify)	3	2%	0	0%	2	2%	3	6%	3	6%



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

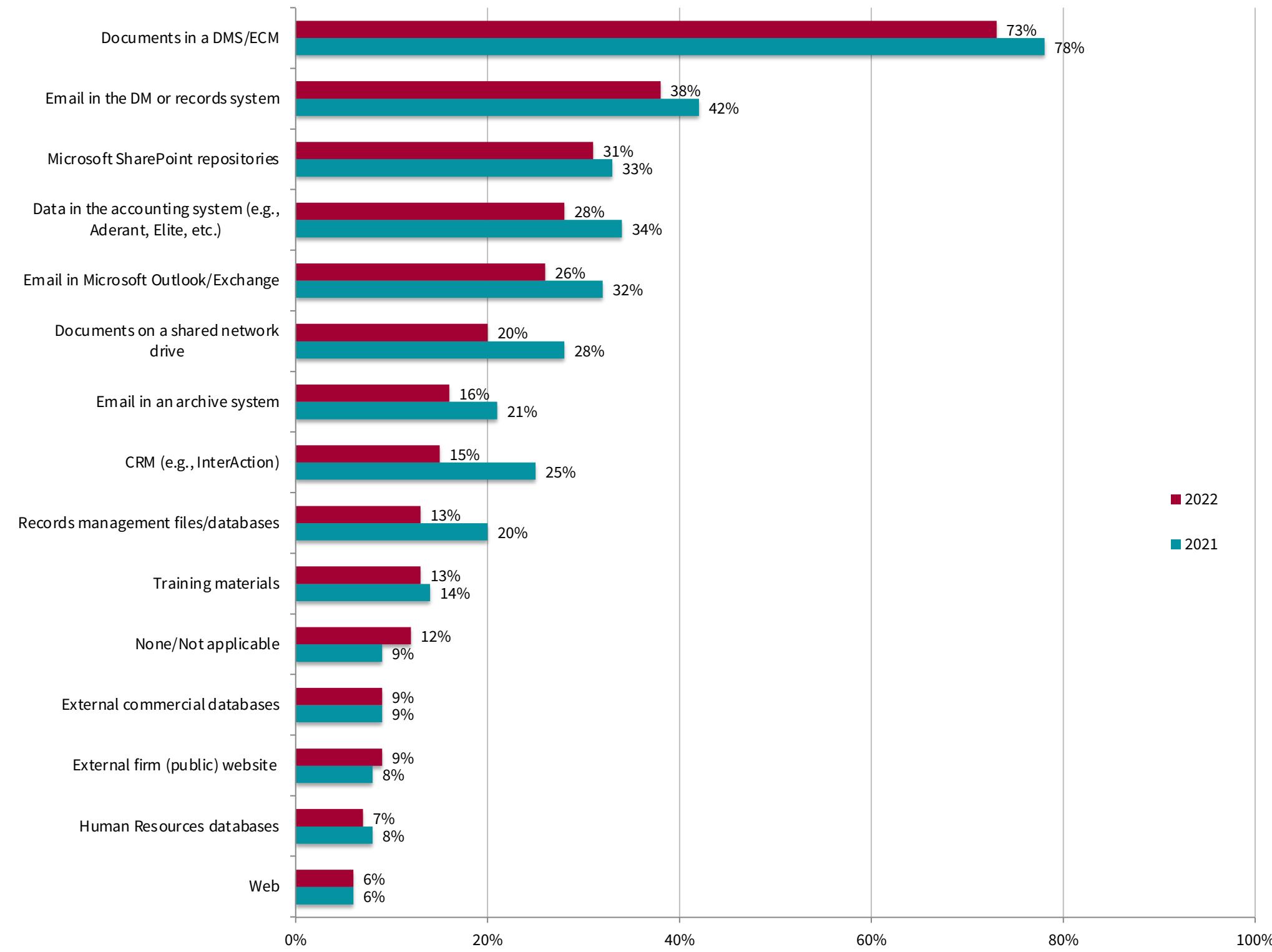
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which data stores are targeted in your firm's enterprise search initiative?



Multiple response question; chart excludes responses less than 2%.

NOTE: Percentages include only those respondents who indicated they are using federated or enterprise search.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which data stores are targeted in your firm's enterprise search initiative?

			Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
			COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable		5	13%	7	13%	9	20%	1	4%	2	6%
	CRM (e.g., InterAction)		2	5%	2	4%	8	18%	6	23%	11	31%
	Data in the accounting system (e.g., Aderant, Elite, etc.)		7	18%	12	22%	13	29%	8	31%	15	43%
PRACTICE MANAGEMENT	Documents in a DMS/ECM		23	59%	38	70%	33	73%	23	88%	28	80%
	Documents on a shared network drive		13	33%	12	22%	7	16%	4	15%	4	11%
	Email in an archive system		12	31%	9	17%	6	13%	2	8%	2	6%
BUSINESS APPLICATIONS	Email in Microsoft Outlook/Exchange		17	44%	19	35%	8	18%	3	12%	4	11%
	Email in the DM or records system		16	41%	24	44%	13	29%	8	31%	14	40%
	External commercial databases		0	0%	3	6%	2	4%	5	19%	8	23%
COLLABORATION	External firm (public) website		0	0%	0	0%	3	7%	9	35%	5	14%
	Human Resources databases		1	3%	1	2%	2	4%	2	8%	8	23%
	Microsoft SharePoint repositories		7	18%	15	28%	12	27%	9	35%	18	51%
MOBILE DEVICE USE	Records management files/databases		5	13%	8	15%	6	13%	1	4%	6	17%
	Training materials		3	8%	3	6%	6	13%	5	19%	8	23%
	Web		5	13%	0	0%	4	9%	1	4%	1	3%
SECURITY	Other (please specify)		0	0%	0	0%	0	0%	0	0%	1	3%



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

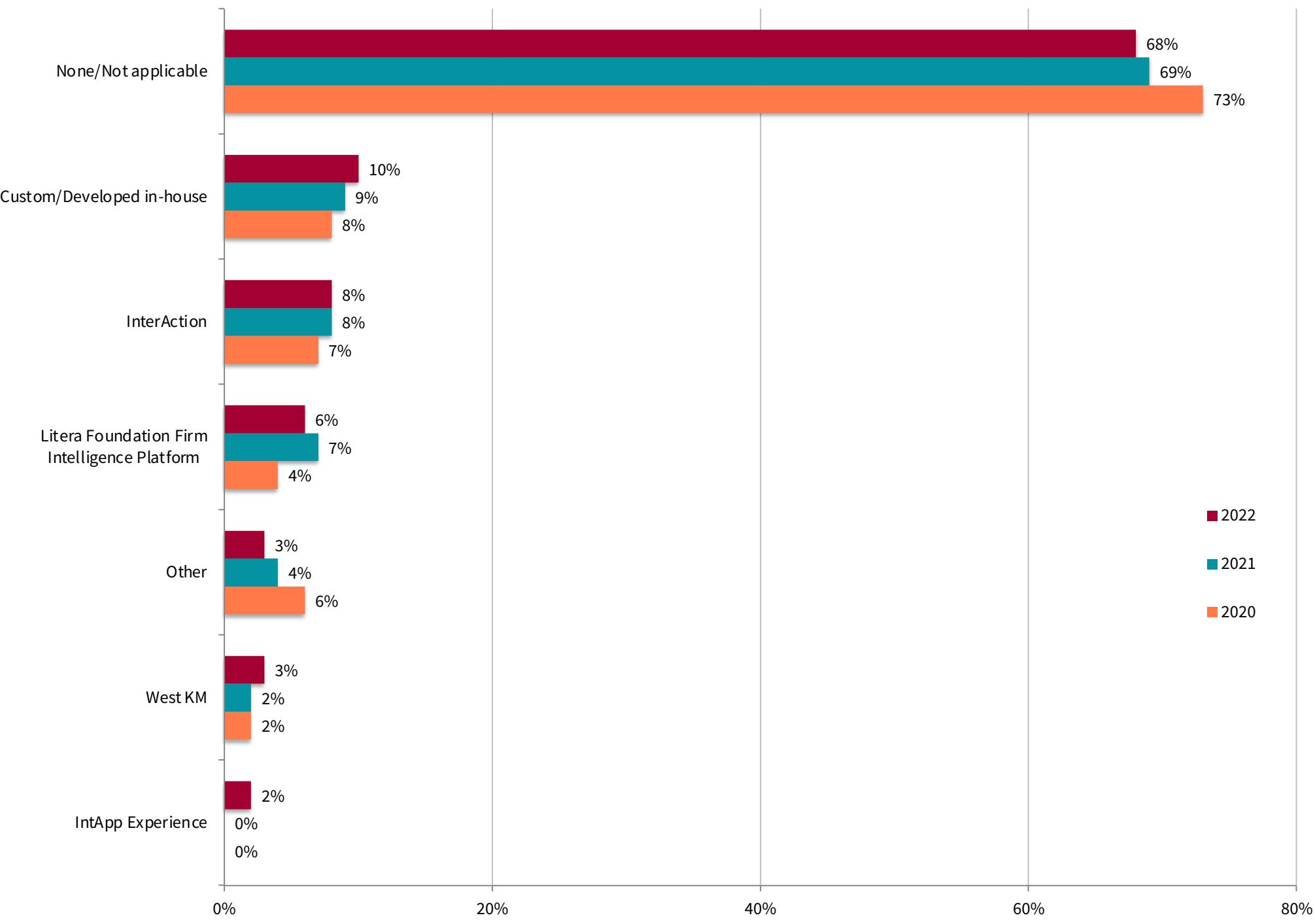
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY experience or expertise management/tracking (lawyer expertise) software does your firm use?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY experience or expertise management/tracking (lawyer expertise) software does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	129	90%	136	77%	65	63%	16	36%	8	16%
DMS/ECM	InterAction	2	1%	11	6%	15	14%	8	18%	7	14%
	Litera Foundation Firm Intelligence Platform	0	0%	3	2%	3	3%	8	18%	18	36%
PRACTICE MANAGEMENT	West KM	5	3%	5	3%	1	1%	1	2%	3	6%
	Custom/Developed in-house	7	5%	14	8%	12	12%	8	18%	12	24%
	Other (please specify)	1	1%	5	3%	4	4%	2	4%	1	2%
	Intapp Experience	0	0%	3	2%	4	4%	2	4%	1	2%

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

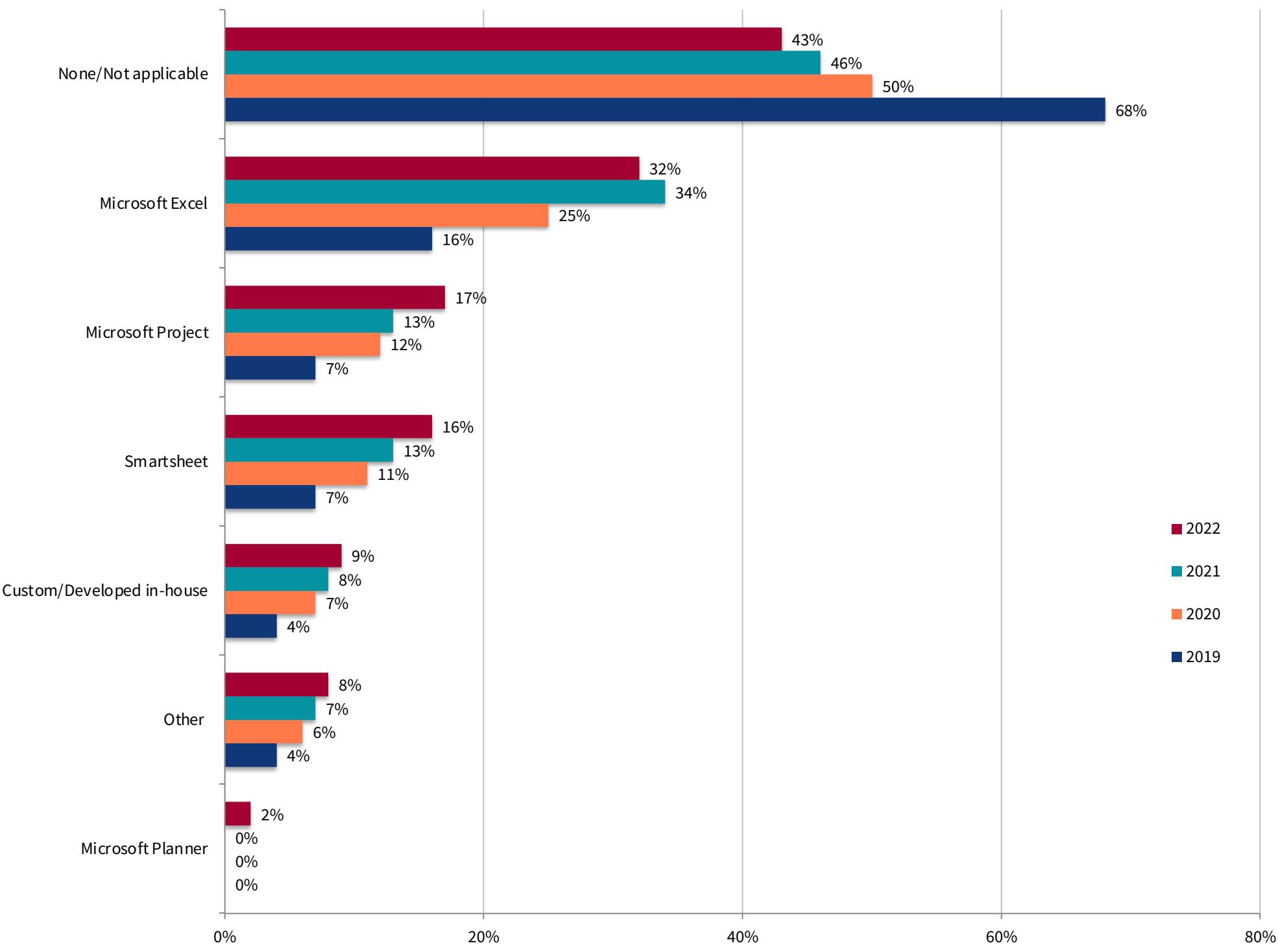
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which legal project management software does your firm use?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	86	59%	88	50%	30	29%	11	23%	10	20%
DMS/ECM	Microsoft Excel	41	28%	60	34%	39	37%	13	27%	14	29%
	Microsoft Planner	2	1%	3	2%	3	3%	1	2%	2	4%
PRACTICE MANAGEMENT	Microsoft Project	9	6%	25	14%	32	30%	11	23%	13	27%
	Smartsheet	2	1%	21	12%	31	30%	19	40%	12	24%
	Custom/Developed in-house	9	6%	9	5%	8	8%	9	19%	10	20%
	Other (please specify)	6	4%	13	7%	6	6%	6	13%	12	24%

BUSINESS APPLICATIONS

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which legal project management software does your firm use?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

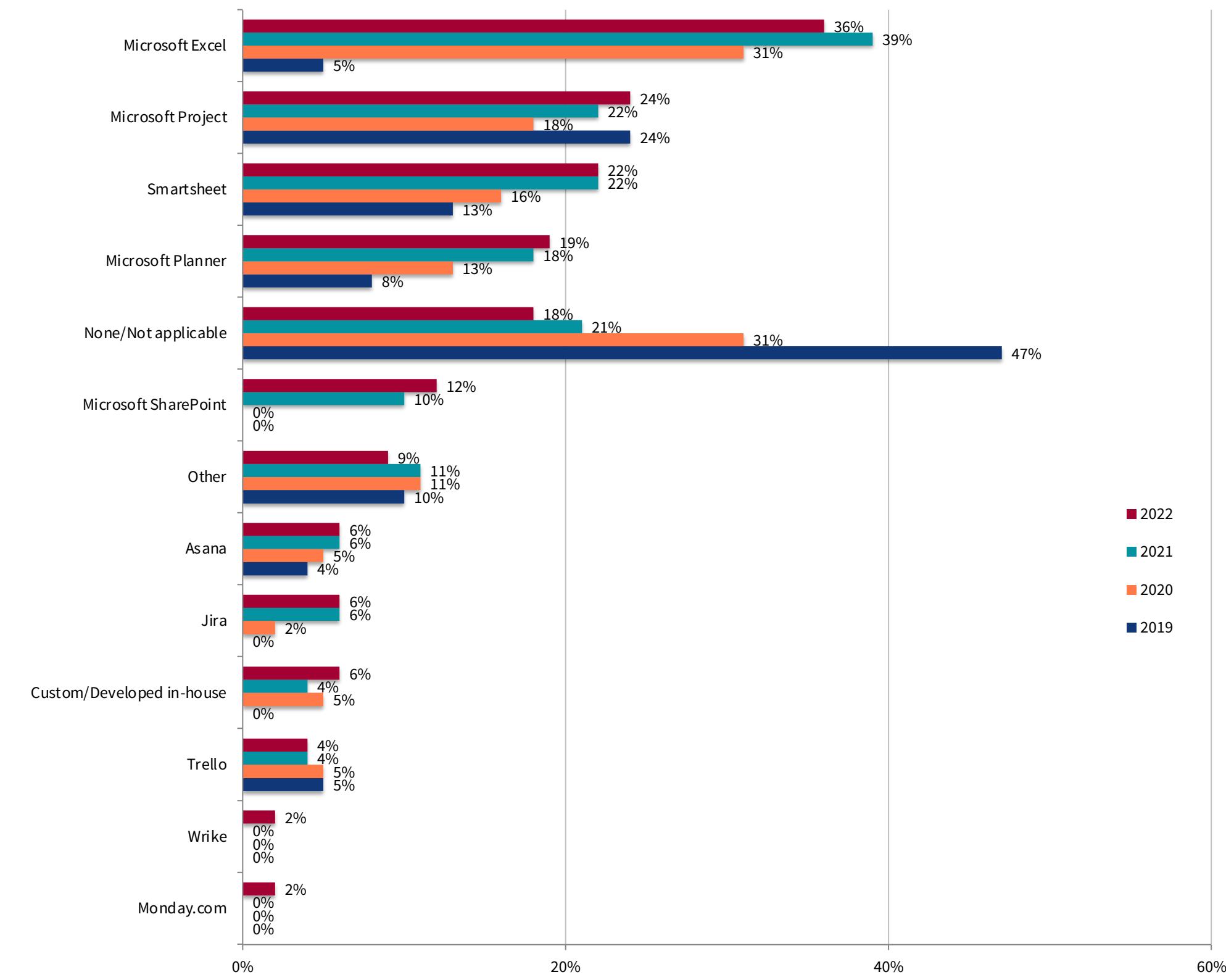
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which IT project management tools does your firm use?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	55	37%	35	20%	6	6%	1	2%	0	0%
DMS/ECM	Asana	7	5%	14	8%	7	7%	2	4%	3	6%
	Jira	1	1%	9	5%	7	7%	4	8%	11	22%
PRACTICE MANAGEMENT	Microsoft Excel	60	41%	68	38%	33	31%	15	31%	15	30%
BUSINESS APPLICATIONS	Microsoft Planner	15	10%	29	16%	31	30%	12	25%	14	28%
PRACTICE MANAGEMENT	Microsoft Project	16	11%	39	22%	34	32%	18	38%	22	44%
BUSINESS APPLICATIONS	Microsoft SharePoint	9	6%	20	11%	16	15%	9	19%	9	18%
COLLABORATION	Monday.com	1	1%	4	2%	4	4%	1	2%	1	2%
BUSINESS APPLICATIONS	Smartsheet	8	5%	28	16%	36	34%	26	54%	18	36%
COLLABORATION	Trello	4	3%	6	3%	5	5%	1	2%	4	8%
COLLABORATION	Wrike	0	0%	4	2%	1	1%	3	6%	2	4%
	Custom/Developed in-house	11	7%	12	7%	3	3%	3	6%	1	2%
	Other (please specify)	9	6%	14	8%	5	5%	5	10%	12	24%

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which IT project management tools does your firm use?

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

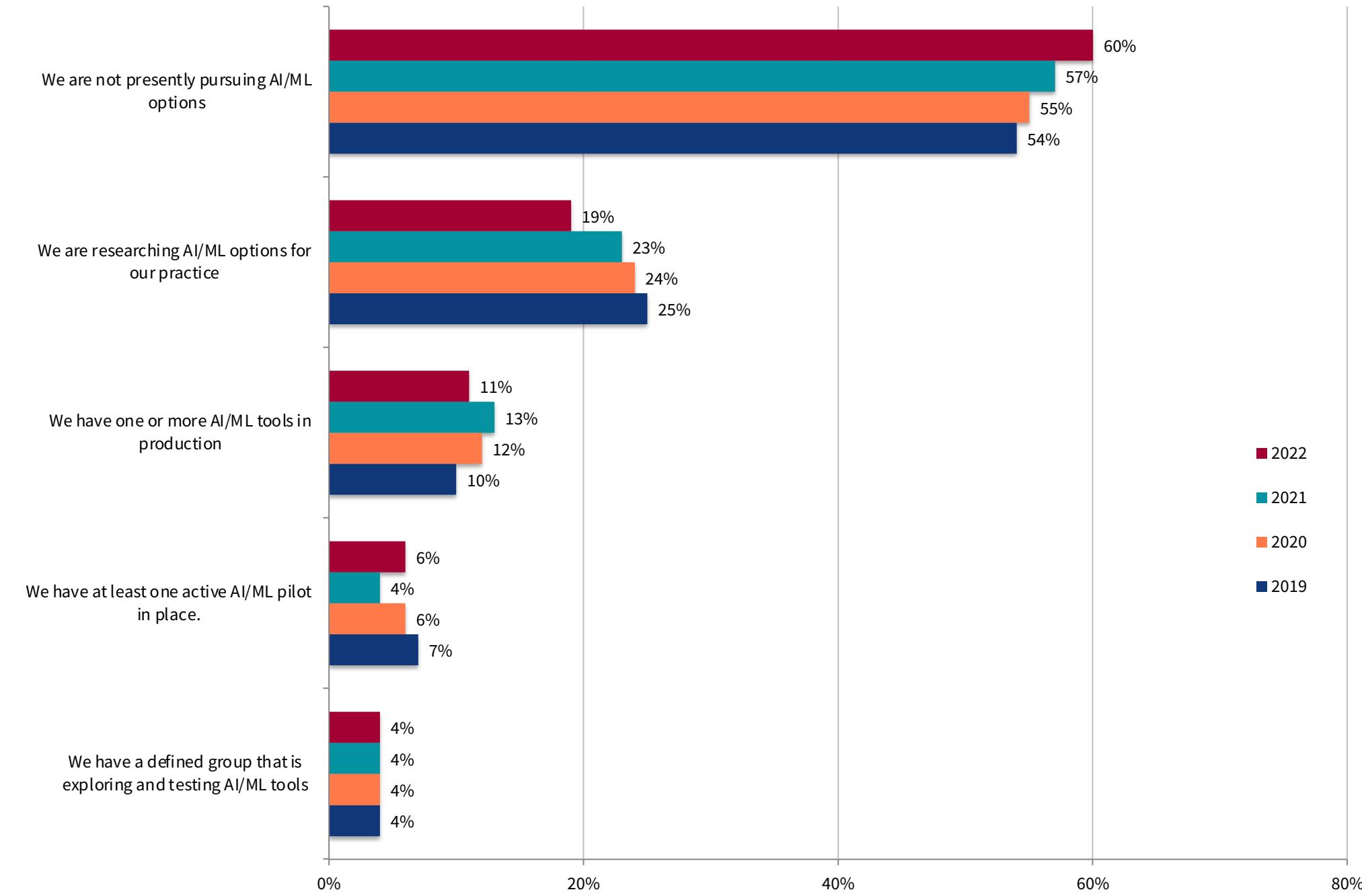
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

What is your firm's current strategy on Artificial Intelligence/Machine Learning (AI/ML)?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

What is your firm's current strategy on Artificial Intelligence/Machine Learning (AI/ML)?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	We are not presently pursuing AI/ML options	125	85%	126	71%	49	47%	7	15%	5	10%
DMS/ECM	We are researching AI/ML options for our practice	13	9%	36	20%	29	28%	14	30%	9	18%
PRACTICE MANAGEMENT	We have a defined group that is exploring and testing AI/ML tools (Innovation Lab, Focus Group, Working Group, etc.)	1	1%	2	1%	4	4%	4	9%	9	18%
BUSINESS APPLICATIONS	We have at least one active AI/ML pilot in place	3	2%	5	3%	7	7%	8	17%	8	16%
	We have one or more AI/ML tools in production	5	3%	8	5%	15	14%	14	30%	18	37%

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

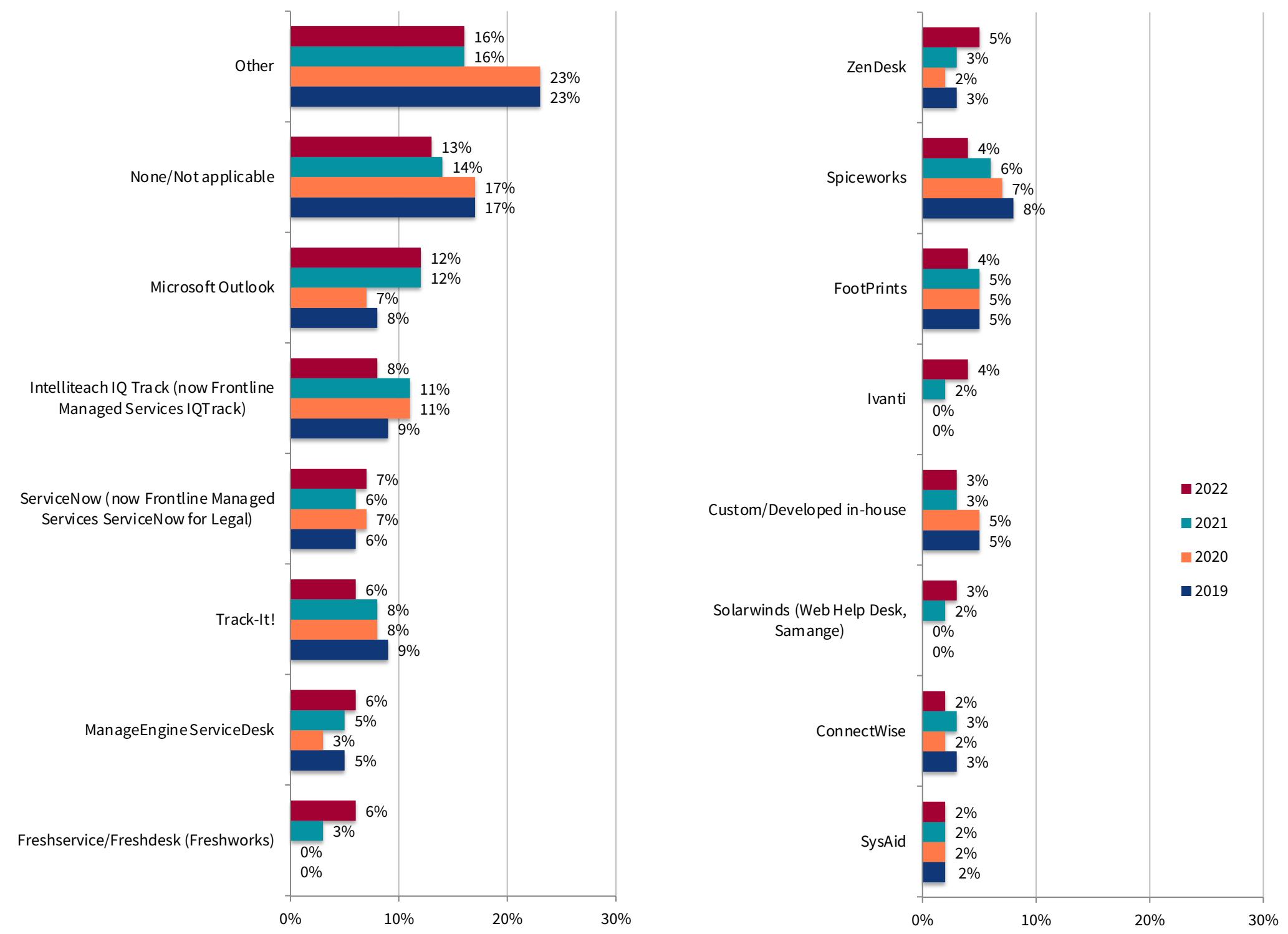
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY Help Desk (trouble-ticket) management software does your firm use?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
PRACTICE MANAGEMENT	None/Not applicable	45	31%	22	12%	1	1%	0	0%	0	0%
	ConnectWise	4	3%	3	2%	5	5%	0	0%	0	0%
	FootPrints	0	0%	10	6%	6	6%	3	6%	2	4%
BUSINESS APPLICATIONS	Freshservice/Freshdesk (Freshworks)	3	2%	16	9%	7	7%	1	2%	4	8%
	Intelliteach IQ Track (now Frontline Managed Services IQTrack)	2	1%	8	4%	17	16%	10	21%	6	12%
	Ivanti	0	0%	4	2%	4	4%	5	10%	6	12%
COLLABORATION	ManageEngine ServiceDesk	6	4%	10	6%	10	10%	2	4%	2	4%
	Microsoft Outlook	40	27%	18	10%	3	3%	0	0%	1	2%
	ServiceNow (now Frontline Managed Services ServiceNow for Legal)	0	0%	1	1%	6	6%	12	25%	20	39%
MOBILE DEVICE USE	Solarwinds (Web Help Desk, Samanage)	2	1%	8	4%	2	2%	3	6%	0	0%
	Spiceworks	10	7%	12	7%	1	1%	0	0%	0	0%
	SysAid	3	2%	3	2%	3	3%	1	2%	0	0%
SECURITY	Track-it!	5	3%	18	10%	8	8%	1	2%	1	2%
	ZenDesk	6	4%	12	7%	6	6%	0	0%	0	0%
	Custom/Developed in-house	4	3%	6	3%	4	4%	0	0%	0	0%
BUSINESS CONTINUITY	Other (please specify)	17	12%	27	15%	22	21%	10	21%	9	18%

Which PRIMARY Help Desk (trouble-ticket) management software does your firm use?

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

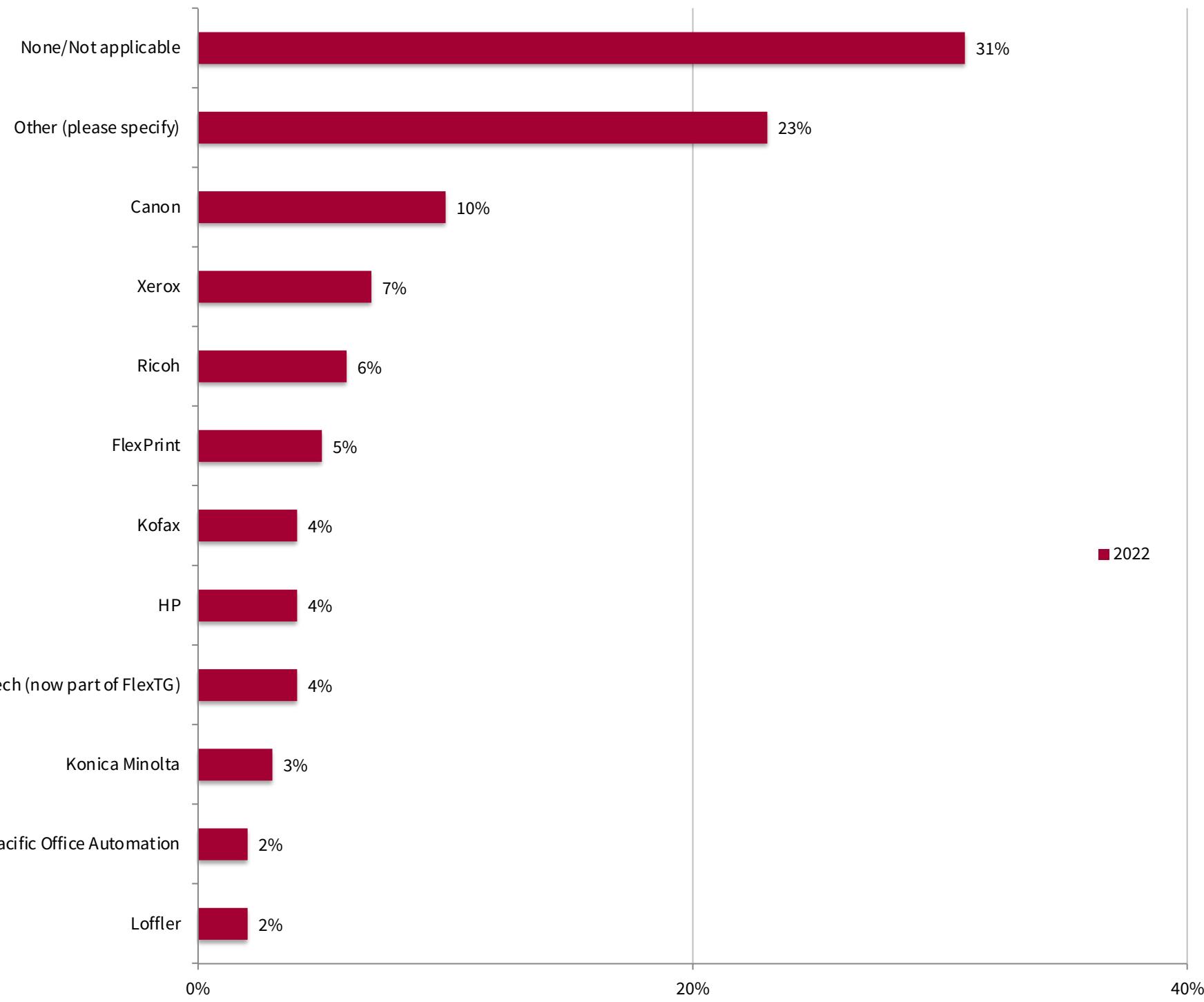
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which managed print services provider does your firm use?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	72	49%	54	30%	17	16%	14	30%	7	14%
DMS/ECM	Canon	16	11%	16	9%	12	11%	4	9%	4	8%
	DTI/Merrill	1	1%	2	1%	1	1%	0	0%	0	0%
PRACTICE MANAGEMENT	FlexPrint	2	1%	2	1%	11	10%	3	6%	7	14%
	Flo-Tech (now part of FlexTG)	1	1%	3	2%	7	7%	4	9%	4	8%
BUSINESS APPLICATIONS	HP	5	3%	6	3%	3	3%	2	4%	6	12%
	Kofax	5	3%	2	1%	8	8%	2	4%	2	4%
	Konica Minolta	4	3%	7	4%	3	3%	2	4%	2	4%
	Loffler	1	1%	7	4%	2	2%	1	2%	0	0%
	Pacific Office Automation	6	4%	1	1%	0	0%	2	4%	0	0%
COLLABORATION	QRX	0	0%	1	1%	0	0%	2	4%	0	0%
	Ricoh	5	3%	13	7%	7	7%	1	2%	6	12%
	Xerox	6	4%	18	10%	5	5%	4	9%	4	8%
MOBILE DEVICE USE	Other (please specify)	23	16%	46	26%	29	28%	6	13%	7	14%

SECURITY

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STRATEGY

Which managed print services provider does your firm use?

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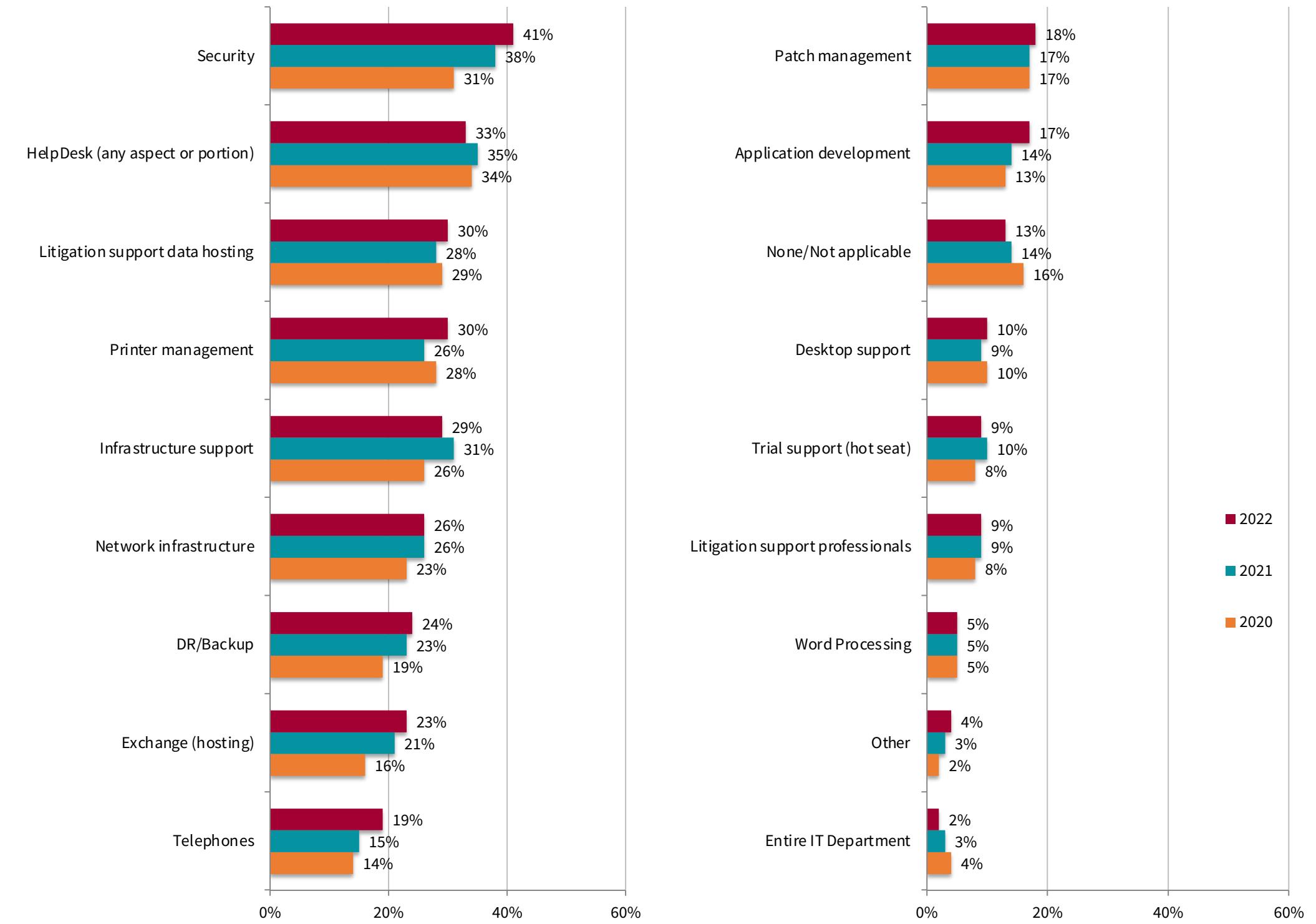
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Does your firm outsource any aspect of IT (to any degree)?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

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BUSINESS CONTINUITY

STRATEGY

Does your firm outsource any aspect of IT (to any degree)?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	24	16%	21	12%	16	15%	6	13%	4	8%
	Application Development	11	8%	36	20%	18	17%	10	21%	16	32%
	Desktop Support	22	15%	13	7%	8	8%	5	10%	3	6%
PRACTICE MANAGEMENT	DR/Backup	39	27%	51	29%	20	19%	7	15%	9	18%
	Entire IT Department	7	5%	3	2%	2	2%	0	0%	1	2%
	Exchange (hosting)	29	20%	48	27%	25	24%	8	17%	10	20%
BUSINESS APPLICATIONS	Help Desk (any aspect or portion)	28	19%	43	24%	44	42%	27	56%	30	60%
	Infrastructure Support	66	45%	54	30%	23	22%	6	13%	6	12%
	Litigation Support Data Hosting	22	15%	66	37%	37	35%	20	42%	13	26%
COLLABORATION	Litigation Support Professionals	5	3%	19	11%	8	8%	6	13%	10	20%
	Network Infrastructure	63	43%	55	31%	14	13%	4	8%	3	6%
	Patch Management	41	28%	36	20%	11	10%	2	4%	6	12%
MOBILE DEVICE USE	Printer Management	27	18%	64	36%	33	31%	16	33%	18	36%
	Security	54	37%	78	44%	48	46%	20	42%	16	32%
	Telephones	31	21%	40	22%	18	17%	3	6%	6	12%
SECURITY	Trial Support (hot seat)	4	3%	22	12%	12	11%	7	15%	4	8%
	Word Processing	0	0%	3	2%	6	6%	5	10%	14	28%
	Other (please specify)	7	5%	5	3%	2	2%	3	6%	5	10%



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STRATEGY

COLLABORATION

- Which PRIMARY email platform and version does your firm use?
- Which PRIMARY email client does your firm use?
- Which email platform and version do you expect to be your firm's PRIMARY 12 months from now?
- Which PRIMARY virus scanning product does your firm use for scanning of inbound email messages?
- Which PRIMARY spam detection system does your firm use?
- Which high-availability email solution(s) does your firm use?
- Approximately what percent of your firm's communications are conducted via collaboration tools rather than email (e.g., Slack, Microsoft Teams, Microsoft Skype for Business)?
- Which email management methods does your firm use?
- How does your firm use Microsoft SharePoint?
- Is your firm's SharePoint platform firm-hosted or hosted by a third-party (Software as a Service)?
- Does your firm use any of the following third-party packages to enhance your SharePoint solutions?
- Which EXTRANET platform does your firm use?
- Which INTRANET platform does your firm use?
- Which PRIMARY type of phone system does your firm use?
- Which brand of PBX/digital/Non-IP phone system does your firm use?
- Which brand of firm-hosted VoIP phone system does your firm use?
- Which brand of VoIP-enabled legacy PBX phone system does your firm use?
- Which provider of hosted VoIP phone services does your firm use?
- Which PRIMARY phone device/instrument does your firm use?
- Which collaboration/Messaging tools does your firm use?



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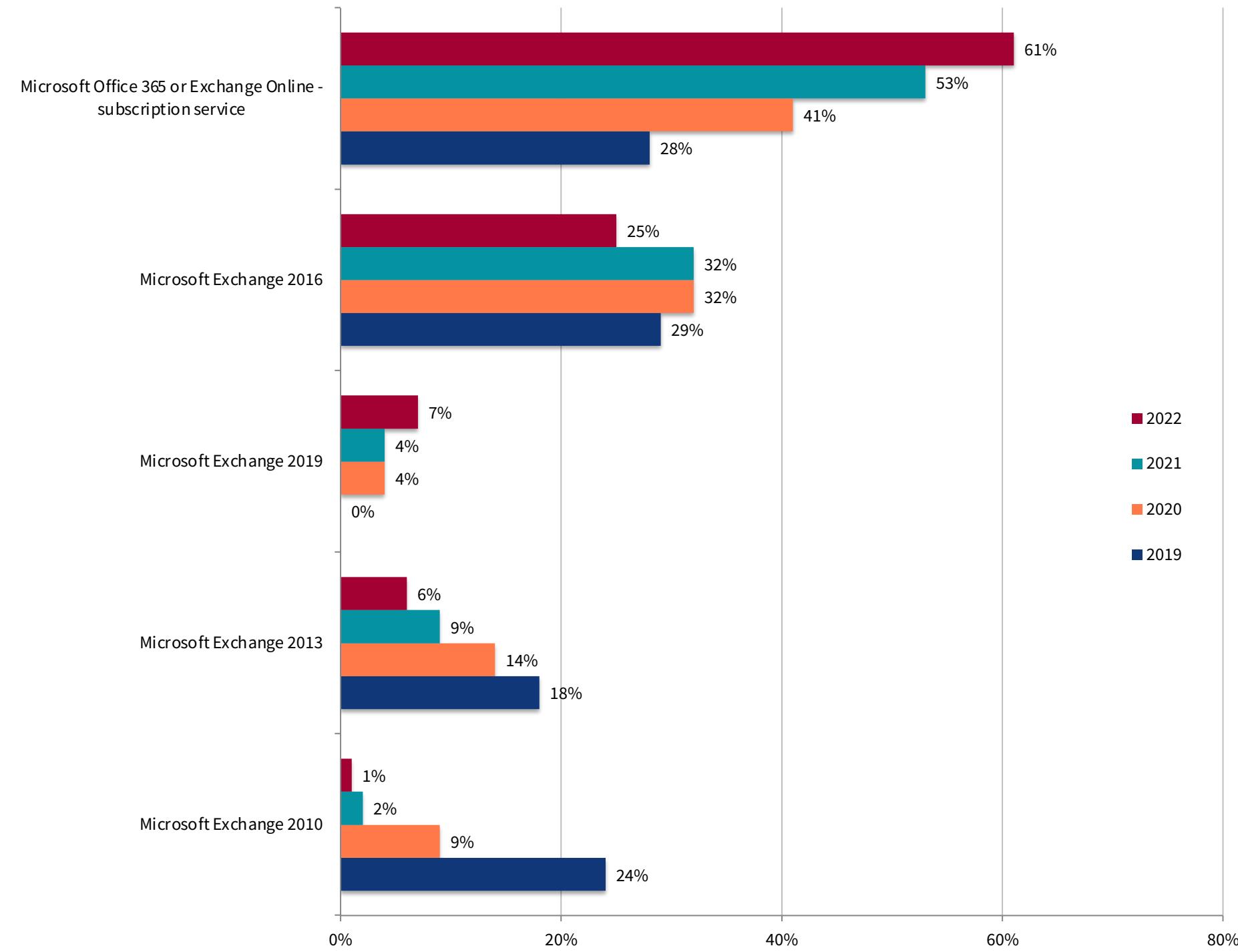
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY email platform and version does your firm use?



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STRATEGY

Which PRIMARY email platform and version does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	0	0%	0	0%	0	0%	0	0%	0	0%
DMS/ECM	Microsoft Exchange 2010	2	1%	1	1%	0	0%	0	0%	0	0%
	Microsoft Exchange 2013	9	6%	10	6%	8	8%	1	2%	2	4%
	Microsoft Exchange 2016	21	14%	50	28%	26	25%	20	42%	16	31%
PRACTICE MANAGEMENT	Microsoft Exchange 2019	10	7%	6	3%	10	10%	5	10%	8	16%
	Microsoft Office 365 or Exchange Online - subscription service	103	70%	111	62%	61	58%	21	44%	25	49%
	Other (please specify)	2	1%	0	0%	0	0%	1	2%	0	0%



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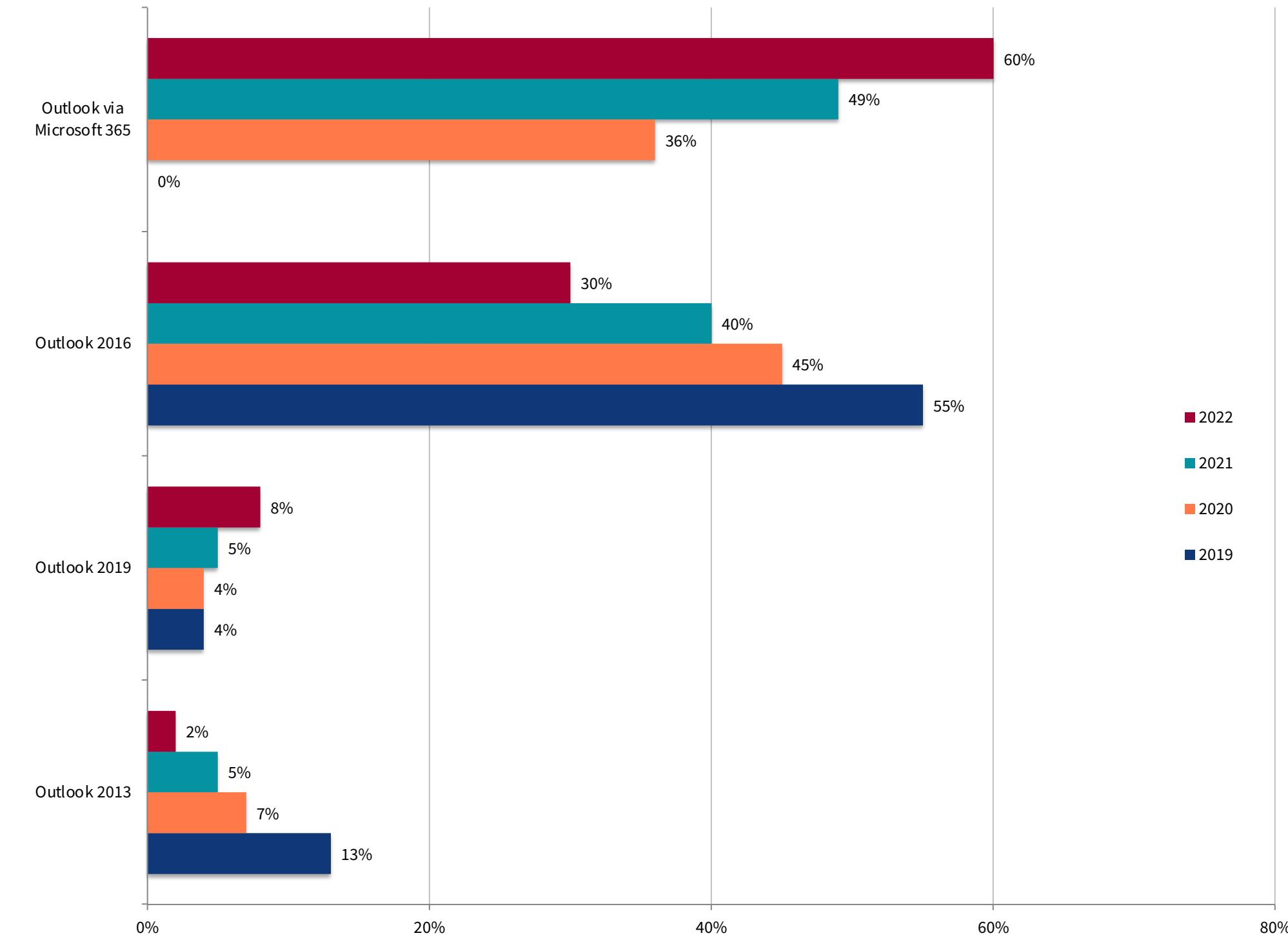
MOBILE DEVICE USE

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STRATEGY

Which PRIMARY email client does your firm use?



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		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	0	0%	0	0%	0	0%	0	0%	0	0%
DMS/ECM	Microsoft Outlook 2010	1	1%	2	1%	1	1%	0	0%	0	0%
	Microsoft Outlook 2013	4	3%	4	2%	0	0%	0	0%	1	2%
PRACTICE MANAGEMENT	Microsoft Outlook 2016	37	25%	56	31%	35	33%	17	35%	12	24%
	Microsoft Outlook 2019	8	5%	16	9%	11	10%	4	8%	3	6%
	Outlook via Microsoft 365	97	66%	100	56%	58	55%	27	56%	35	69%
	Other (please specify)	0	0%	0	0%	0	0%	0	0%	0	0%

BUSINESS APPLICATIONS

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Which PRIMARY email client does your firm use?



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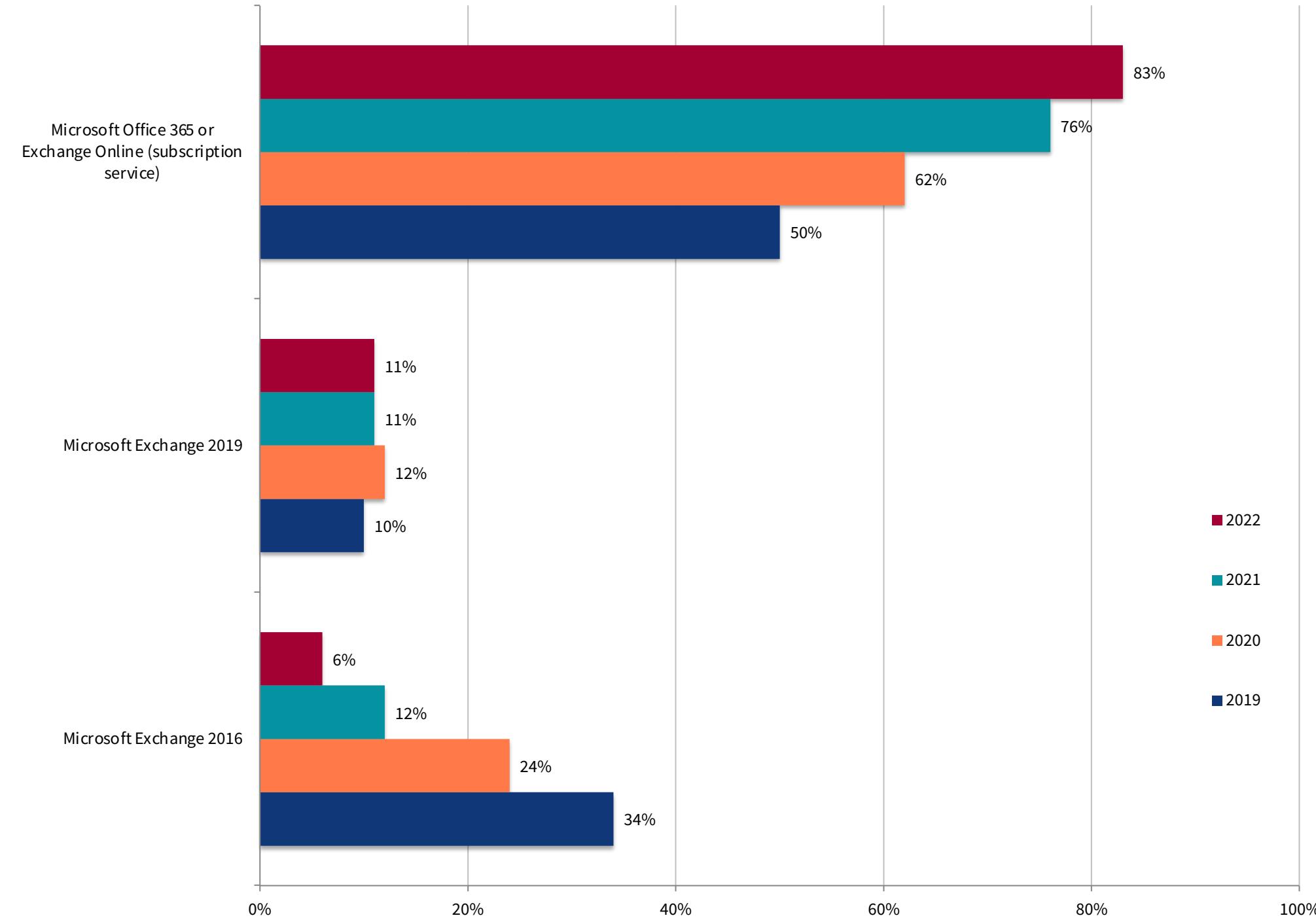
MOBILE DEVICE USE

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Which email platform and version do you expect to be your firm's PRIMARY 12 months from now?



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STRATEGY

Which email platform and version do you expect to be your firm's PRIMARY 12 months from now?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	Microsoft Exchange 2013	0	0%	0	0%	0	0%	0	0%	0	0%
	Microsoft Exchange 2016	6	4%	16	9%	5	5%	3	6%	3	6%
	Microsoft Exchange 2019	11	8%	14	8%	17	16%	8	17%	9	18%
PRACTICE MANAGEMENT	Microsoft 365 or Exchange Online (subscription service)	129	88%	148	83%	83	79%	37	77%	39	76%
	Other (please specify)	0	0%	0	0%	0	0%	0	0%	0	0%



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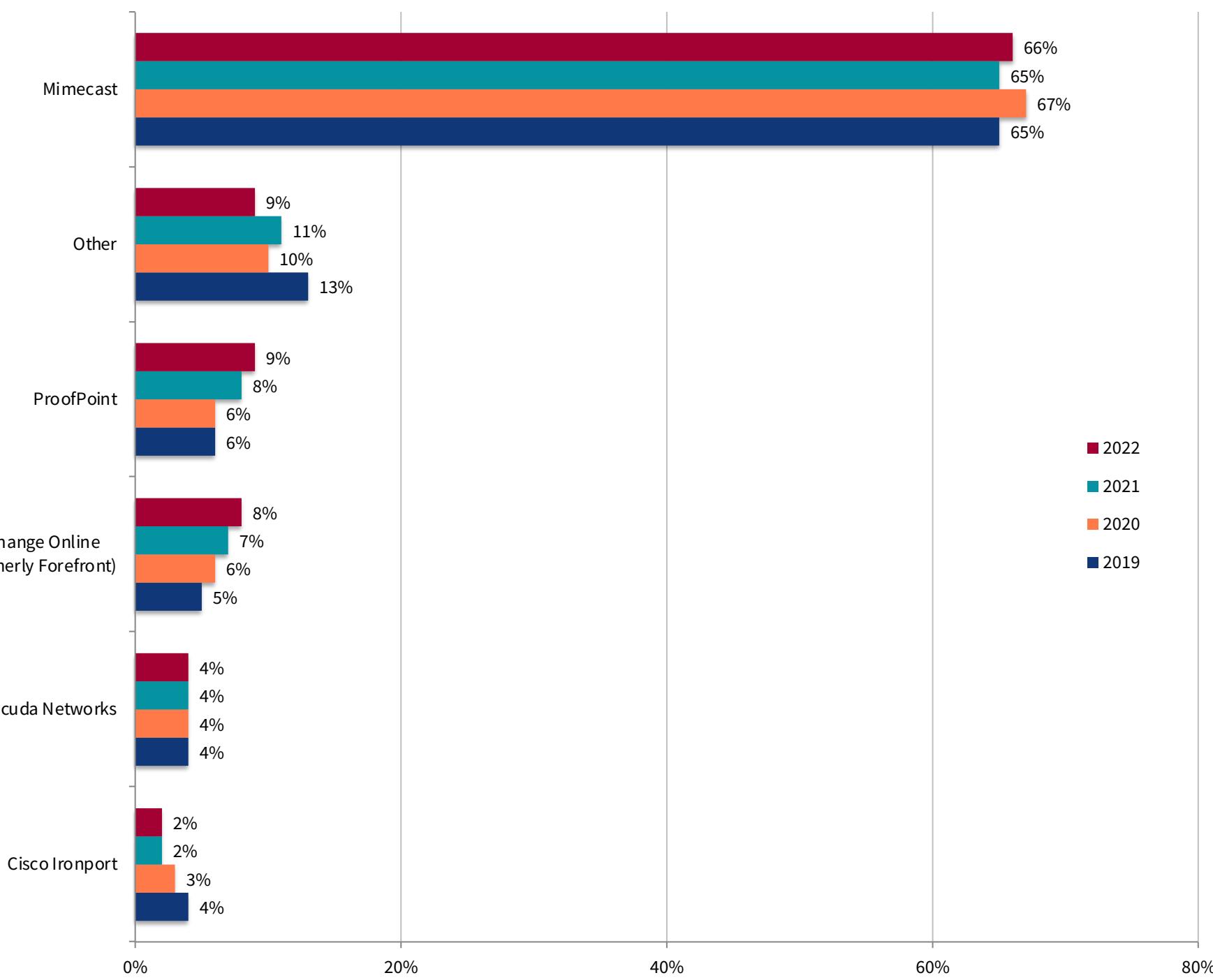
MOBILE DEVICE USE

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STRATEGY

Which PRIMARY virus scanning product does your firm use for scanning of inbound email messages?



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STRATEGY

Which PRIMARY virus scanning product does your firm use for scanning of inbound email messages?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	2	1%	0	0%	0	0%	0	0%	0	0%
	Barracuda Networks	9	6%	8	4%	1	1%	0	0%	1	2%
	Cisco Ironport	0	0%	5	3%	3	3%	2	4%	2	4%
PRACTICE MANAGEMENT	Microsoft Exchange Online Protection (formerly Forefront)	10	7%	15	8%	11	11%	2	4%	5	10%
	Mimecast	93	63%	127	71%	72	69%	33	69%	25	50%
	ProofPoint	8	5%	7	4%	6	6%	9	19%	16	32%
BUSINESS APPLICATIONS	Symantec Email Security cloud (Message Labs)	3	2%	1	1%	0	0%	2	4%	0	0%
	Other (please specify)	22	15%	15	8%	11	11%	0	0%	1	2%



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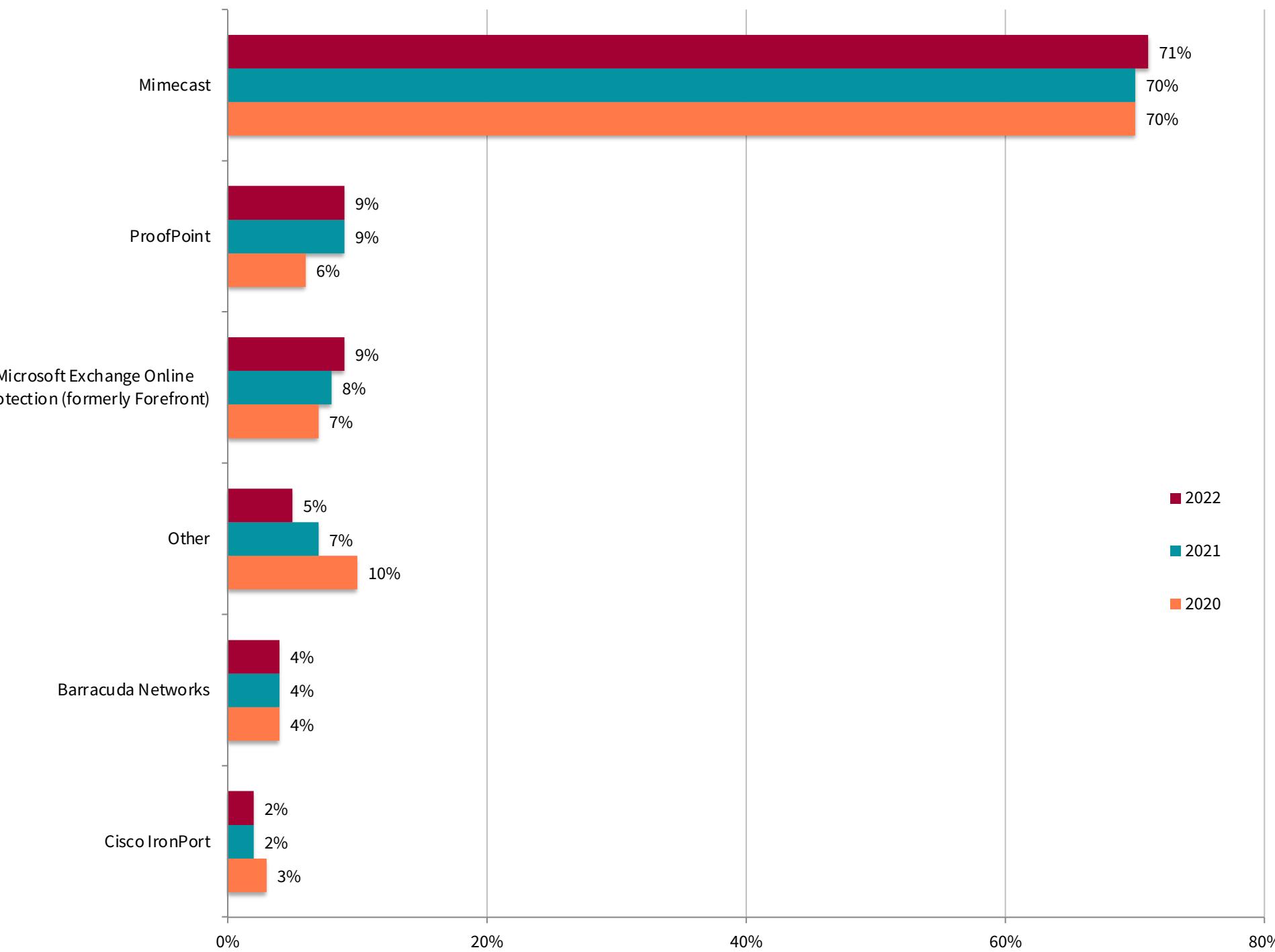
MOBILE DEVICE USE

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STRATEGY

Which PRIMARY spam detection system does your firm use?



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STRATEGY

Which PRIMARY spam detection system does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	2	1%	0	0%	0	0%	0	0%	0	0%
	Barracuda Networks	9	6%	9	5%	1	1%	0	0%	1	2%
	Cisco IronPort	0	0%	5	3%	4	4%	2	4%	2	4%
PRACTICE MANAGEMENT	Microsoft Exchange Online Protection (formerly Forefront)	11	7%	17	10%	11	10%	1	2%	5	10%
	Mimecast	105	71%	133	75%	76	72%	34	71%	25	50%
	ProofPoint	8	5%	7	4%	7	7%	10	21%	16	32%
BUSINESS APPLICATIONS	Other (please specify)	12	8%	7	4%	6	6%	1	2%	1	2%



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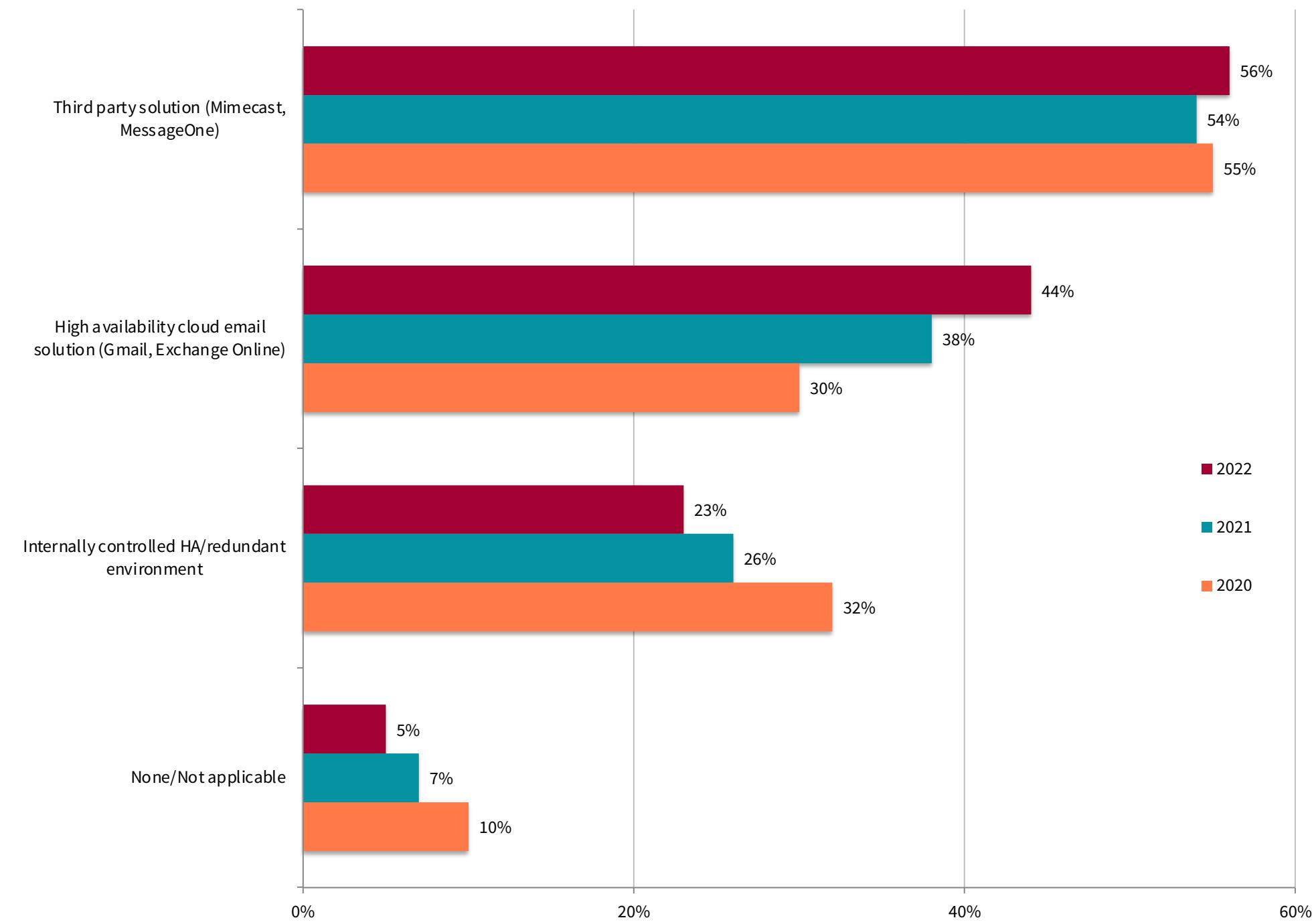
MOBILE DEVICE USE

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STRATEGY

Which high-availability email solution(s) does your firm use?



Multiple response question; chart excludes responses less than 2%.

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Which high-availability email solution(s) does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	15	10%	9	5%	2	2%	0	0%	0	0%
DMS/ECM	High availability cloud email solution (Gmail, Exchange Online)	66	45%	83	47%	41	39%	20	42%	21	42%
	Internally controlled HA/redundant environment	12	8%	35	20%	31	30%	24	50%	21	42%
PRACTICE MANAGEMENT	Third party solution (Mimecast, MessageOne)	82	56%	106	60%	59	57%	23	48%	23	46%
	Other (please specify)	4	3%	0	0%	0	0%	0	0%	1	2%

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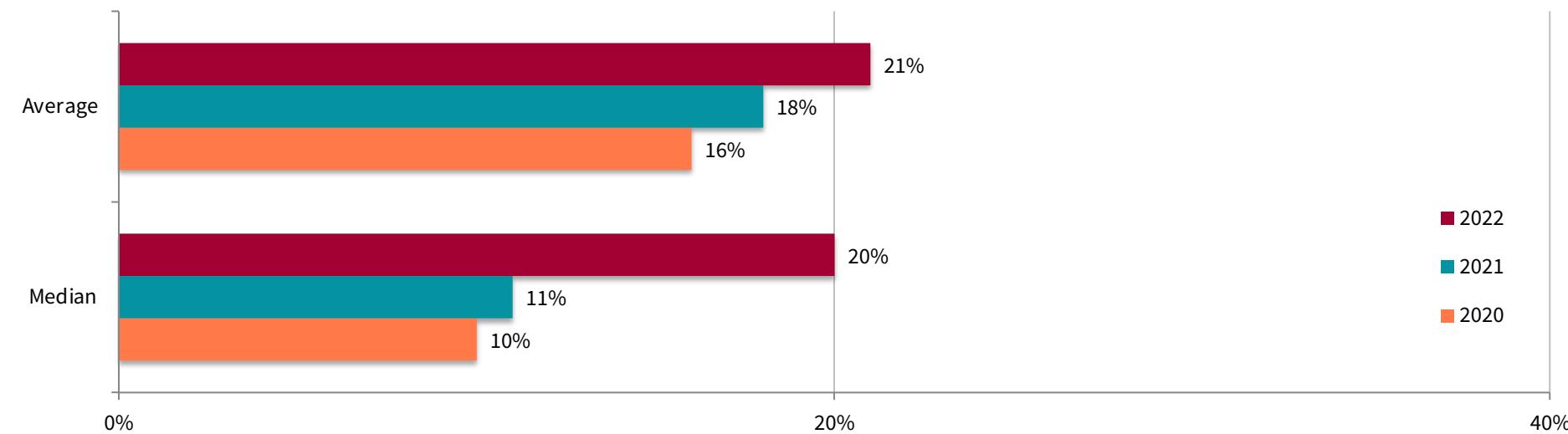
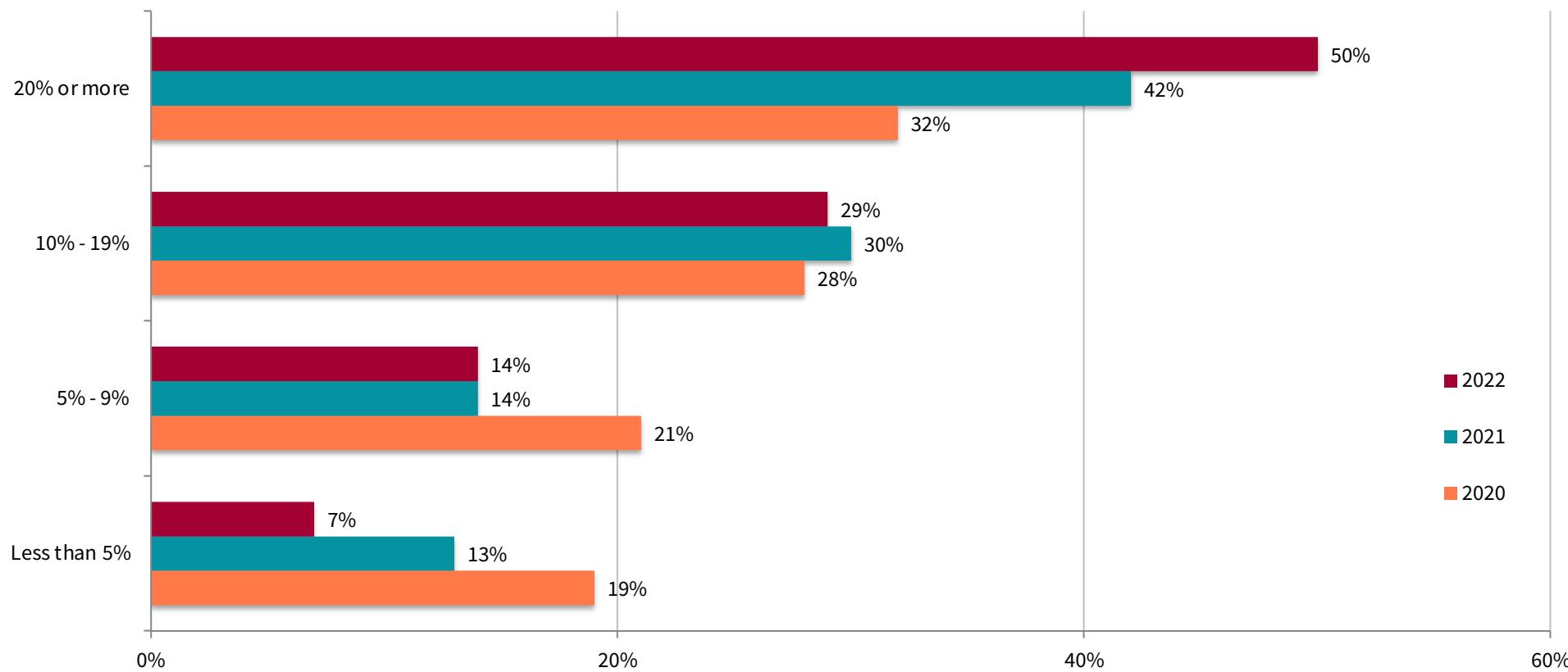
MOBILE DEVICE USE

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STRATEGY

Approximately what percent of your firm's communications are conducted via collaboration tools rather than email (e.g., Slack, Microsoft Teams, Microsoft Skype for Business)?



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STRATEGY

Approximately what percent of your firm's communications are conducted via collaboration tools rather than email (e.g., Slack, Microsoft Teams, Microsoft Skype for Business)?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	Less than 5%	18	14%	7	4%	8	8%	0	0%	1	2%
	5% - 9%	25	20%	25	16%	10	10%	4	9%	4	8%
	10% - 19%	34	27%	49	31%	27	27%	13	29%	15	29%
	20% or more	49	39%	78	49%	55	55%	28	62%	31	61%

	Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers		
	Valid N		126		159		100		45		51
	Median		10%		16%		20%		20%		20%
	Mean		16%		21%		23%		26%		26%

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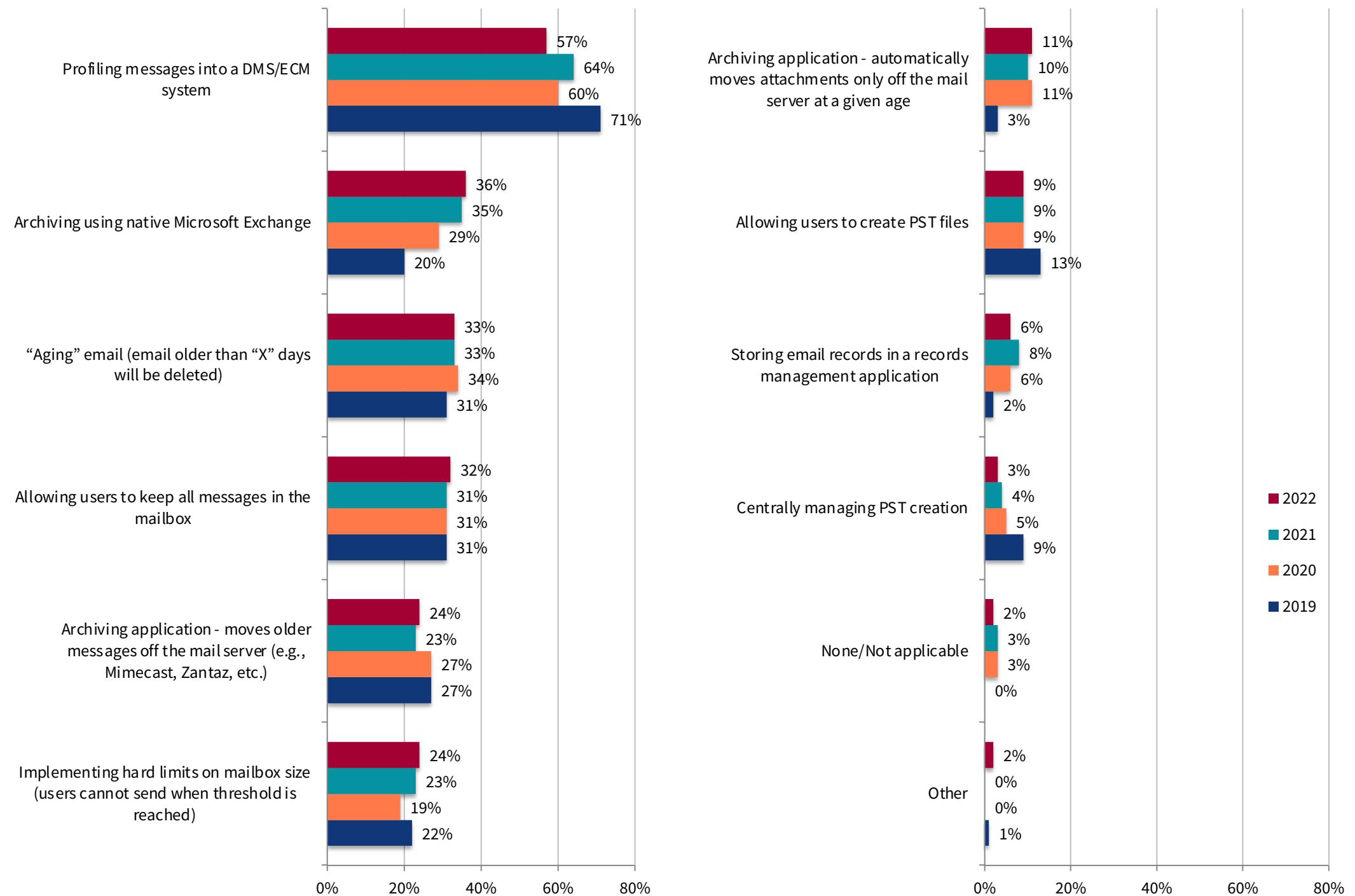
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STRATEGY

Which email management methods does your firm use?



Multiple response question; chart excludes responses less than 2%.



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STRATEGY

Which email management methods does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	9	6%	2	1%	2	2%	0	0%	0	0%
	"Aging" email (email older than "X" days is deleted)	31	21%	60	34%	40	38%	24	50%	19	37%
	Allowing users to create PST files	13	9%	25	14%	5	5%	1	2%	2	4%
PRACTICE MANAGEMENT	Allowing users to keep all messages in the mailbox	55	37%	66	37%	24	23%	10	21%	13	25%
	Archiving application - automatically moves attachments only off the mail server at a given age	9	6%	12	7%	11	10%	11	23%	17	33%
	Archiving application - moves older messages off the mail server (e.g., Mimecast, Zantaz, etc.)	34	23%	38	21%	24	23%	15	31%	18	35%
BUSINESS APPLICATIONS	Archiving using native Microsoft Exchange	51	35%	66	37%	39	37%	14	29%	20	39%
	Centrally managing PST creation	5	3%	9	5%	0	0%	2	4%	2	4%
	Implementing hard limits on mailbox size (users cannot send when threshold is reached)	24	16%	54	31%	27	26%	13	27%	7	14%
COLLABORATION	Profiling messages into a DMS/ECM system	62	42%	119	67%	67	64%	26	54%	29	57%
	Storing email records in a records management application	6	4%	10	6%	4	4%	5	10%	6	12%
	Other (please specify)	5	3%	2	1%	1	1%	0	0%	1	2%

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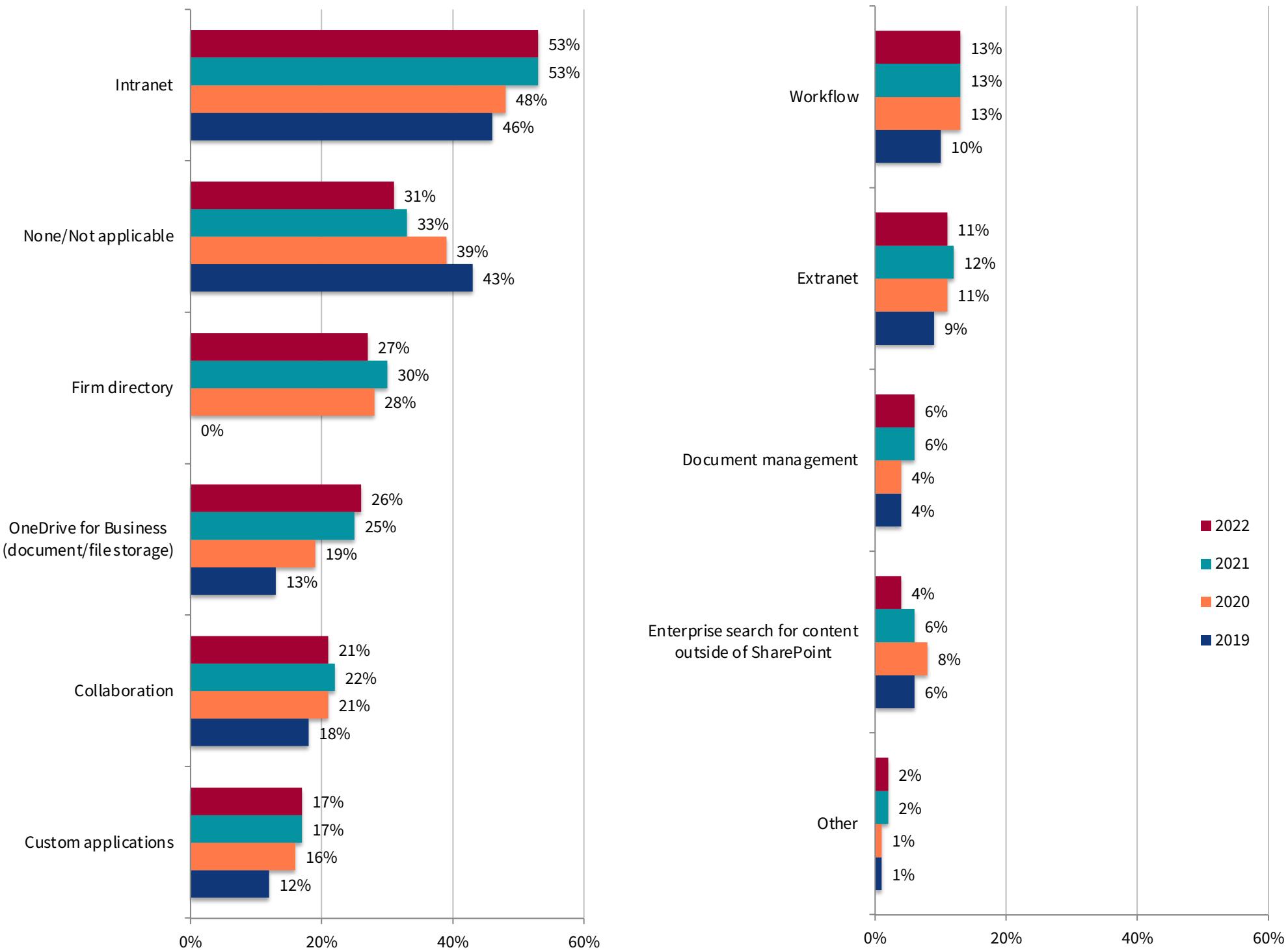
MOBILE DEVICE USE

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STRATEGY

How does your firm use Microsoft SharePoint?



Multiple response question; chart excludes responses less than 2%.

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STRATEGY

How does your firm use Microsoft SharePoint?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	78	53%	58	33%	17	17%	5	10%	3	6%
	Collaboration	17	12%	33	19%	21	20%	14	29%	25	49%
	Custom applications	9	6%	17	10%	18	17%	20	42%	24	47%
PRACTICE MANAGEMENT	Document management	10	7%	13	7%	2	2%	2	4%	3	6%
	Enterprise search for content outside of SharePoint	2	1%	5	3%	4	4%	5	10%	6	12%
	Extranet	3	2%	14	8%	9	9%	12	25%	18	35%
BUSINESS APPLICATIONS	Firm directory	15	10%	44	25%	38	37%	20	42%	24	47%
	Intranet	46	31%	83	47%	74	72%	36	75%	42	82%
	OneDrive for Business (document/file storage)	32	22%	49	28%	26	25%	17	35%	15	29%
COLLABORATION	Workflow	4	3%	19	11%	16	16%	9	19%	19	37%
	Other (please specify)	3	2%	2	1%	3	3%	1	2%	0	0%

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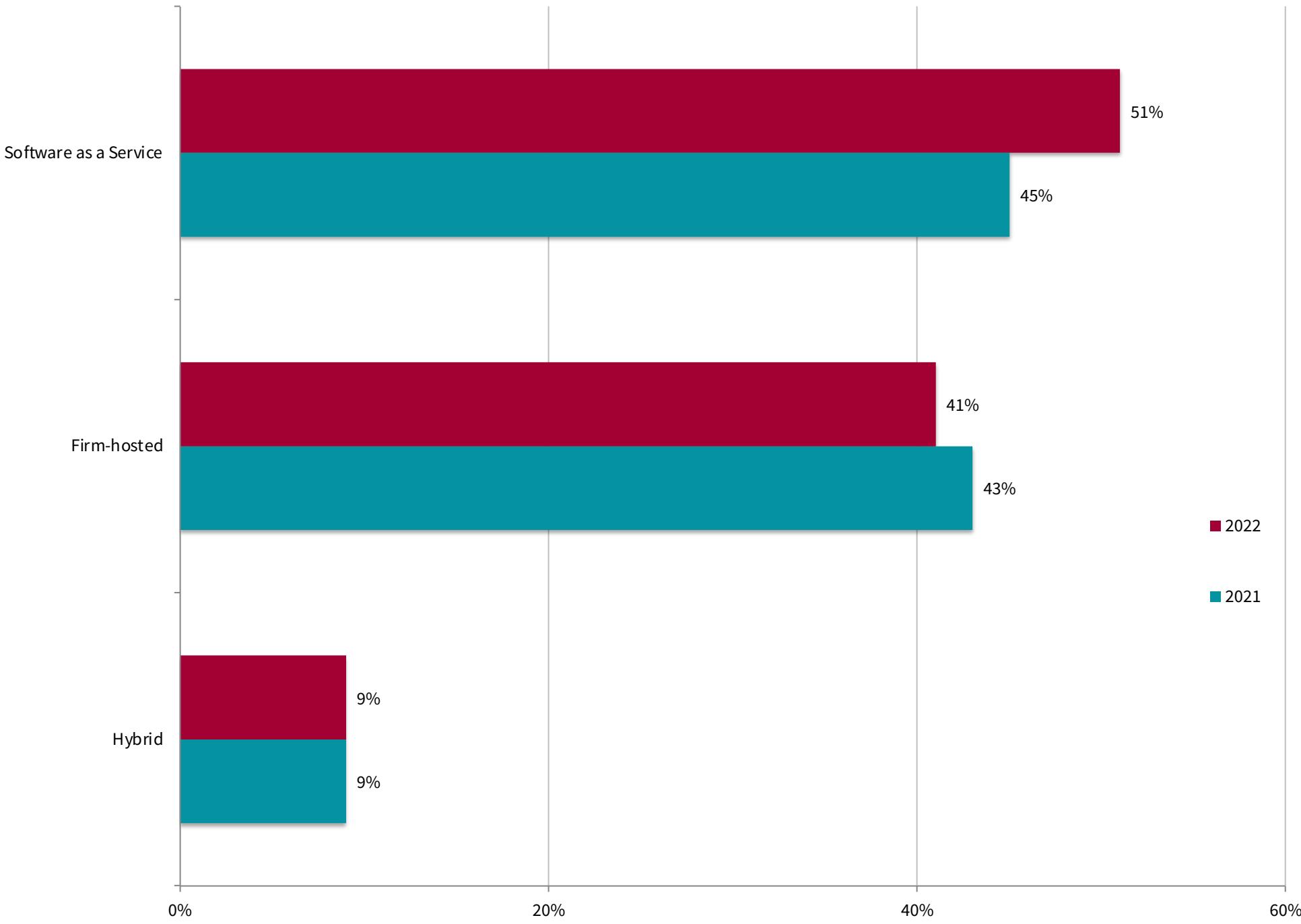
MOBILE DEVICE USE

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STRATEGY

Is your firm's SharePoint platform firm-hosted or hosted by a third-party (Software as a Service)?



NOTE: Percentages include only those respondents who indicated they are using SharePoint.



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STRATEGY

Is your firm's SharePoint platform firm-hosted or hosted by a third-party (Software as a Service)?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	Firm-hosted	14	20%	42	35%	44	51%	24	56%	25	52%
	Software as a Service (SAAS)	53	77%	70	58%	37	43%	14	33%	12	25%
	Hybrid	2	3%	8	7%	6	7%	5	12%	11	23%



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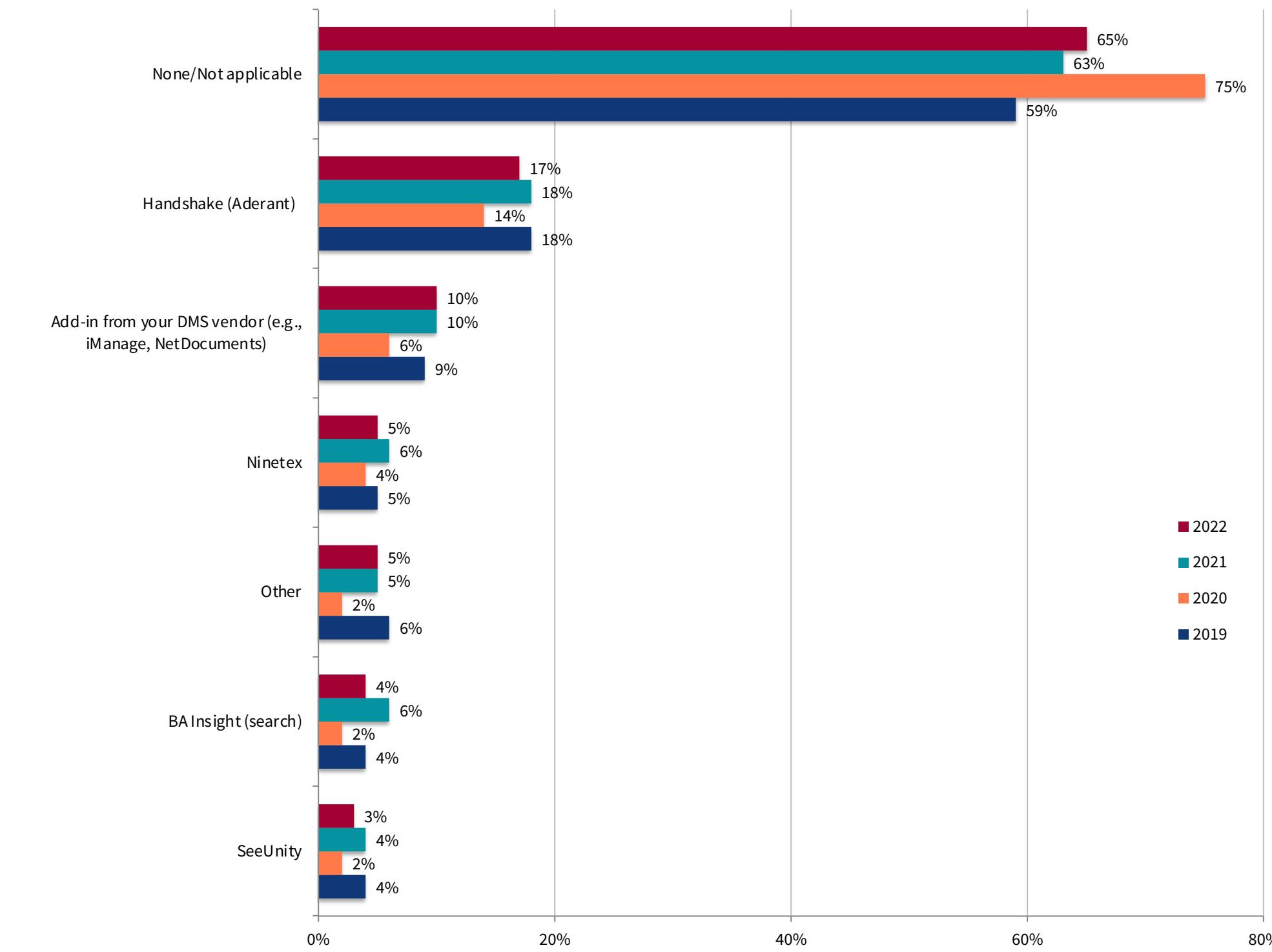
MOBILE DEVICE USE

SECURITY

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STRATEGY

Does your firm use any of the following third-party packages to enhance your SharePoint solutions?



Multiple response question; chart excludes responses less than 2%.

NOTE: Percentages include only those respondents who indicated they are using SharePoint.

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STRATEGY

Does your firm use any of the following third-party packages to enhance your SharePoint solutions?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	66	96%	89	77%	45	52%	15	36%	18	39%
DMS/ECM	Add-in from your DMS vendor (e.g., iManage, NetDocuments)	1	1%	13	11%	9	10%	6	14%	7	15%
PRACTICE MANAGEMENT	BA Insight (search)	0	0%	0	0%	3	3%	5	12%	8	17%
	Handshake (Aderant)	0	0%	9	8%	26	30%	16	38%	10	22%
	Nintex	0	0%	3	3%	6	7%	2	5%	6	13%
	SeeUnity	0	0%	1	1%	3	3%	3	7%	5	11%
BUSINESS APPLICATIONS	Other (please specify)	2	3%	6	5%	5	6%	3	7%	1	2%



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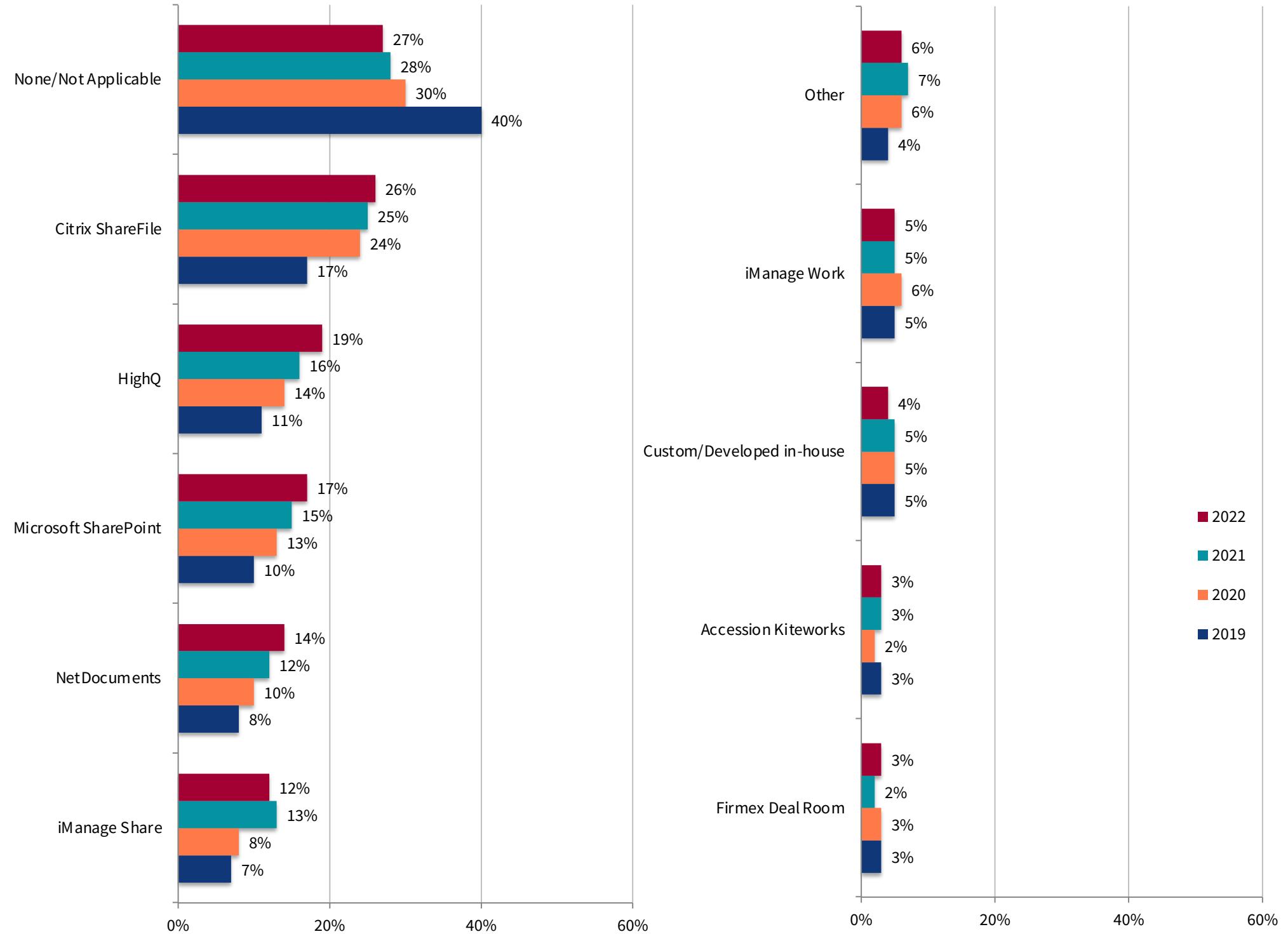
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which EXTRANET platform does your firm use?



Multiple response question; chart excludes responses less than 2%.

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		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not Applicable	72	49%	50	28%	15	14%	3	6%	1	2%
DMS/ECM	Accection Kiteworks	2	1%	0	0%	6	6%	3	6%	7	14%
	Citrix ShareFile	32	22%	57	32%	25	24%	15	31%	10	20%
	Firmex Deal Room	2	1%	5	3%	6	6%	4	8%	0	0%
PRACTICE MANAGEMENT	HighQ	0	0%	15	8%	30	29%	25	52%	28	55%
	iManage Share	11	8%	28	16%	14	13%	7	15%	5	10%
	iManage Work	6	4%	13	7%	7	7%	1	2%	0	0%
BUSINESS APPLICATIONS	Microsoft SharePoint	12	8%	29	16%	18	17%	13	27%	16	31%
	NetDocuments	26	18%	22	12%	11	10%	5	10%	8	16%
	Custom/Developed in-house	1	1%	6	3%	6	6%	0	0%	8	16%
COLLABORATION	Other (please specify)	3	2%	7	4%	9	9%	3	6%	7	14%

MOBILE DEVICE USE

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STRATEGY

Which EXTRANET platform does your firm use?

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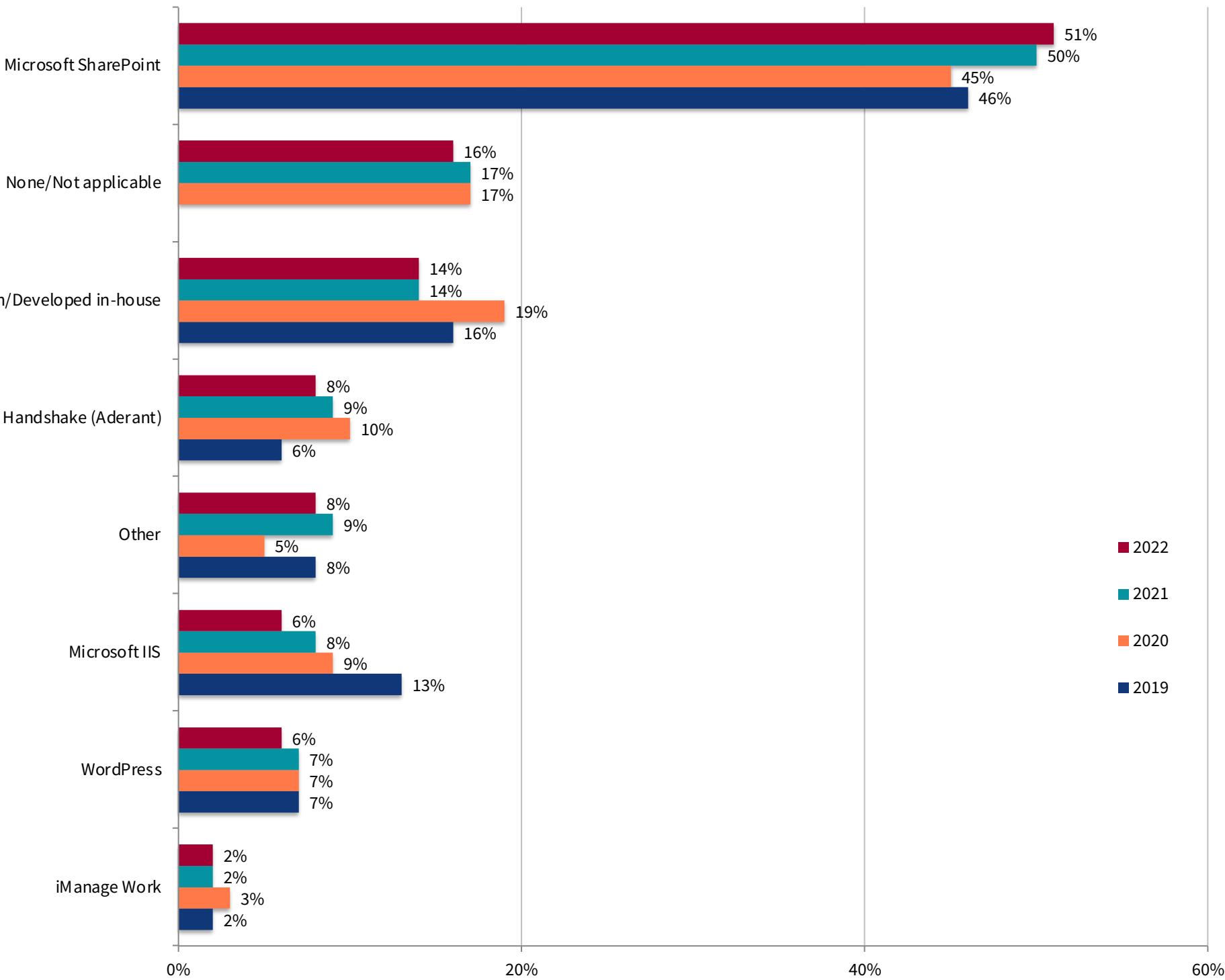
COLLABORATION

MOBILE DEVICE USE

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STRATEGY

Which INTRANET platform does your firm use?

Multiple response question; chart excludes responses less than 2%.

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STRATEGY

Which INTRANET platform does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	55	38%	22	12%	3	3%	2	4%	0	0%
	Handshake (Aderant)	0	0%	9	5%	22	21%	9	19%	3	6%
	iManage Work Web	7	5%	3	2%	2	2%	0	0%	1	2%
PRACTICE MANAGEMENT	Microsoft IIS	9	6%	16	9%	5	5%	1	2%	1	2%
	Microsoft SharePoint	50	34%	83	47%	63	60%	30	64%	43	84%
	WordPress	15	10%	10	6%	2	2%	2	4%	0	0%
BUSINESS APPLICATIONS	Custom/Developed in-house	14	10%	30	17%	18	17%	5	11%	7	14%
	Other (please specify)	2	1%	21	12%	11	10%	5	11%	5	10%



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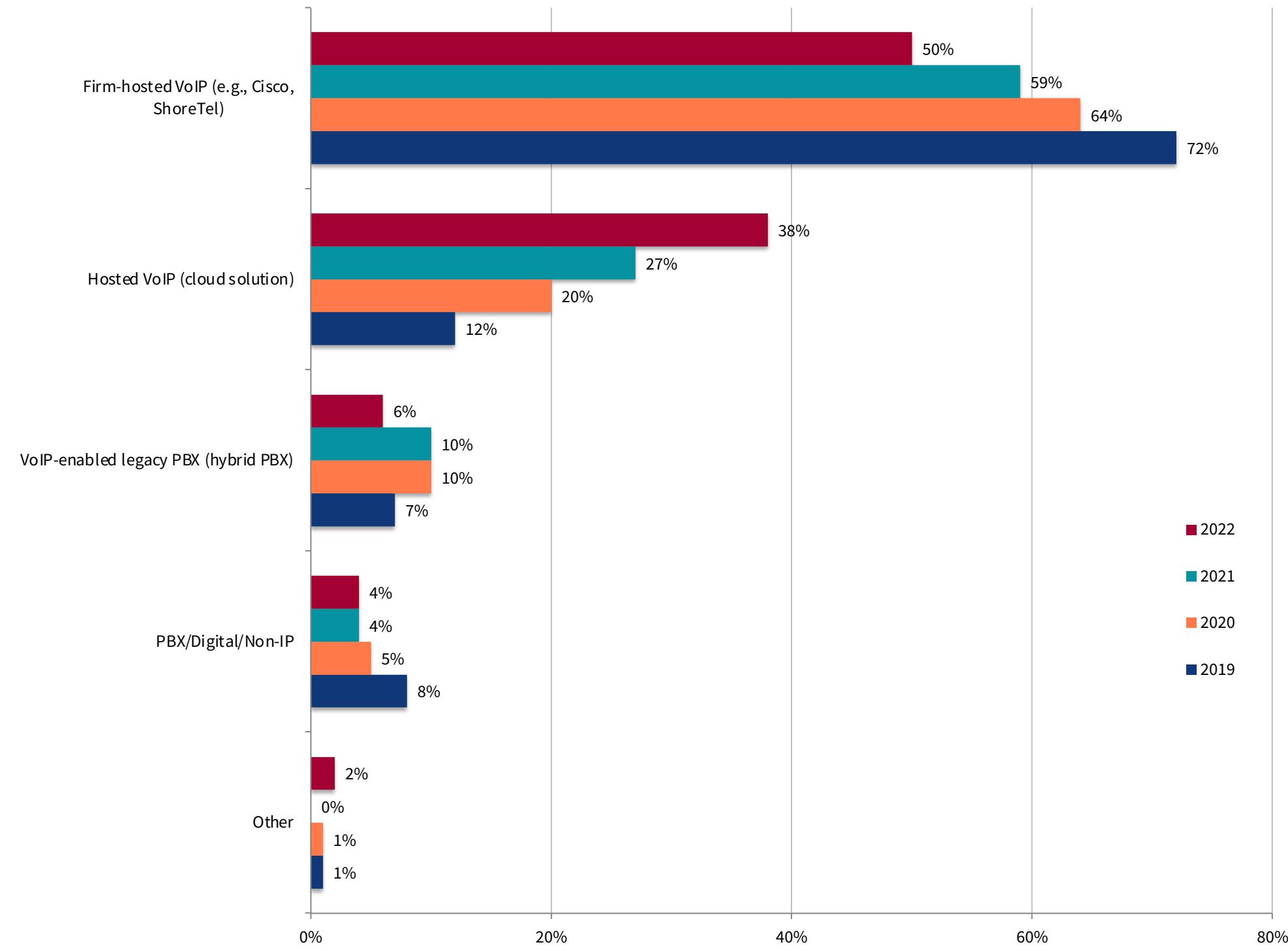
MOBILE DEVICE USE

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STRATEGY

Which PRIMARY type of phone system does your firm use?



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STRATEGY

Which PRIMARY type of phone system does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	Firm-hosted VoIP (e.g., Cisco, ShoreTel)	47	32%	83	47%	64	61%	32	67%	38	75%
DMS/ECM	Hosted VoIP (cloud solution)	73	50%	73	41%	35	33%	10	21%	10	20%
PRACTICE MANAGEMENT	PBX/Digital/Non-IP	11	7%	7	4%	2	2%	1	2%	0	0%
	VoIP-enabled legacy PBX (hybrid PBX)	11	7%	14	8%	3	3%	4	8%	2	4%
	Other (please specify)	5	3%	1	1%	1	1%	1	2%	1	2%



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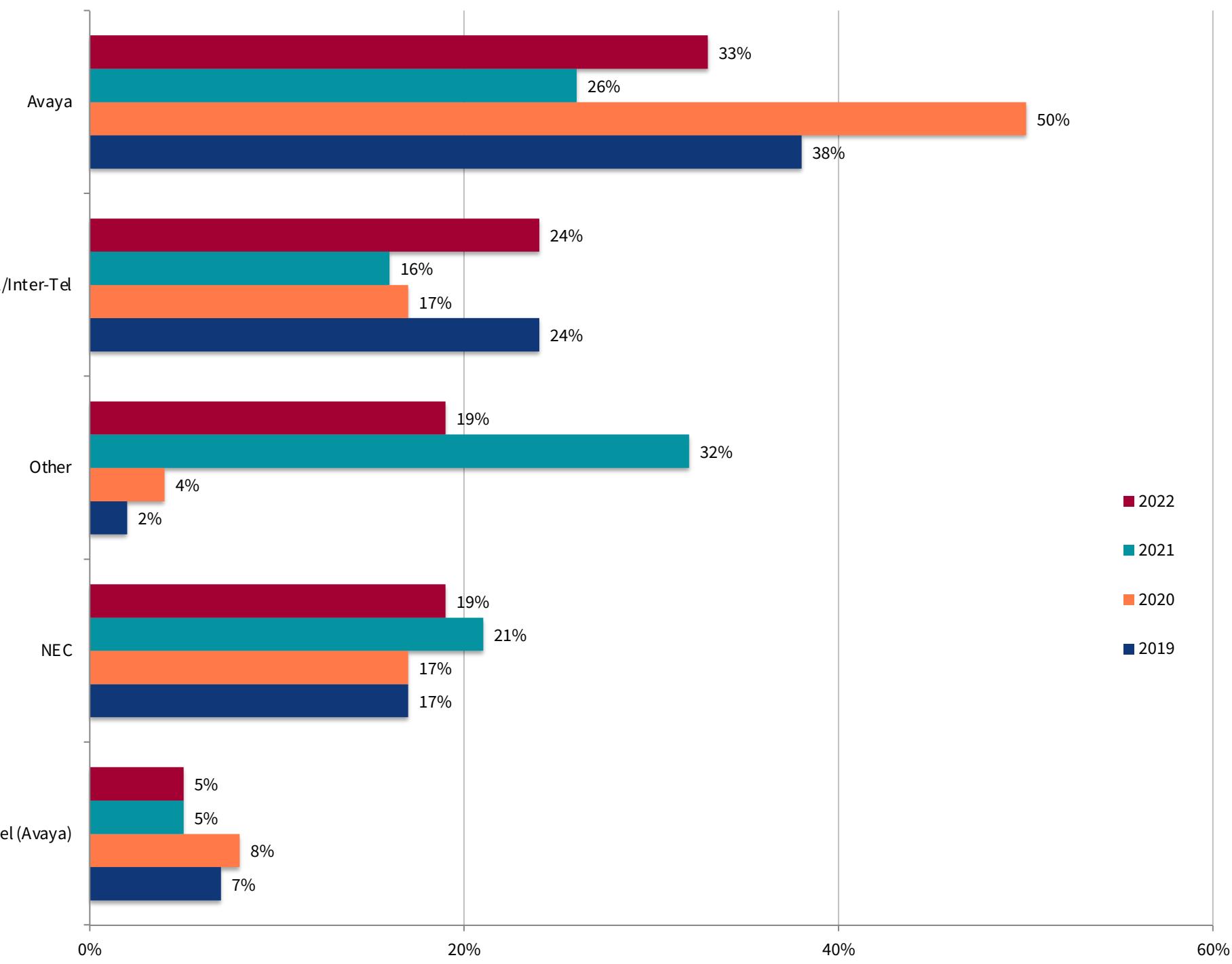
MOBILE DEVICE USE

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STRATEGY

Which brand of PBX/digital/Non-IP phone system does your firm use?



NOTE: Percentages include only those respondents who indicated they are using a PBX/digital/Non-IP phone system.



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STRATEGY

Which brand of PBX/digital/Non-IP phone system does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	Avaya	4	36%	3	43%	0	0%	0	0%
DMS/ECM	Mitel/Inter-Tel	3	27%	1	14%	0	0%	1	100%
	NEC	1	9%	3	43%	0	0%	0	0%
	Nortel (Avaya)	1	9%	0	0%	0	0%	0	0%
PRACTICE MANAGEMENT	Other (please specify)	2	18%	0	0%	2	100%	0	0%



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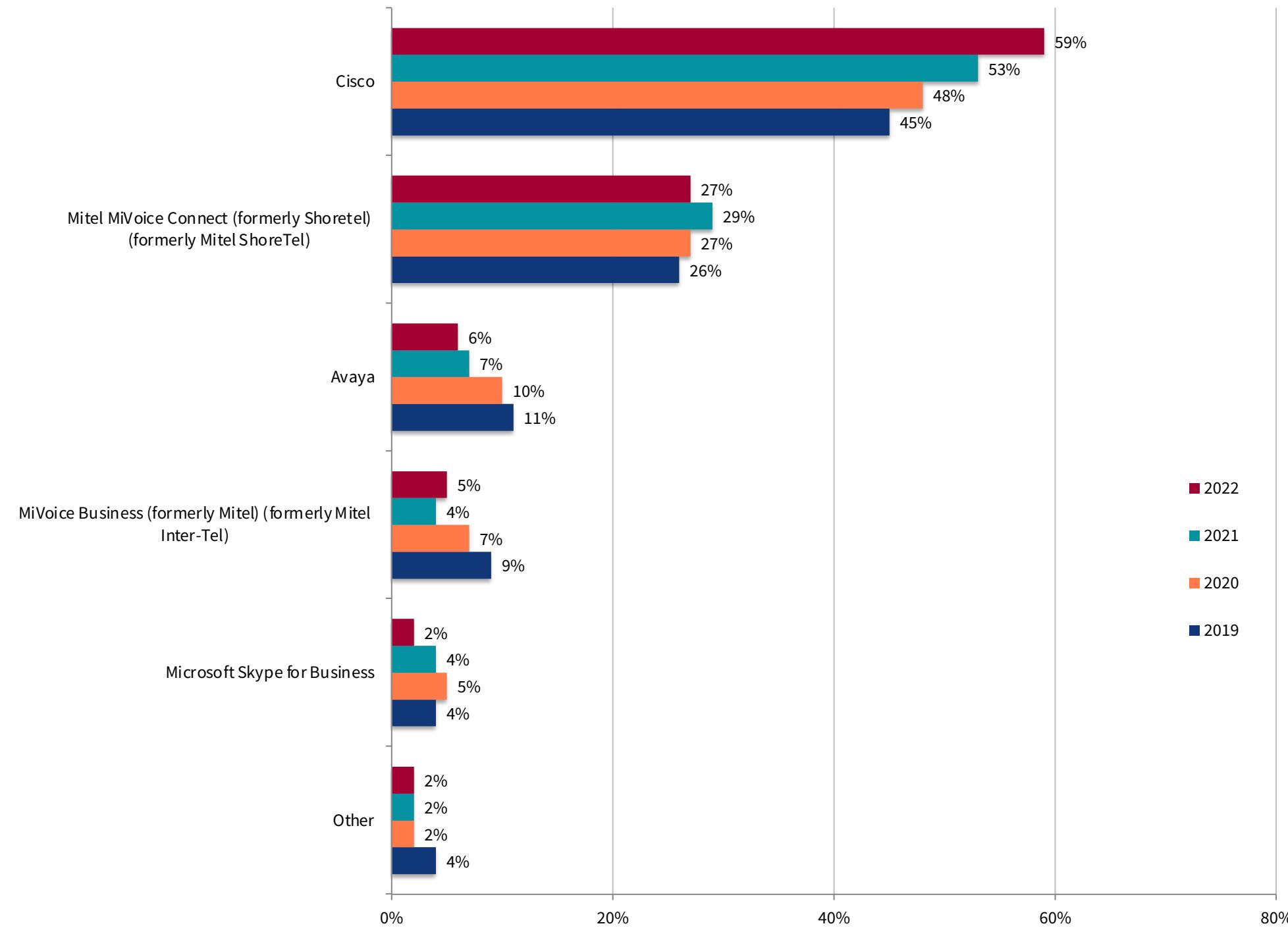
MOBILE DEVICE USE

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STRATEGY

Which brand of firm-hosted VoIP phone system does your firm use?



NOTE: Percentages include only those respondents who indicated they are using a firm-hosted VoIP phone system.



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STRATEGY

Which brand of firm-hosted VoIP phone system does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	Avaya	3	27%	6	43%	2	67%	3	75%	2	100%
DMS/ECM	Mitel Inter-Tel	5	45%	7	50%	0	0%	0	0%	0	0%
	NEC	1	9%	1	7%	0	0%	0	0%	0	0%
	Other (please specify)	2	18%	0	0%	1	33%	1	25%	0	0%



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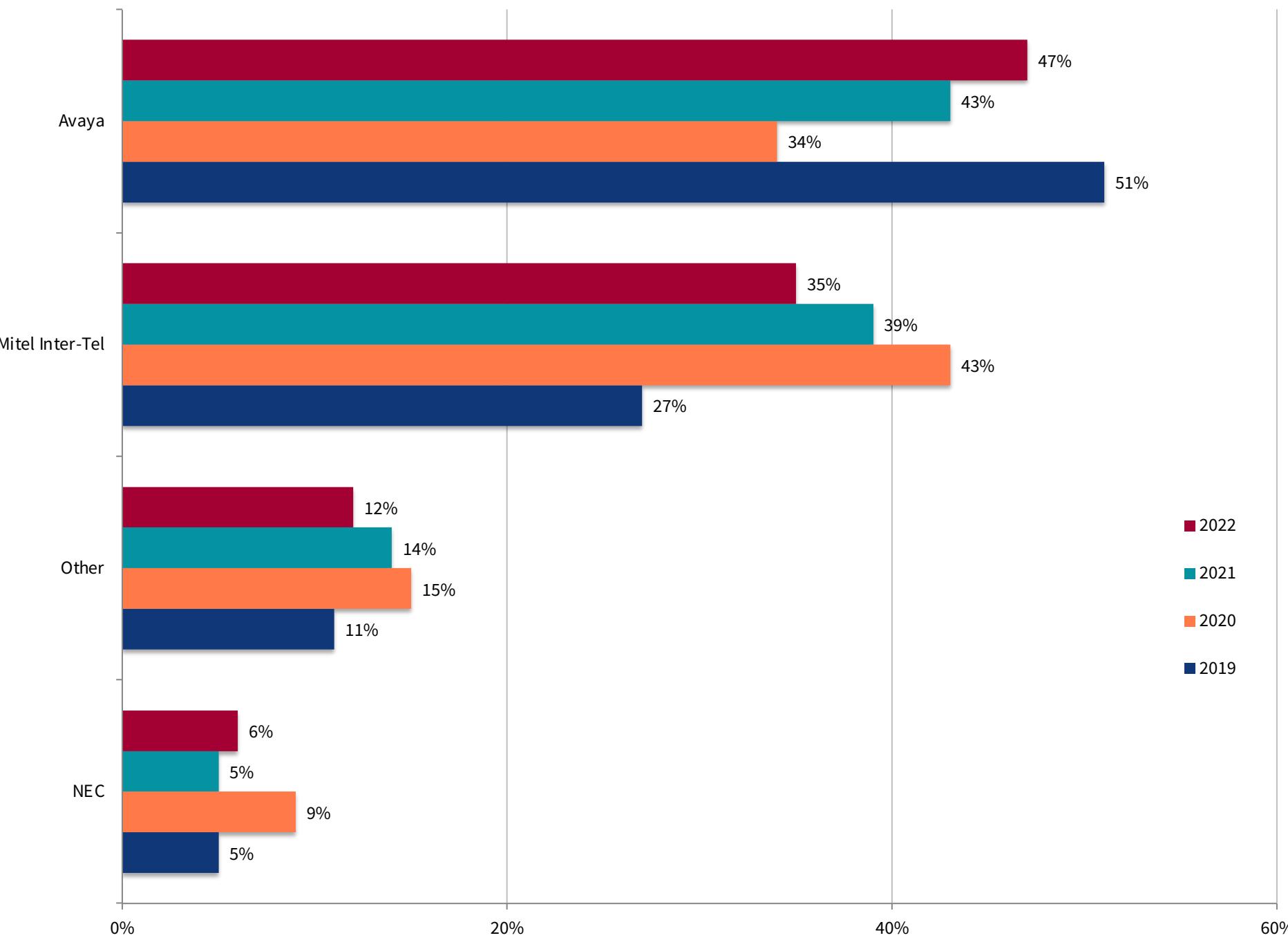
MOBILE DEVICE USE

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STRATEGY

Which brand of VoIP-enabled legacy PBX phone system does your firm use?



NOTE: Percentages include only those respondents who indicated they are using a VoIP-enabled legacy PBX phone system.

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STRATEGY

Which brand of VoIP-enabled legacy PBX phone system does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	Avaya	3	27%	6	43%	2	67%	3	75%	2	100%
DMS/ECM	Mitel Inter-Tel	5	45%	7	50%	0	0%	0	0%	0	0%
	NEC	1	9%	1	7%	0	0%	0	0%	0	0%
	Other (please specify)	2	18%	0	0%	1	33%	1	25%	0	0%





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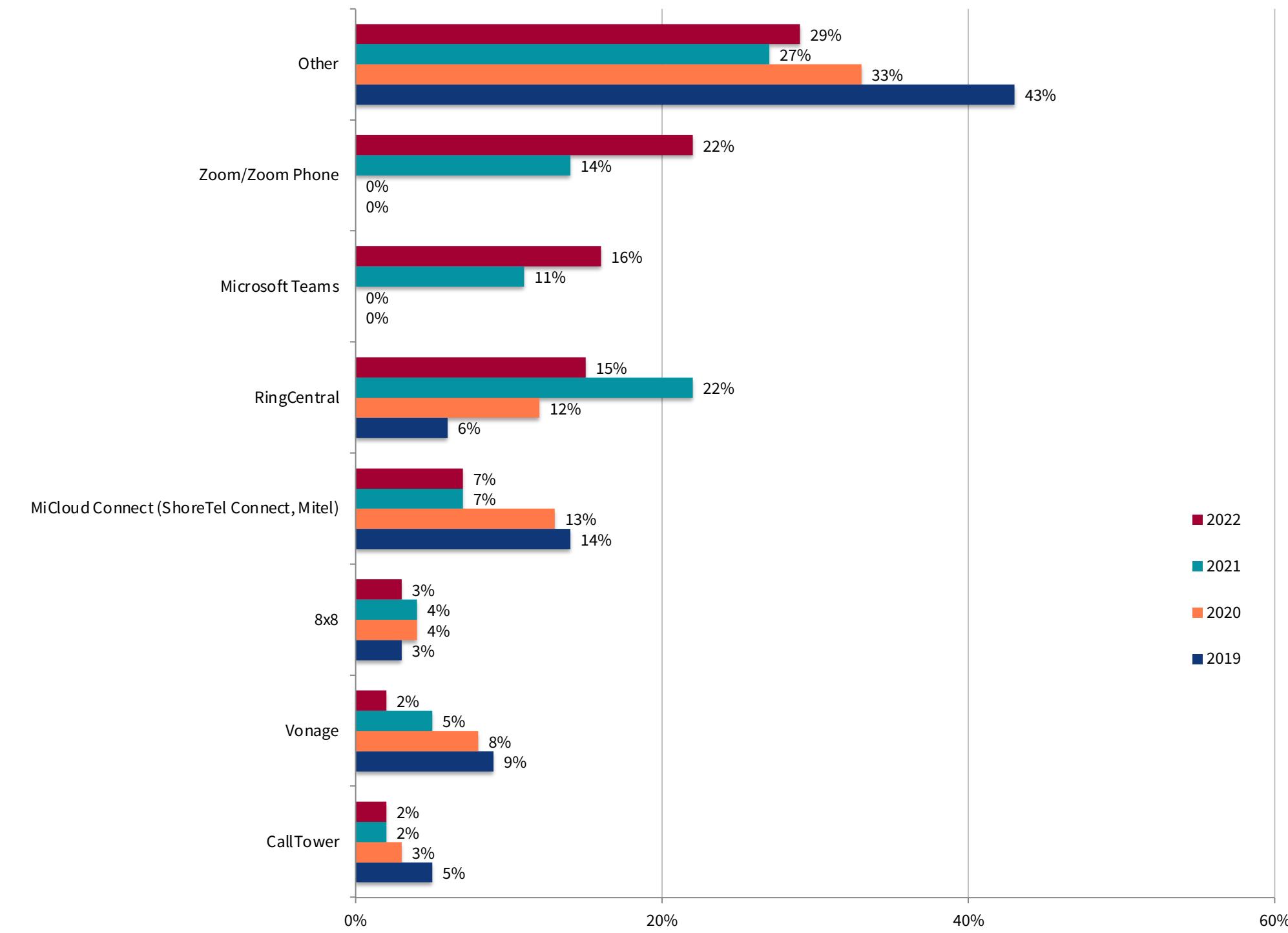
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STRATEGY

Which provider of hosted VoIP phone services does your firm use?



NOTE: Percentages include only those respondents who indicated they are using a hosted VoIP phone system.

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		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
PRACTICE MANAGEMENT	8x8	1	1%	5	7%	0	0%	0	0%	0	0%
	CallTower	1	1%	3	4%	1	3%	0	0%	0	0%
	Evolve IP	1	1%	0	0%	0	0%	0	0%	1	10%
BUSINESS APPLICATIONS	MiCloud Connect (ShoreTel Connect, Mitel)	8	11%	7	10%	0	0%	0	0%	0	0%
	Microsoft Teams	4	5%	13	18%	7	20%	4	40%	5	50%
	Nextiva	2	3%	0	0%	0	0%	0	0%	0	0%
COLLABORATION	RingCentral	12	16%	10	14%	7	20%	1	10%	0	0%
	Verizon	0	0%	1	1%	0	0%	0	0%	0	0%
	Vonage	3	4%	2	3%	0	0%	0	0%	0	0%
MOBILE DEVICE USE	Zoom/Zoom Phone	13	18%	17	23%	10	29%	2	20%	2	20%
	Other (please specify)	28	38%	15	21%	10	29%	3	30%	2	20%

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STRATEGY

Which provider of hosted VoIP phone services does your firm use?



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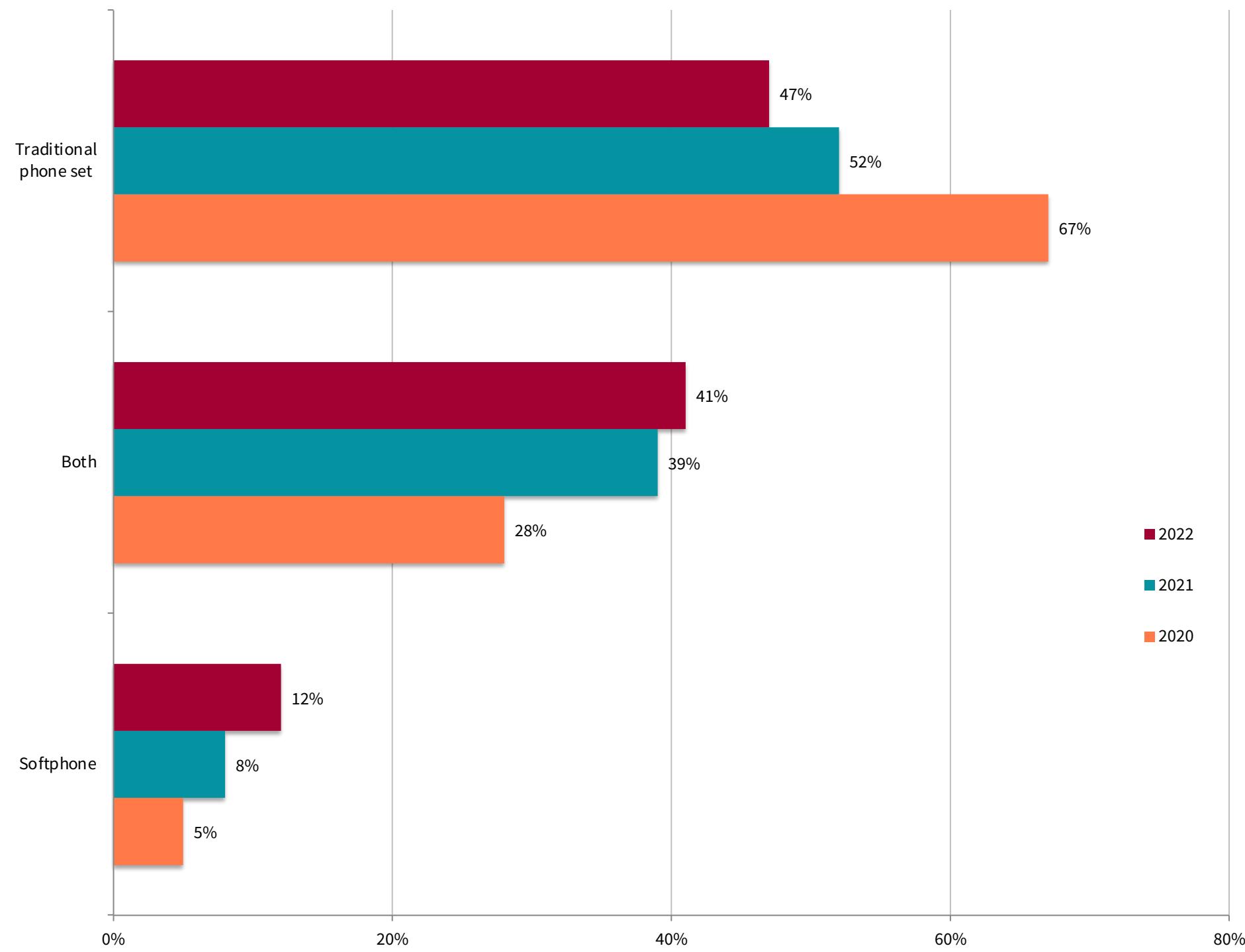
MOBILE DEVICE USE

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STRATEGY

Which PRIMARY phone device/instrument does your firm use?



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STRATEGY

Which PRIMARY phone device/instrument does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	Softphone	12	8%	24	13%	13	12%	8	17%	8	16%
	Traditional phone set	80	54%	91	51%	47	45%	19	40%	9	18%
	Both	55	37%	63	35%	45	43%	21	44%	34	67%



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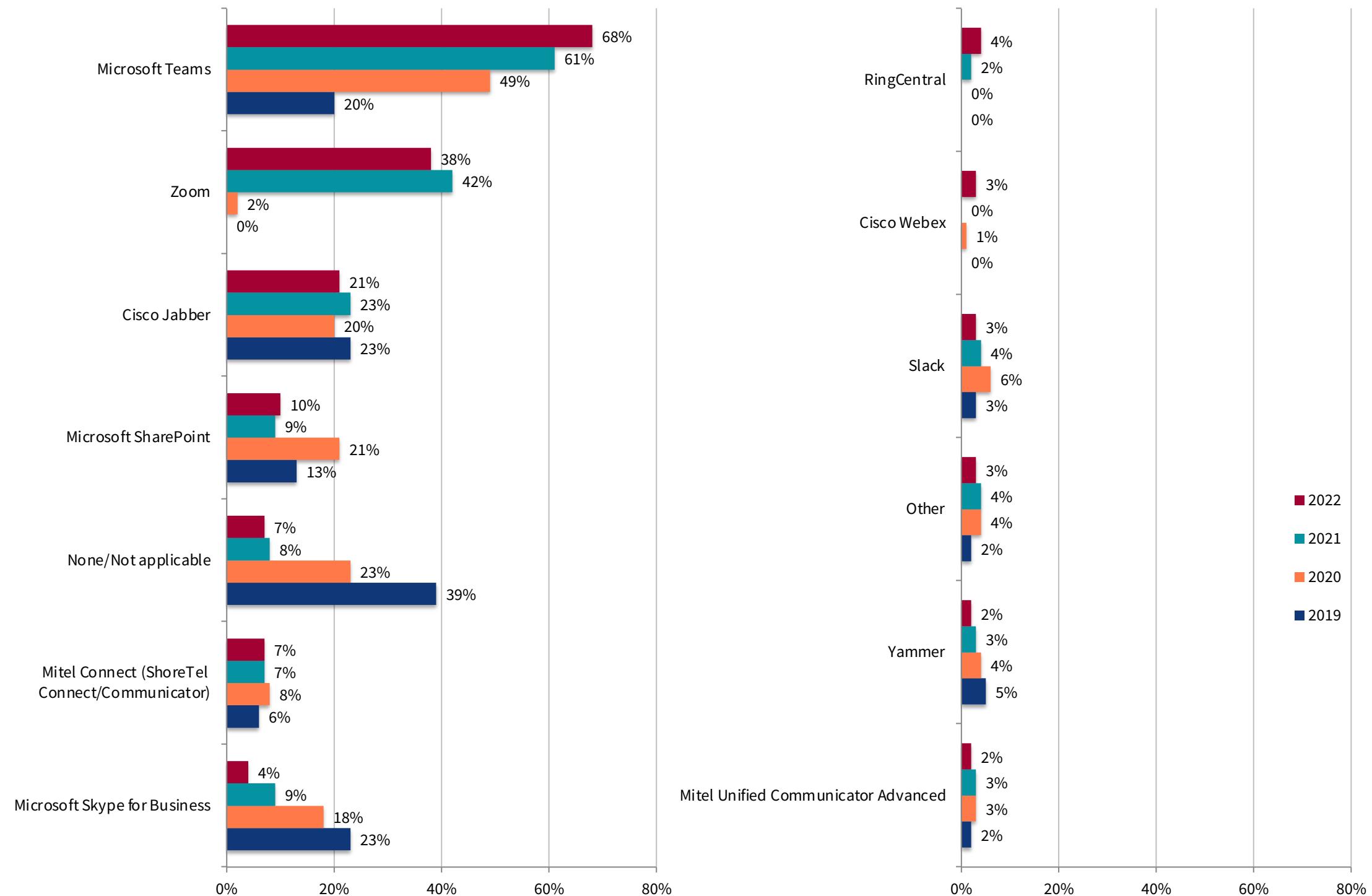
MOBILE DEVICE USE

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STRATEGY

Which collaboration/Messaging tools does your firm use?



Multiple response question; chart excludes responses less than 2%.

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STRATEGY

Which collaboration/Messaging tools does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	22	15%	11	6%	5	5%	0	0%	0	0%
	Cisco Jabber	3	2%	33	19%	35	34%	16	33%	23	45%
	Cisco Webex	0	0%	3	2%	3	3%	4	8%	5	10%
PRACTICE MANAGEMENT	Microsoft SharePoint	13	9%	19	11%	4	4%	4	8%	12	24%
	Microsoft Skype for Business	4	3%	4	2%	5	5%	2	4%	6	12%
	Microsoft Teams	90	62%	113	64%	72	69%	39	81%	42	82%
BUSINESS APPLICATIONS	Mitel Connect (ShoreTel Connect/Communicator)	15	10%	17	10%	6	6%	0	0%	0	0%
	Mitel Unified Communicator Advanced	1	1%	10	6%	0	0%	0	0%	0	0%
	RingCentral	8	6%	8	5%	4	4%	0	0%	0	0%
COLLABORATION	Slack	3	2%	4	2%	1	1%	3	6%	3	6%
	Yammer	2	1%	2	1%	3	3%	2	4%	2	4%
	Zoom	51	35%	70	40%	36	35%	20	42%	21	41%
MOBILE DEVICE USE	Other (please specify)	7	5%	3	2%	2	2%	1	2%	1	2%



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STRATEGY

MOBILE DEVICE USE

- Please estimate what percentage of your firm's lawyers use tablets/iPads in their practice?
- Please estimate the MONTHLY reimbursement for recurring costs related to smartphones provided, for each employee type.
- Please estimate the ANNUAL reimbursement for hardware (device) costs of smartphones or BYOD phones provided, for each employee type.
- Does your firm provide firm-owned smartphones (not BYOD) for:
- Does your firm make available to users any firm-owned devices that provide cellular-based internet access?
- How does your firm reimburse mobile device costs?



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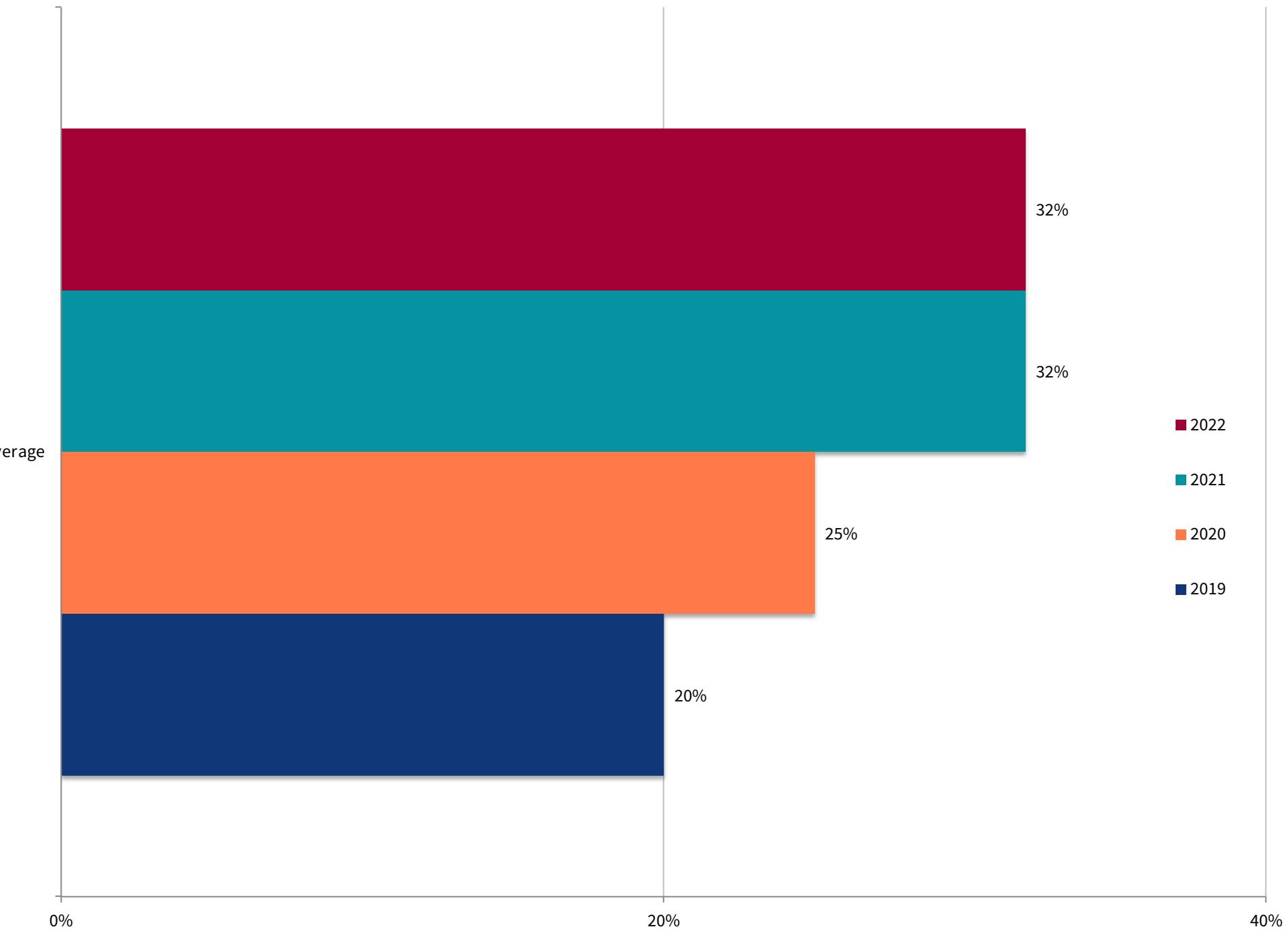
MOBILE DEVICE USE

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STRATEGY

Please estimate what percentage of your firm's lawyers use tablets/iPads in their practice?



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STRATEGY

Please estimate what percentage of your firm's lawyers use tablets/iPads in their practice?

	Under 50 lawyers	50 to 149 lawyers	150 to 349 lawyers	350 to 699 lawyers	700 or more lawyers
Valid N	138	173	101	48	50
Median	20%	20%	20%	23%	34%
Mean	29%	34%	30%	34%	41%

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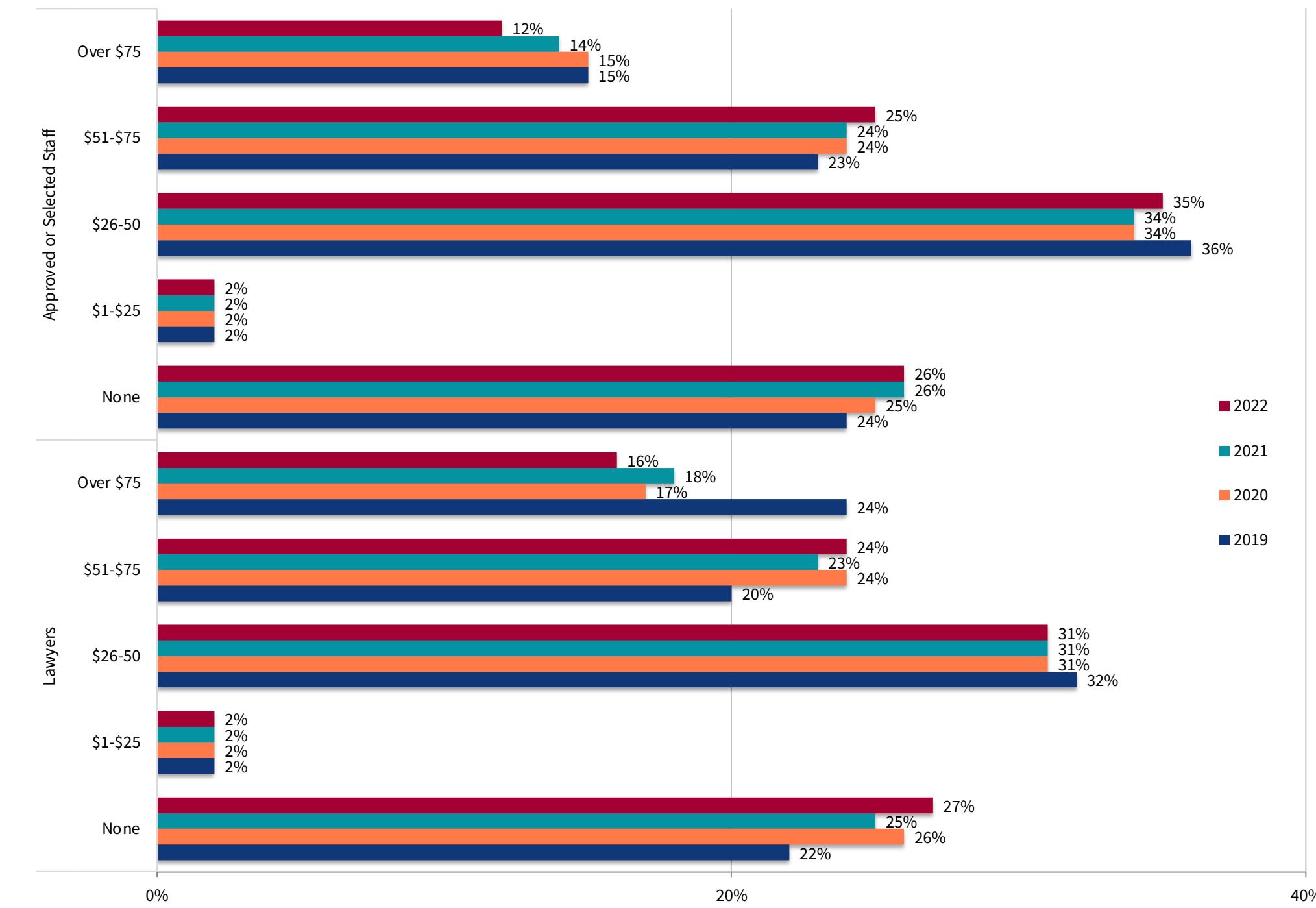
MOBILE DEVICE USE

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STRATEGY

Please estimate the MONTHLY reimbursement for recurring costs related to smartphones provided, for each employee type.



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STRATEGY

Please estimate the MONTHLY reimbursement for recurring costs related to smartphones provided, for each employee type.

LAWYERS

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None	51	35%	34	19%	23	23%	18	38%	14	29%
	\$1-\$25	1	1%	5	3%	1	1%	2	4%	1	2%
	\$26-\$50	34	23%	57	33%	39	38%	12	26%	19	39%
PRACTICE MANAGEMENT	\$51-\$75	28	19%	51	29%	27	26%	9	19%	8	16%
	Over \$75	31	21%	28	16%	12	12%	6	13%	7	14%
	Total	145	100%	175	100%	102	100%	47	100%	49	100%

APPROVED OR SELECTED STAFF

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
MOBILE DEVICE USE	None	55	37%	32	18%	18	18%	16	33%	11	23%
	\$1-\$25	1	1%	5	3%	2	2%	2	4%	2	4%
	\$26-\$50	36	24%	66	38%	41	41%	16	33%	22	46%
SECURITY	\$51-\$75	29	20%	52	30%	31	31%	11	23%	7	15%
	Over \$75	26	18%	18	10%	9	9%	3	6%	6	13%
	Total	147	100%	173	100%	101	100%	48	100%	48	100%



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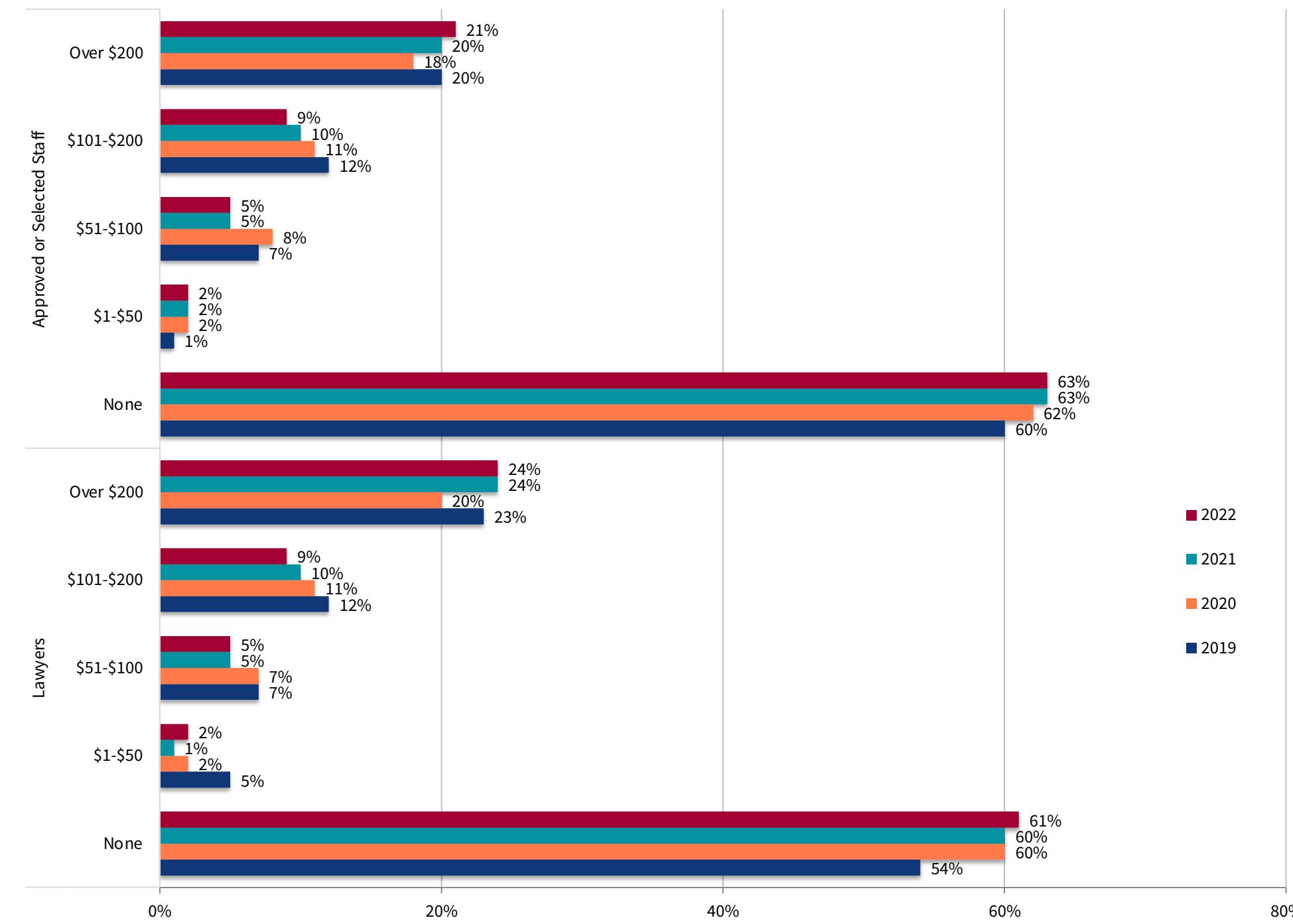
MOBILE DEVICE USE

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STRATEGY

Please estimate the ANNUAL reimbursement for hardware (device) costs of smartphones or BYOD phones provided, for each employee type.



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STRATEGY

Please estimate the ANNUAL reimbursement for hardware (device) costs of smartphones or BYOD phones provided, for each employee type.

LAWYERS

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None	91	62%	98	56%	69	66%	29	60%	34	69%
	\$1-\$50	2	1%	4	2%	0	0%	2	4%	0	0%
	\$51-\$100	5	3%	10	6%	5	5%	2	4%	3	6%
PRACTICE MANAGEMENT	\$101-\$200	10	7%	13	7%	11	11%	6	13%	5	10%
	Over \$200	38	26%	50	29%	19	18%	9	19%	7	14%
	Total	146	100%	175	100%	104	100%	48	100%	49	100%

APPROVED OR SELECTED STAFF

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
MOBILE DEVICE USE	None	97	66%	101	58%	67	65%	30	63%	35	71%
	\$1-\$50	2	1%	4	2%	0	0%	2	4%	0	0%
	\$51-\$100	4	3%	11	6%	4	4%	4	8%	4	8%
SECURITY	\$101-\$200	9	6%	14	8%	13	13%	4	8%	5	10%
	Over \$200	35	24%	45	26%	19	18%	8	17%	5	10%
	Total	147	100%	175	100%	103	100%	48	100%	49	100%

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OFFICE APPLICATION SOFTWARE

DMS/ECM

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COLLABORATION

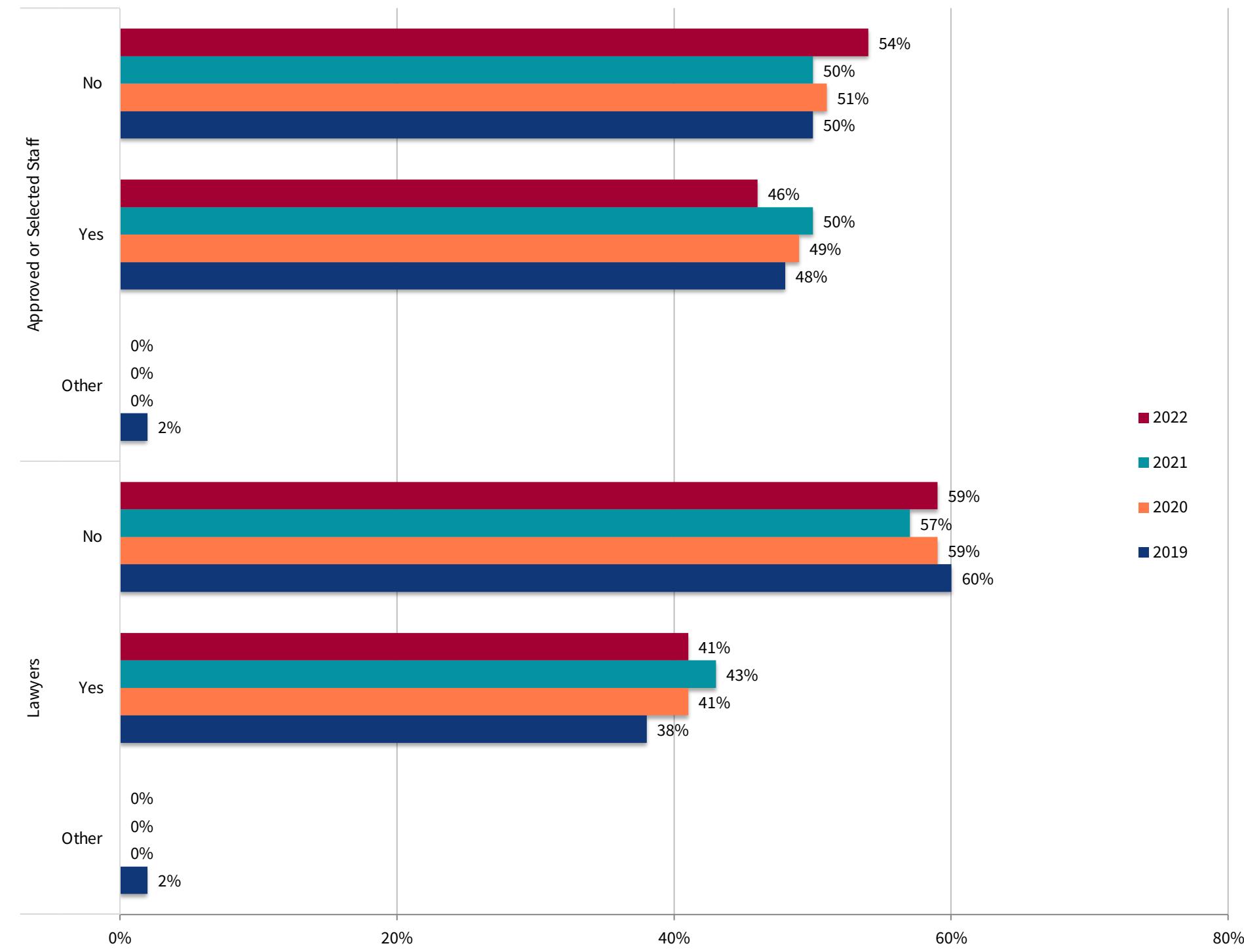
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Does your firm provide firm-owned smartphones (not BYOD) for:



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STRATEGY

Please estimate the ANNUAL reimbursement for hardware (device) costs of smartphones or BYOD phones provided, for each employee type.

LAWYERS

	Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
Yes	58	40%	65	37%	44	42%	21	44%	28	57%
No	88	60%	112	63%	61	58%	27	56%	21	43%
Total	146	100%	177	100%	105	100%	48	100%	49	100%

APPROVED OR SELECTED STAFF

	Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
Yes	58	39%	80	45%	48	46%	25	52%	33	66%
No	89	61%	96	55%	57	54%	23	48%	17	34%
Total	147	100%	176	100%	105	100%	48	100%	50	100%



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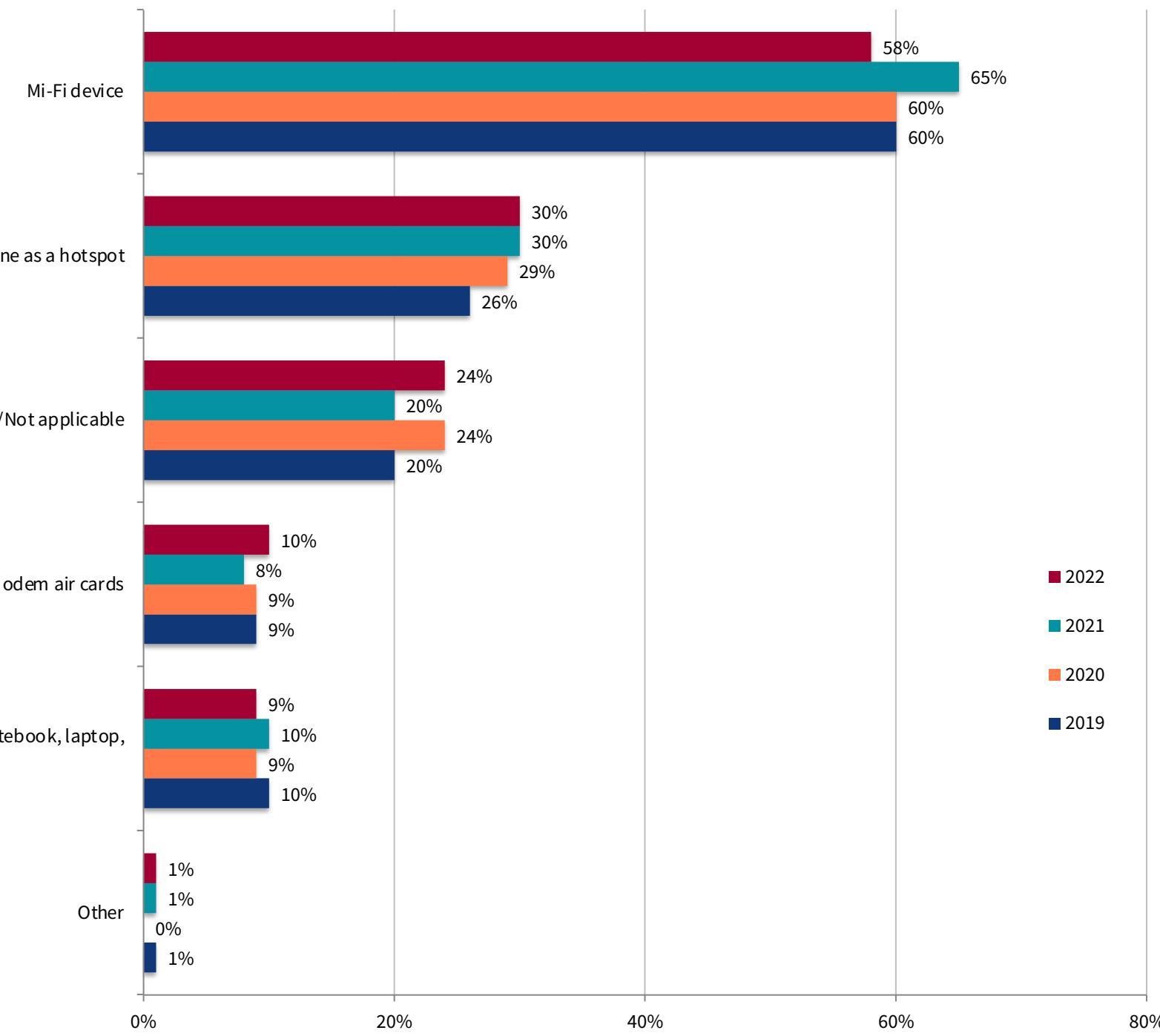
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Does your firm make available to users any firm-owned devices that provide cellular-based internet access?



Multiple response question; chart excludes responses less than 2%.

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STRATEGY

Does your firm make available to users any firm-owned devices that provide cellular-based internet access?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	55	38%	35	20%	21	20%	8	17%	5	10%
	Cellular modem air cards	11	8%	20	11%	10	10%	8	17%	4	8%
	Embedded cellular modem in notebook, laptop, or tablet	9	6%	16	9%	8	8%	6	13%	8	16%
PRACTICE MANAGEMENT	Firm-owned smartphone as a hotspot	36	25%	45	25%	33	31%	22	46%	21	42%
	Mi-Fi device	66	45%	110	62%	68	65%	29	60%	32	64%
	Other (please specify)	0	0%	2	1%	3	3%	1	2%	1	2%



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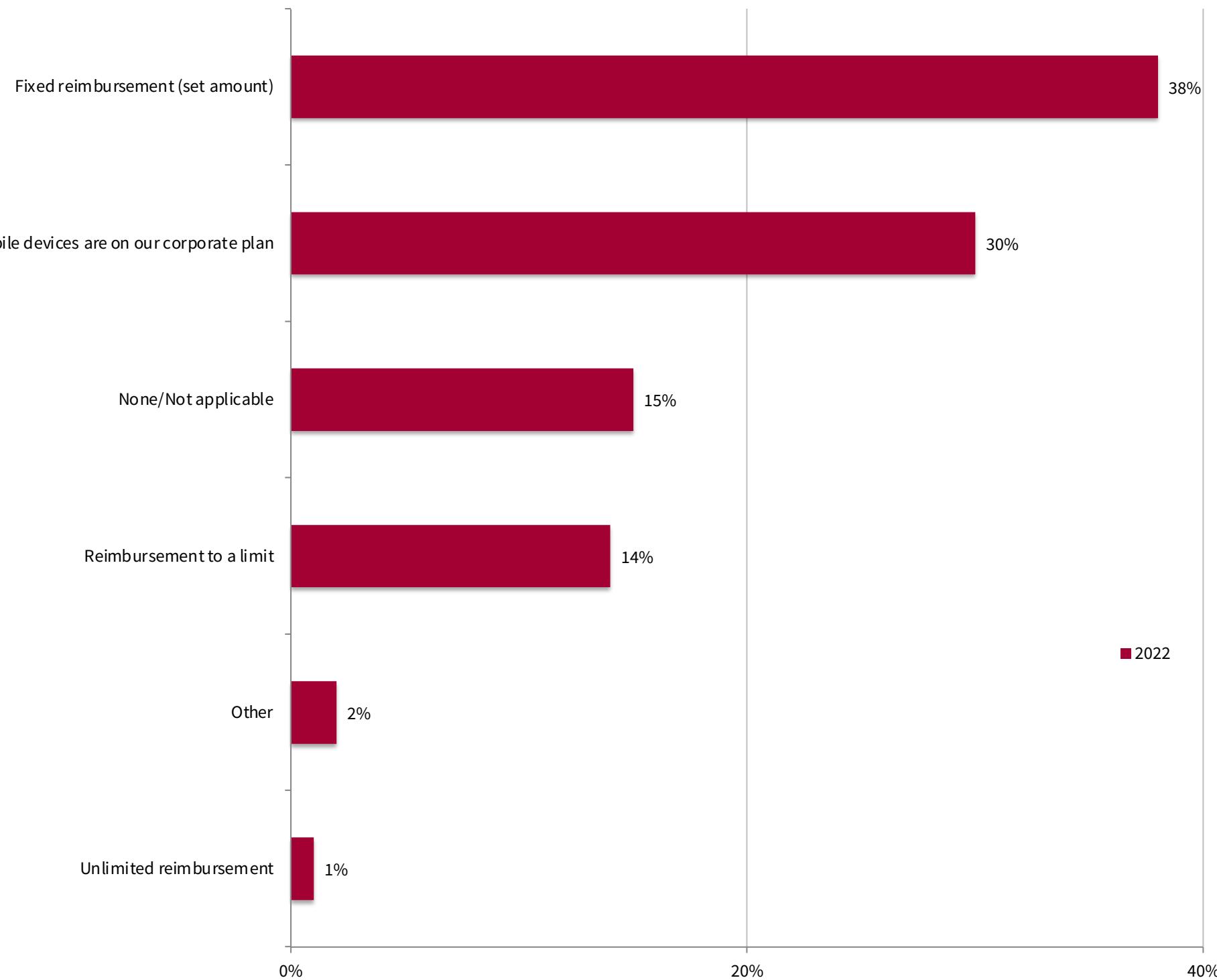
MOBILE DEVICE USE

SECURITY

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STRATEGY

How does your firm reimburse mobile device costs?



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STRATEGY

How does your firm reimburse mobile device costs?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	34	23%	24	14%	11	10%	7	15%	2	4%
	Fixed reimbursement (set amount)	43	29%	78	44%	46	44%	14	30%	17	34%
	Reimbursement to a limit	17	12%	23	13%	15	14%	8	17%	11	22%
PRACTICE MANAGEMENT	Unlimited reimbursement	3	2%	2	1%	0	0%	0	0%	0	0%
	Mobile devices are on our corporate plan	46	31%	45	26%	31	30%	18	38%	18	36%
	Other (please specify)	4	3%	4	2%	2	2%	0	0%	2	4%



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STRATEGY

SECURITY

- Which secure file sharing solution(s) does your firm provide to users?
- What is your firm's policy on the use of hosted consumer storage/transfer platforms (Dropbox, Box.com, Evernote, etc.)?
- Which replication hardware or software does your firm use to automate the replication of critical data?
- Where does your firm store server backups?
- Which PRIMARY backup solution and/or backup service provider does your firm use to protect server data?
- Which PRIMARY brand of firewall does your firm use?
- Which web filtering appliance, software system, and/or cloud-based service does your firm use to block harmful or objectionable Web content?
- Which encryption technologies does your firm use as security measures?
- Which PRIMARY workstation security software does your firm use?
- Which ADDITIONAL endpoint protection tools does your firm use?
- Which PRIMARY behavior analytics or application whitelisting endpoint security software does your firm use?
- Which ADDITIONAL behavior analytics or application whitelisting end-point security software does your firm use?
- Besides encryption and workstation security software, which security measures does your firm have in place?
- Which PRIMARY server log retention/SIEM (security information event management) system does your firm use?
- Which password management application(s) does your firm provide to users?
- Which phishing, vishing, social engineering, or security awareness program(s) does your firm use?
- Which PRIMARY multi-factor authentication (MFA) product or service does your firm use?
- What do you secure with a multi-factor authentication (MFA) product or service?
- Which PRIMARY email encryption solution or technology does your firm use?
- What are your firm's three biggest security challenges?
- How often does your firm run vulnerability scans on your network?
- Which network vulnerability scan tool(s) does your firm use?
- How often does your firm have any type of third-party security assessment performed?
- Which security assessment vendor(s) does your firm use?
- Which managed SECURITY service provider(s) (MSSP) does your firm use?
- Which solution does your firm use to assess and manage the security risks of using third-party vendors?
- At what point does a user's failure on phishing exercises result in disciplinary action?

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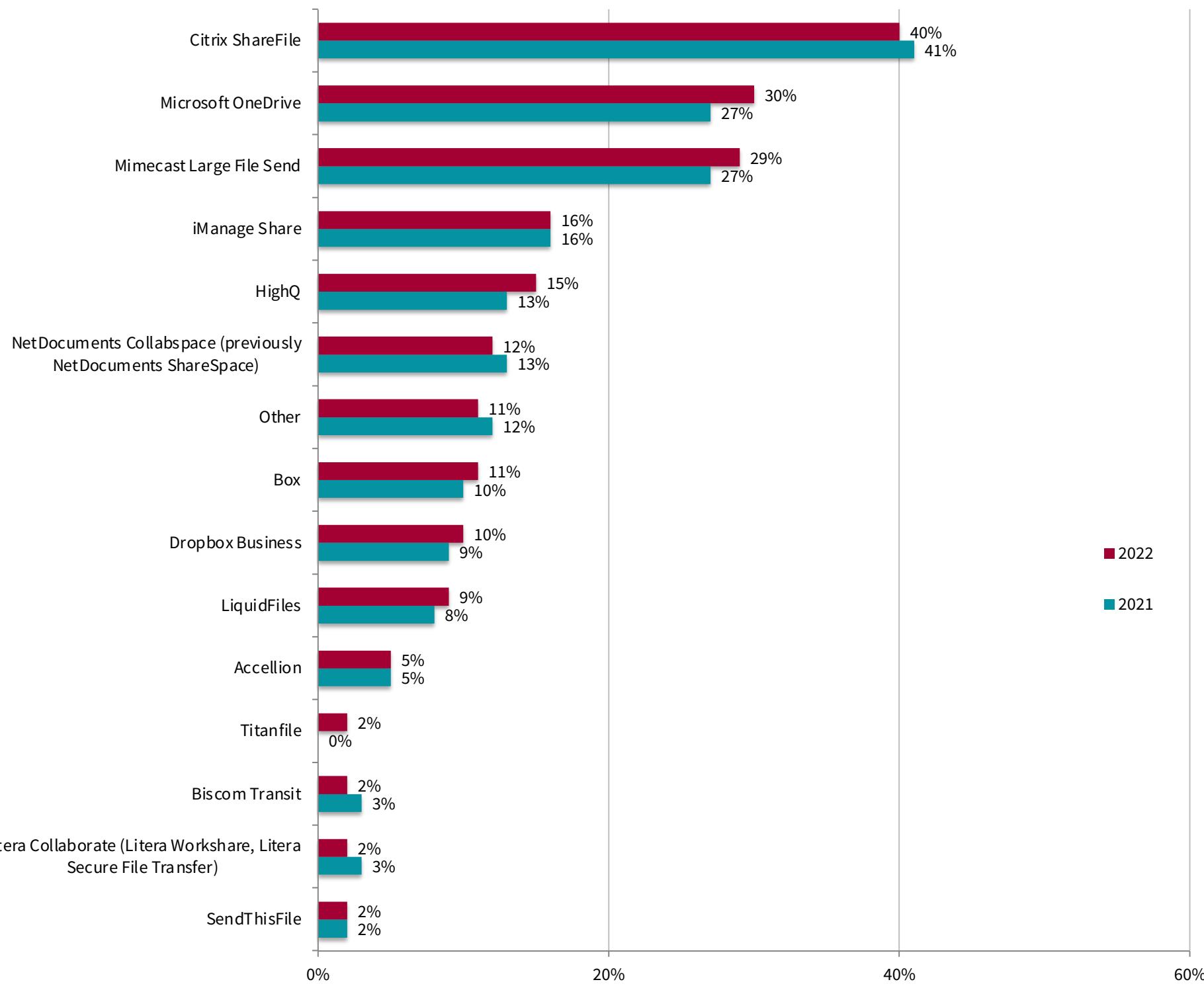
MOBILE DEVICE USE

SECURITY

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STRATEGY

Which secure file sharing solution(s) does your firm provide to users?



Multiple response question; chart excludes responses less than 2%.

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COMPUTER HARDWARE & OPERATING SYSTEMS

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		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	3	2%	1	1%	2	2%	0	0%	0	0%
DMS/ECM	Accellion	2	1%	0	0%	9	9%	5	10%	9	18%
	Biscom Transit	2	1%	3	2%	1	1%	4	8%	3	6%
PRACTICE MANAGEMENT	Box	12	8%	11	6%	13	12%	5	10%	16	31%
	Citrix ShareFile	63	43%	77	43%	38	36%	20	42%	16	31%
BUSINESS APPLICATIONS	Dropbox Business	16	11%	18	10%	6	6%	7	15%	8	16%
	HighQ	0	0%	14	8%	23	22%	19	40%	23	45%
	iManage Share	17	12%	35	20%	15	14%	8	17%	8	16%
	LiquidFiles	16	11%	13	7%	10	10%	3	6%	3	6%
COLLABORATION	Litera Collaborate (Litera Workshare, Litera Secure File Transfer)	0	0%	1	1%	3	3%	3	6%	2	4%
	Microsoft OneDrive	36	24%	61	34%	30	29%	17	35%	15	29%
	Mimecast Large File Send	43	29%	68	38%	20	19%	11	23%	11	22%
MOBILE DEVICE USE	NetDocuments CollabSpace (previously NetDocuments ShareSpace)	23	16%	20	11%	12	11%	4	8%	7	14%
	SendThisFile	0	0%	7	4%	3	3%	1	2%	0	0%
SECURITY	TitanFile	1	1%	6	3%	4	4%	1	2%	1	2%
	Other (please specify)	16	11%	13	7%	13	12%	7	15%	7	14%

BUSINESS CONTINUITY

STRATEGY



Which secure file sharing solution(s) does your firm provide to users?

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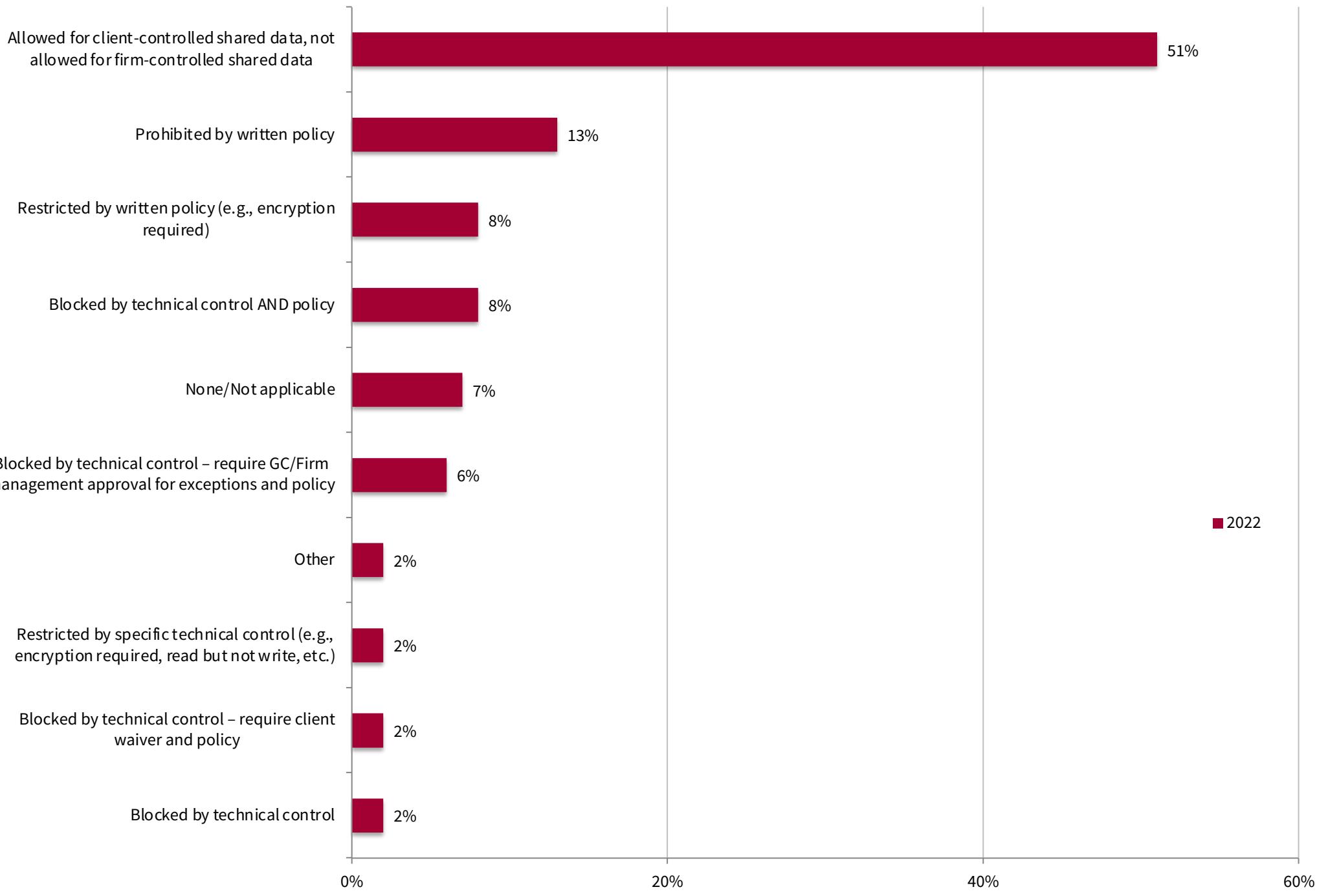
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

What is your firm's policy on the use of hosted consumer storage/transfer platforms (Dropbox, Box.com, Evernote, etc.)?



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STRATEGY

What is your firm's policy on the use of hosted consumer storage/transfer platforms (Dropbox, Box.com, Evernote, etc.)?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	20	14%	13	7%	2	2%	0	0%	0	0%
DMS/ECM	Allowed for client-controlled shared data, not allowed for firm-controlled shared data	77	52%	100	56%	55	52%	22	47%	15	30%
PRACTICE MANAGEMENT	Blocked by technical control	2	1%	5	3%	1	1%	2	4%	2	4%
BUSINESS APPLICATIONS	Blocked by technical control AND policy	5	3%	14	8%	10	10%	4	9%	7	14%
COLLABORATION	Blocked by technical control – require client waiver and policy	1	1%	1	1%	3	3%	2	4%	6	12%
MOBILE DEVICE USE	Blocked by technical control – require GC/Firm management approval for exceptions and policy	5	3%	9	5%	7	7%	3	6%	8	16%
	Restricted by specific technical control (e.g., encryption required, read but not write, etc.)	3	2%	1	1%	0	0%	3	6%	1	2%
	Prohibited by written policy	23	16%	19	11%	13	12%	8	17%	4	8%
	Restricted by written policy (e.g., encryption required)	9	6%	14	8%	12	11%	1	2%	5	10%
	Other (please specify)	2	1%	1	1%	2	2%	2	4%	2	4%



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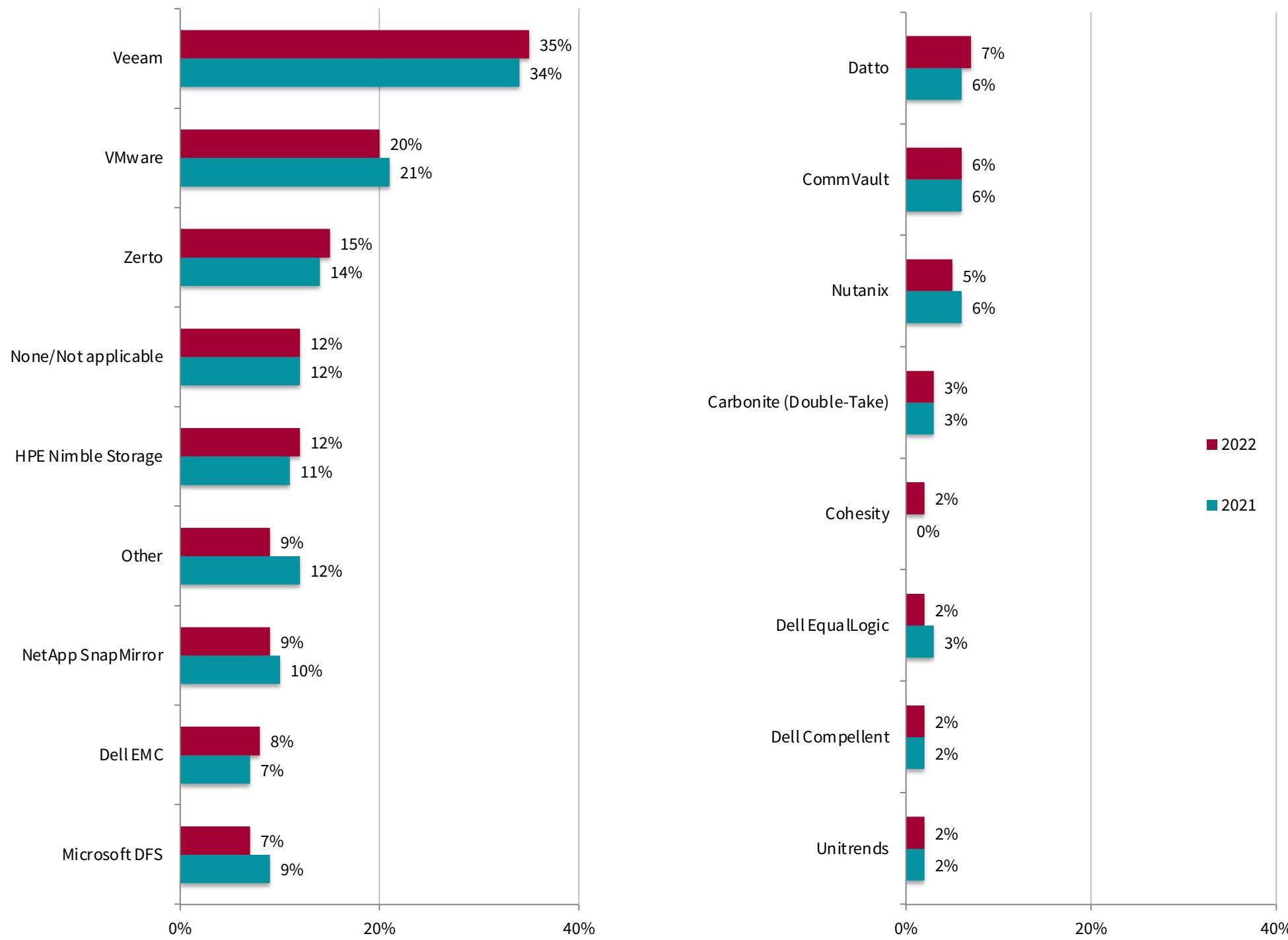
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which replication hardware or software does your firm use to automate the replication of critical data?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

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		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	34	23%	17	10%	7	7%	2	4%	2	4%
DMS/ECM	Carbonite (Double-Take)	4	3%	5	3%	2	2%	5	11%	0	0%
	Cohesity	0	0%	3	2%	2	2%	2	4%	3	6%
	CommVault	3	2%	3	2%	9	9%	5	11%	13	25%
PRACTICE MANAGEMENT	Datto	22	15%	11	6%	2	2%	0	0%	0	0%
	Dell Compellent	1	1%	4	2%	3	3%	2	4%	0	0%
	Dell EMC	5	3%	12	7%	12	11%	4	9%	8	16%
BUSINESS APPLICATIONS	Dell EqualLogic	4	3%	6	3%	0	0%	1	2%	0	0%
	FalconStor	0	0%	0	0%	0	0%	0	0%	0	0%
	HPE Nimble Storage	11	7%	26	15%	18	17%	2	4%	6	12%
COLLABORATION	Microsoft DFS	3	2%	10	6%	15	14%	5	11%	3	6%
	NetApp SnapMirror	1	1%	15	8%	12	11%	8	17%	12	24%
	Nutanix	1	1%	6	3%	8	8%	5	11%	8	16%
MOBILE DEVICE USE	StorageCraft	3	2%	2	1%	0	0%	0	0%	0	0%
	Unitrends	6	4%	3	2%	1	1%	0	0%	0	0%
SECURITY	Veeam	47	32%	79	45%	35	33%	12	26%	10	20%
	VMware	22	15%	35	20%	25	24%	10	21%	12	24%
	Zerto	7	5%	28	16%	16	15%	11	23%	17	33%
	Other (please specify)	15	10%	13	7%	11	10%	5	11%	3	6%

BUSINESS CONTINUITY

STRATEGY

Which replication hardware or software does your firm use to automate the replication of critical data?

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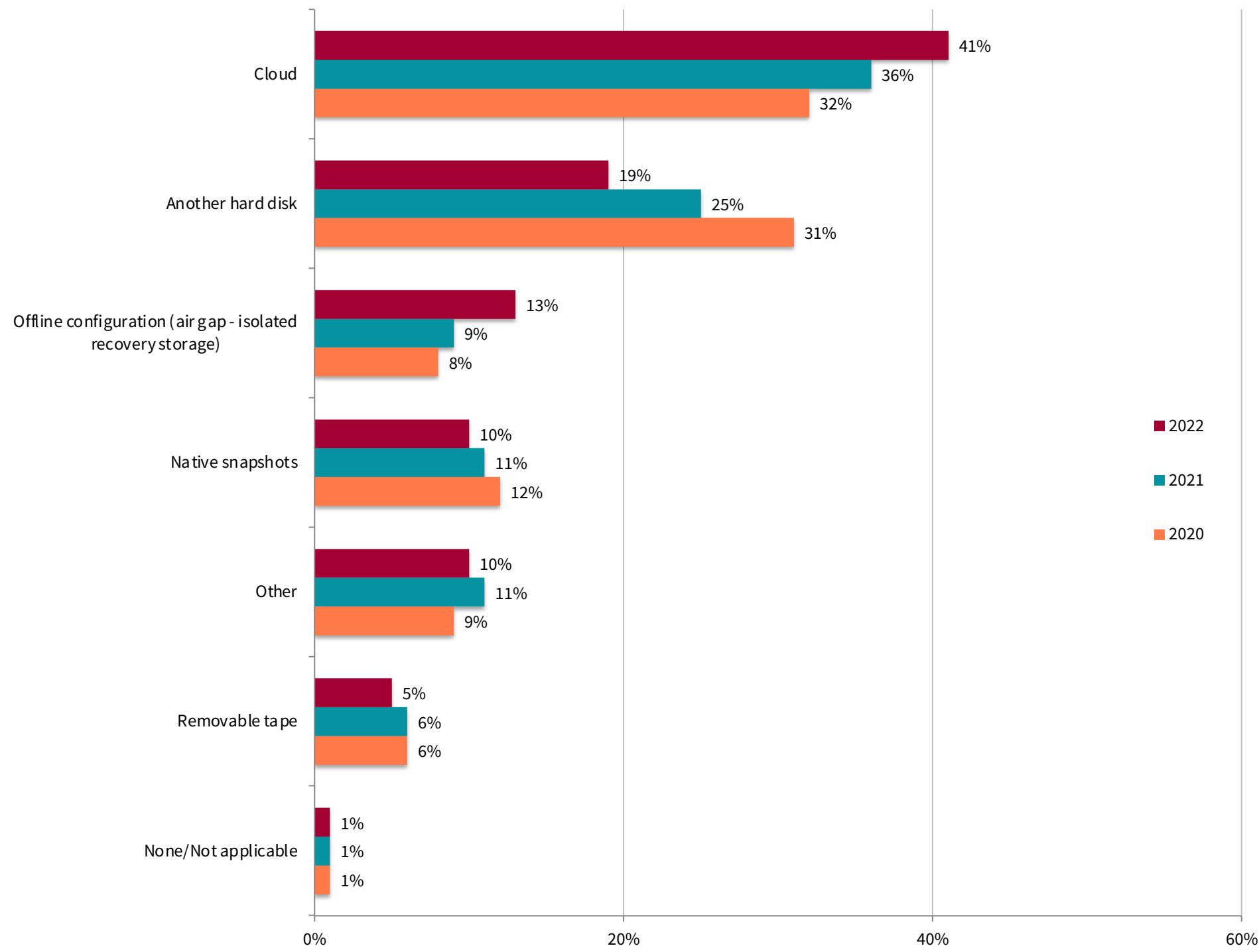
MOBILE DEVICE USE

SECURITY

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STRATEGY

Where does your firm store server backups?



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STRATEGY

Where does your firm store server backups?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	2	1%	0	0%	0	0%	1	2%	0	0%
	Another hard disk	28	19%	27	15%	26	25%	14	30%	6	12%
	Cloud	76	52%	84	47%	31	30%	10	21%	17	33%
PRACTICE MANAGEMENT	Native snapshots	9	6%	16	9%	15	14%	5	11%	10	20%
	Offline configuration (air gap - isolated recovery storage)	14	10%	23	13%	18	17%	8	17%	8	16%
	Removable tape	3	2%	12	7%	6	6%	4	9%	4	8%
BUSINESS APPLICATIONS	Other (please specify)	15	10%	16	9%	9	9%	5	11%	6	12%



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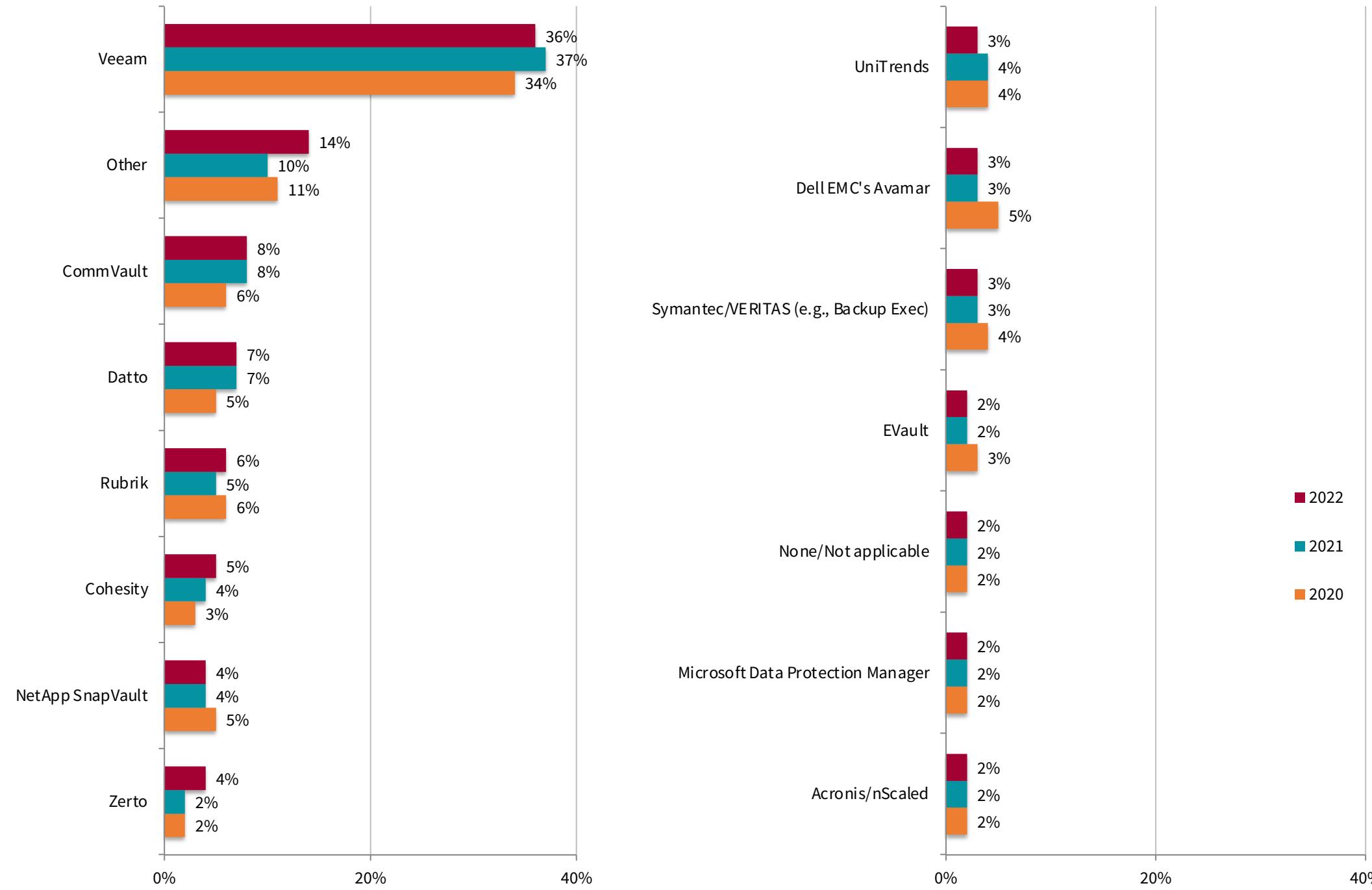
MOBILE DEVICE USE

SECURITY

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STRATEGY

Which PRIMARY backup solution and/or backup service provider does your firm use to protect server data?



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		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	6	4%	4	2%	0	0%	1	2%	1	2%
DMS/ECM	Acronis/nScaled	6	4%	3	2%	0	0%	1	2%	0	0%
	Cohesity	1	1%	3	2%	10	10%	8	17%	4	8%
	CommVault	2	1%	4	2%	10	10%	10	21%	15	29%
PRACTICE MANAGEMENT	Datto	21	14%	12	7%	3	3%	0	0%	0	0%
	Dell EMC's Avamar	1	1%	5	3%	5	5%	1	2%	4	8%
	EVault	3	2%	1	1%	3	3%	1	2%	0	0%
BUSINESS APPLICATIONS	Microsoft Data Protection Manager	2	1%	3	2%	3	3%	1	2%	1	2%
	NetApp SnapVault	2	1%	8	5%	4	4%	1	2%	4	8%
	Nimble Snapshots	2	1%	2	1%	0	0%	2	4%	1	2%
COLLABORATION	Quest Rapid Recovery (Dell AppAssure)	4	3%	2	1%	0	0%	0	0%	0	0%
	Rubrik	0	0%	8	5%	16	15%	5	11%	5	10%
	StorageCraft ShadowProtect	4	3%	2	1%	0	0%	0	0%	0	0%
MOBILE DEVICE USE	Symantec/VERITAS (e.g., Backup Exec)	2	1%	5	3%	4	4%	2	4%	1	2%
	UniTrends	9	6%	5	3%	1	1%	0	0%	0	0%
SECURITY	Veeam	56	38%	81	46%	32	30%	9	19%	10	20%
	Zerto	2	1%	8	5%	4	4%	2	4%	4	8%
	Other (please specify)	23	16%	21	12%	10	10%	3	6%	1	2%

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY backup solution and/or backup service provider does your firm use to protect server data?

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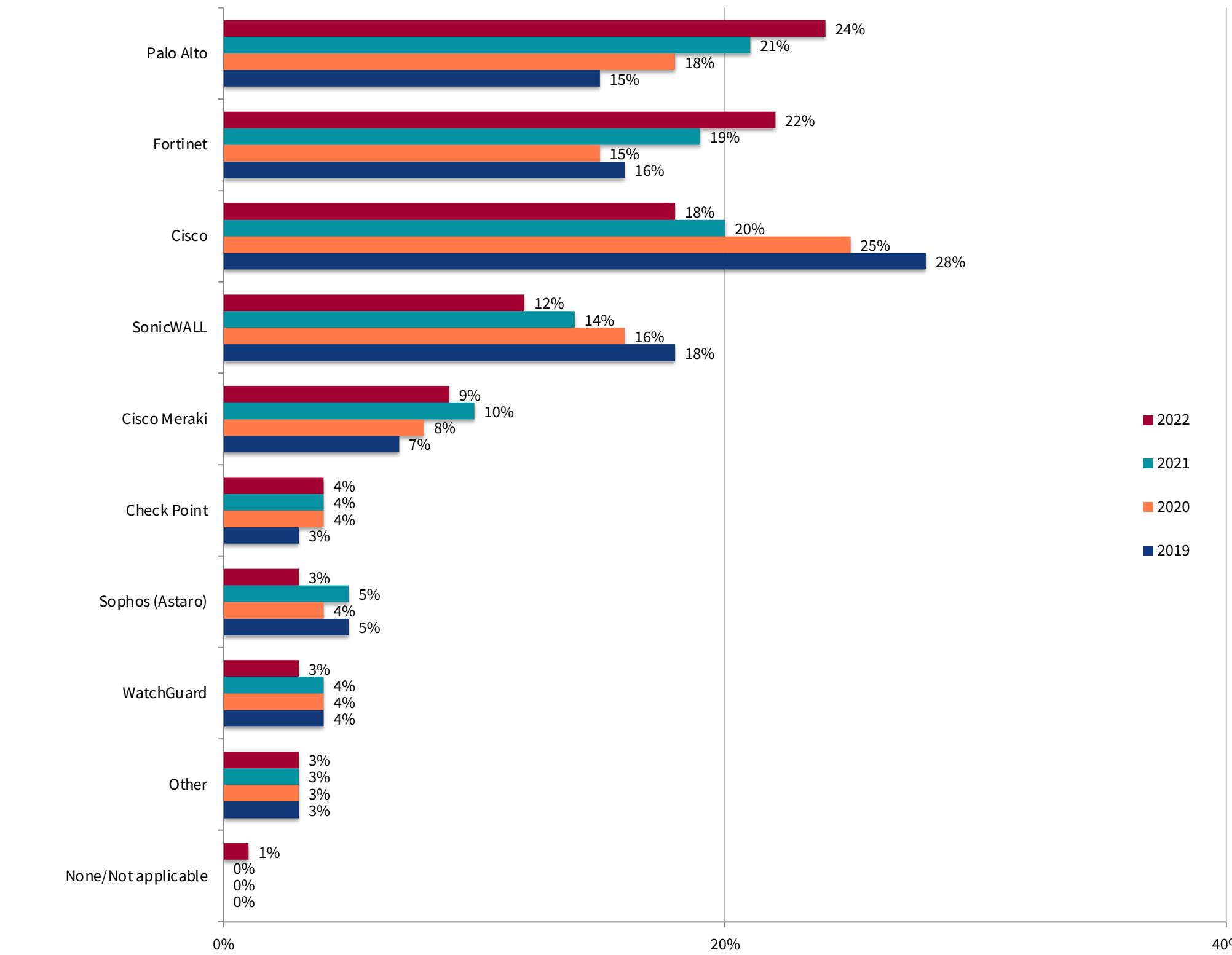
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY brand of firewall does your firm use?



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COMPUTER HARDWARE & OPERATING SYSTEMS

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DMS/ECM

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	2	1%	0	0%	0	0%	1	2%	0	0%
DMS/ECM	Check Point	1	1%	5	3%	7	7%	3	6%	6	12%
	Cisco	17	12%	28	16%	21	20%	16	33%	14	27%
	Cisco Meraki	17	12%	26	15%	4	4%	0	0%	2	4%
PRACTICE MANAGEMENT	Fortinet	38	26%	50	28%	23	22%	3	6%	4	8%
	Palo Alto	12	8%	28	16%	38	37%	24	50%	25	49%
BUSINESS APPLICATIONS	SonicWall	36	24%	22	12%	3	3%	0	0%	0	0%
	Sophos (Astaro)	7	5%	9	5%	2	2%	0	0%	0	0%
	WatchGuard	11	7%	5	3%	1	1%	0	0%	0	0%
	Other (please specify)	6	4%	5	3%	5	5%	1	2%	0	0%

COLLABORATION

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Which PRIMARY brand of firewall does your firm use?

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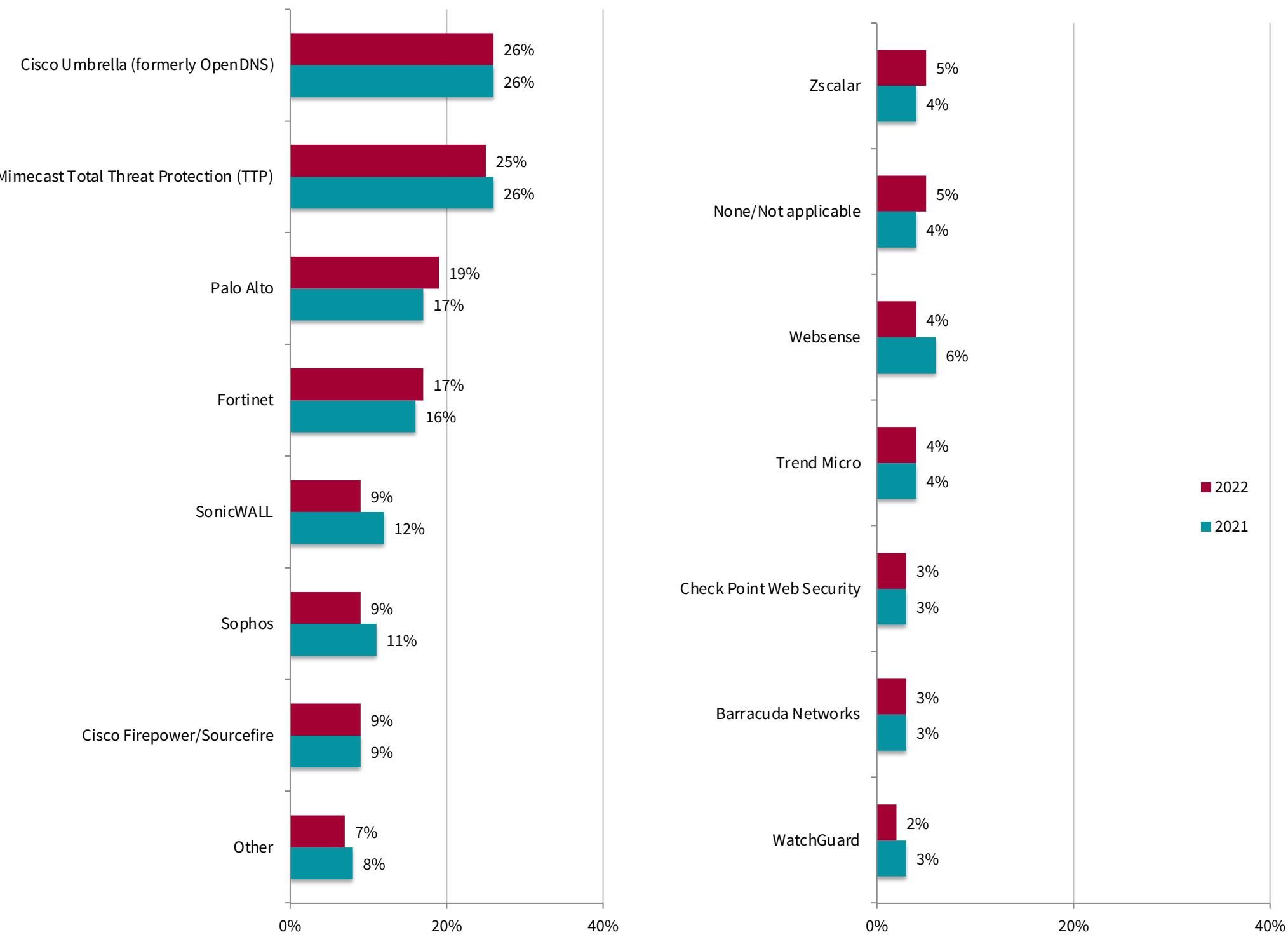
MOBILE DEVICE USE

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STRATEGY

Which web filtering appliance, software system, and/or cloud-based service does your firm use to block harmful or objectionable Web content?



Multiple response question; chart excludes responses less than 2%.

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BUSINESS CONTINUITY

STRATEGY

Which web filtering appliance, software system, and/or cloud-based service does your firm use to block harmful or objectionable Web content?

			Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
			COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
		None/Not applicable	18	12%	6	3%	1	1%	0	0%	0	0%
DMS/ECM		Barracuda Networks	6	4%	6	3%	0	0%	0	0%	3	6%
PRACTICE MANAGEMENT		Broadcom Symantec Web Filter (Blue Coat)	1	1%	0	0%	0	0%	1	2%	3	6%
BUSINESS APPLICATIONS		Check Point Web Security	2	1%	4	2%	4	4%	2	4%	5	10%
COLLABORATION		Cisco Firepower/Sourcefire	8	5%	16	9%	13	13%	5	10%	5	10%
MOBILE DEVICE USE		Cisco IronPort (Cisco WSA)	0	0%	2	1%	2	2%	1	2%	1	2%
SECURITY		Cisco Umbrella (formerly OpenDNS)	30	20%	42	24%	35	34%	15	31%	16	32%
		Fortinet	26	18%	45	25%	14	13%	2	4%	3	6%
		Mimecast Total Threat Protection (TTP)	33	22%	57	32%	26	25%	7	15%	8	16%
		Palo Alto	10	7%	23	13%	33	32%	20	42%	16	32%
		SonicWall	27	18%	18	10%	1	1%	0	0%	1	2%
		Sophos	15	10%	23	13%	4	4%	1	2%	2	4%
		Trend Micro	8	5%	9	5%	5	5%	0	0%	0	0%
		WatchGuard	8	5%	3	2%	1	1%	0	0%	0	0%
		Websense	2	1%	11	6%	3	3%	4	8%	2	4%
		Zscaler	3	2%	1	1%	4	4%	6	13%	10	20%
		Other (please specify)	7	5%	8	5%	10	10%	5	10%	5	10%

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

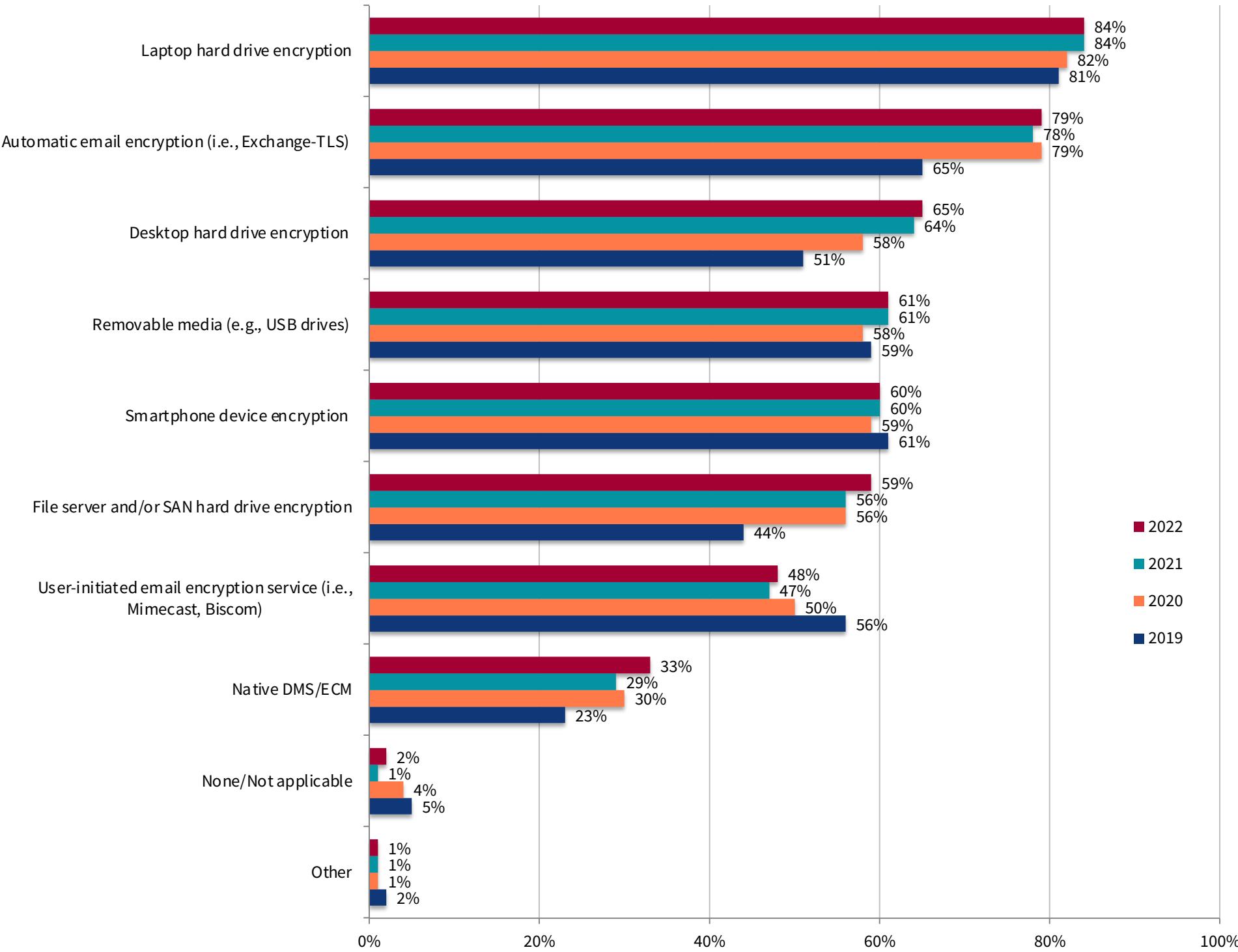
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which encryption technologies does your firm use as security measures?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which encryption technologies does your firm use as security measures?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers		
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	
		None/Not applicable	11	7%	0	0%	1	1%	0	0%	0	0%
DMS/ECM		Automatic email encryption (e.g., Exchange-TLS)	89	61%	144	81%	92	89%	42	88%	46	90%
PRACTICE MANAGEMENT		Desktop hard drive encryption	67	46%	118	67%	81	79%	33	69%	42	82%
BUSINESS APPLICATIONS		File server and/or SAN hard drive encryption	49	33%	104	59%	77	75%	39	81%	39	76%
COLLABORATION		Laptop hard drive encryption	105	71%	146	82%	96	93%	48	100%	49	96%
		Native DMS/ECM	36	24%	53	30%	41	40%	21	44%	22	43%
		Removable media encryption (e.g., USB drives)	61	41%	98	55%	77	75%	42	88%	45	88%
		Smartphone device encryption	62	42%	110	62%	77	75%	34	71%	34	67%
		User-initiated email encryption service (e.g., Mimecast, Biscom)	70	48%	93	53%	48	47%	17	35%	27	53%
		Other (please specify)	4	3%	1	1%	0	0%	0	0%	2	4%



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

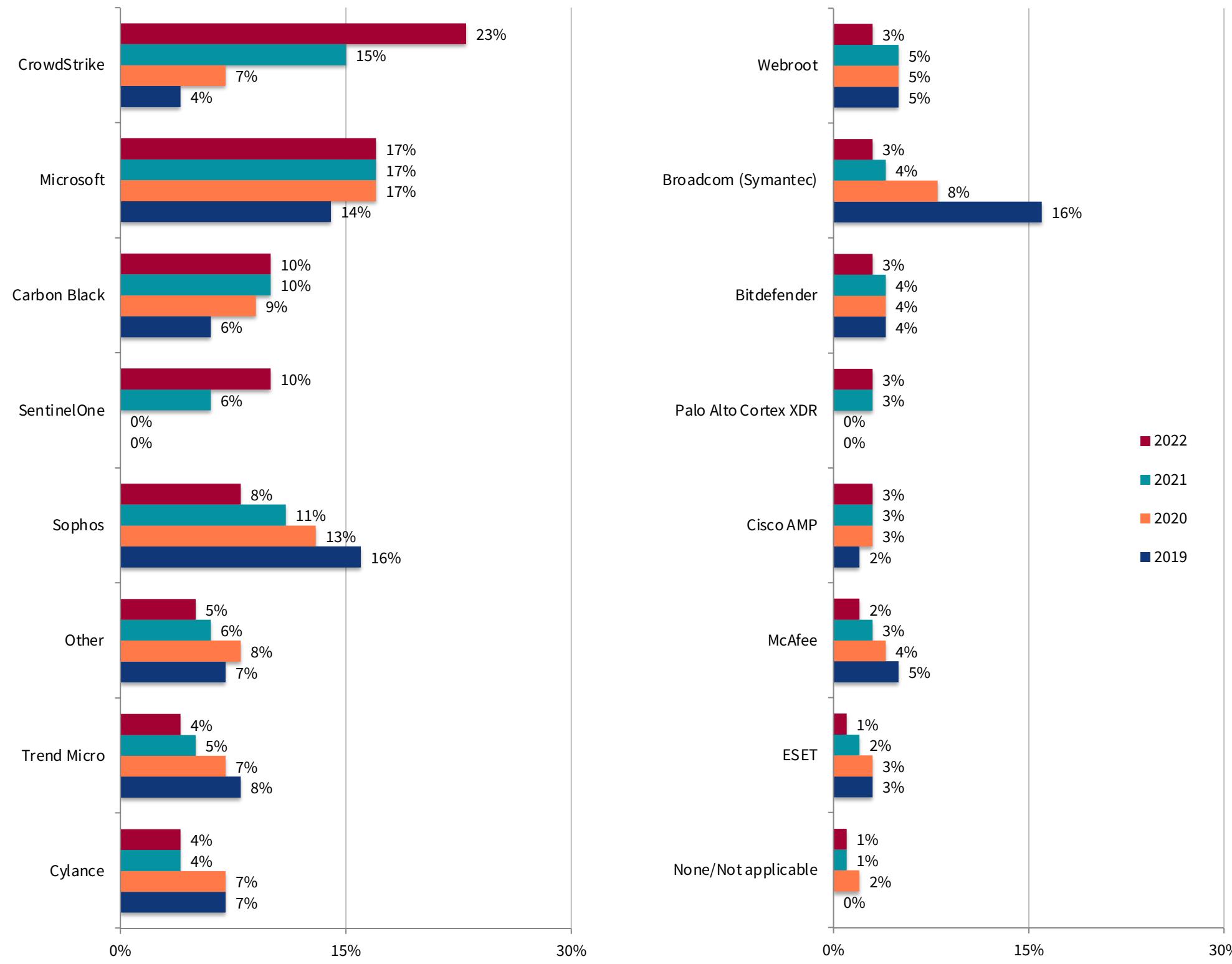
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY workstation security software does your firm use?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	3	2%	3	2%	0	0%	0	0%	1	2%
DMS/ECM	Bitdefender	9	6%	7	4%	1	1%	0	0%	1	2%
	Broadcom (Symantec)	4	3%	7	4%	2	2%	0	0%	3	6%
PRACTICE MANAGEMENT	Carbon Black	8	5%	19	11%	11	11%	6	13%	6	12%
	Cisco AMP	2	1%	7	4%	5	5%	0	0%	0	0%
BUSINESS APPLICATIONS	CrowdStrike	16	11%	37	21%	30	29%	17	35%	20	39%
	Cylance	5	3%	3	2%	6	6%	4	8%	1	2%
COLLABORATION	ESET	2	1%	1	1%	1	1%	1	2%	0	0%
	McAfee	5	3%	4	2%	1	1%	2	4%	0	0%
MOBILE DEVICE USE	Microsoft	17	12%	27	15%	23	22%	9	19%	12	24%
	Palo Alto Cortex XDR	2	1%	5	3%	2	2%	3	6%	2	4%
SECURITY	SentinelOne	22	15%	17	10%	10	10%	1	2%	2	4%
	Sophos	17	12%	19	11%	4	4%	2	4%	2	4%
BUSINESS CONTINUITY	Trend Micro	9	6%	8	5%	4	4%	2	4%	0	0%
STRATEGY	Webroot	12	8%	3	2%	1	1%	0	0%	0	0%
	Other (please specify)	14	10%	9	5%	3	3%	1	2%	1	2%

Which PRIMARY workstation security software does your firm use?

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

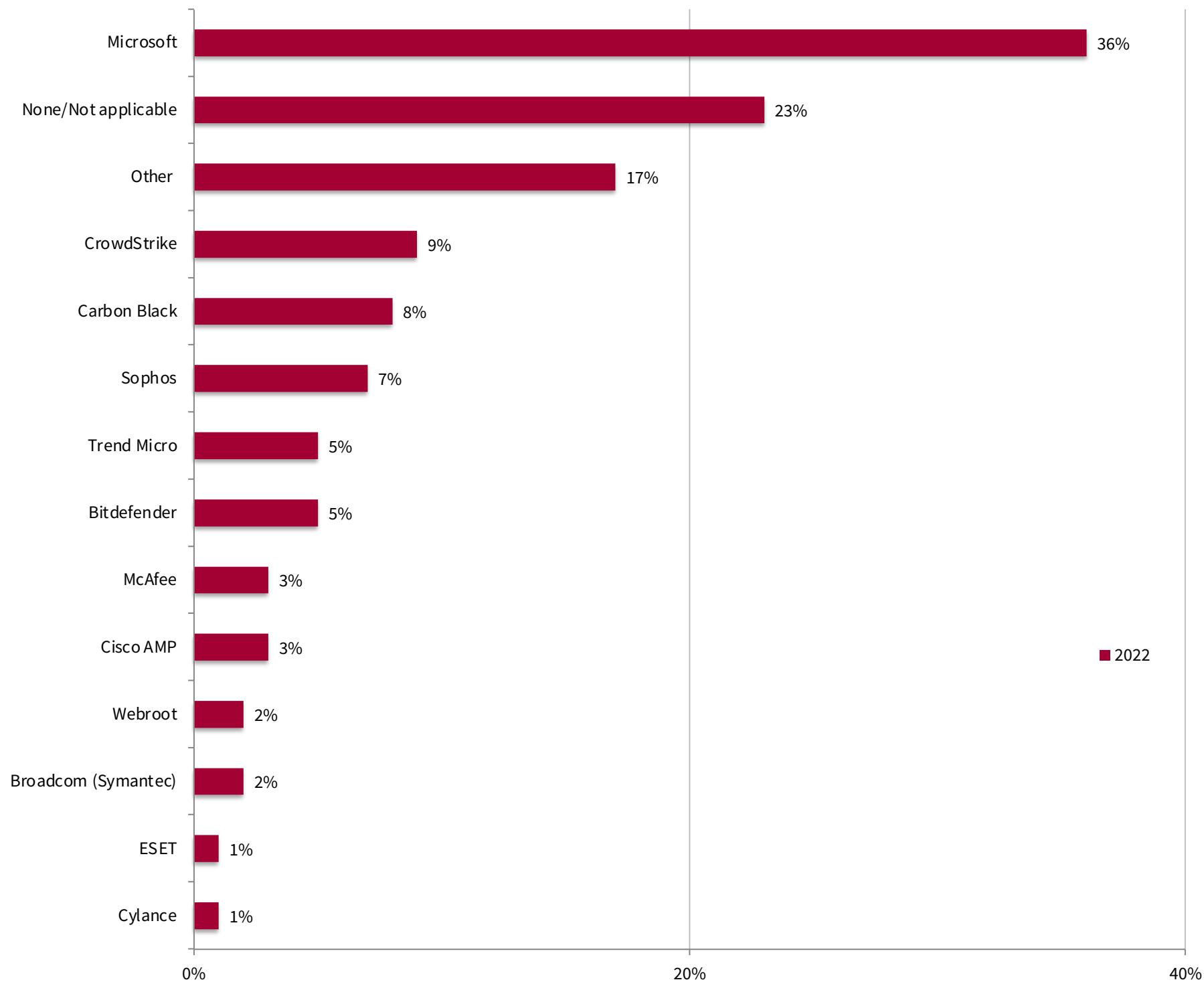
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which ADDITIONAL endpoint protection tools does your firm use?



Multiple response question; chart excludes responses less than 2%.

NOTE: Percentages include only those respondents who indicated they are using workstation security software.



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	33	23%	45	26%	22	22%	7	16%	8	17%
DMS/ECM	Bitdefender	13	9%	7	4%	3	3%	1	2%	1	2%
	Broadcom (Symantec)	3	2%	4	2%	2	2%	0	0%	0	0%
	Carbon Black	2	1%	11	6%	12	12%	8	18%	6	13%
PRACTICE MANAGEMENT	Cisco AMP	1	1%	5	3%	5	5%	0	0%	3	6%
	CrowdStrike	8	6%	17	10%	8	8%	5	11%	9	19%
	Cylance	3	2%	1	1%	3	3%	0	0%	0	0%
BUSINESS APPLICATIONS	ESET	3	2%	2	1%	1	1%	0	0%	0	0%
	McAfee	4	3%	2	1%	3	3%	3	7%	2	4%
	Microsoft	43	30%	57	34%	39	39%	25	57%	19	40%
COLLABORATION	Sophos	12	9%	15	9%	4	4%	4	9%	0	0%
	Trend Micro	7	5%	8	5%	6	6%	3	7%	0	0%
	Webroot	6	4%	2	1%	2	2%	0	0%	0	0%
MOBILE DEVICE USE	Other (please specify)	24	17%	27	16%	17	17%	6	14%	12	26%

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which ADDITIONAL endpoint protection tools does your firm use?

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

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DMS/ECM

PRACTICE MANAGEMENT

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COLLABORATION

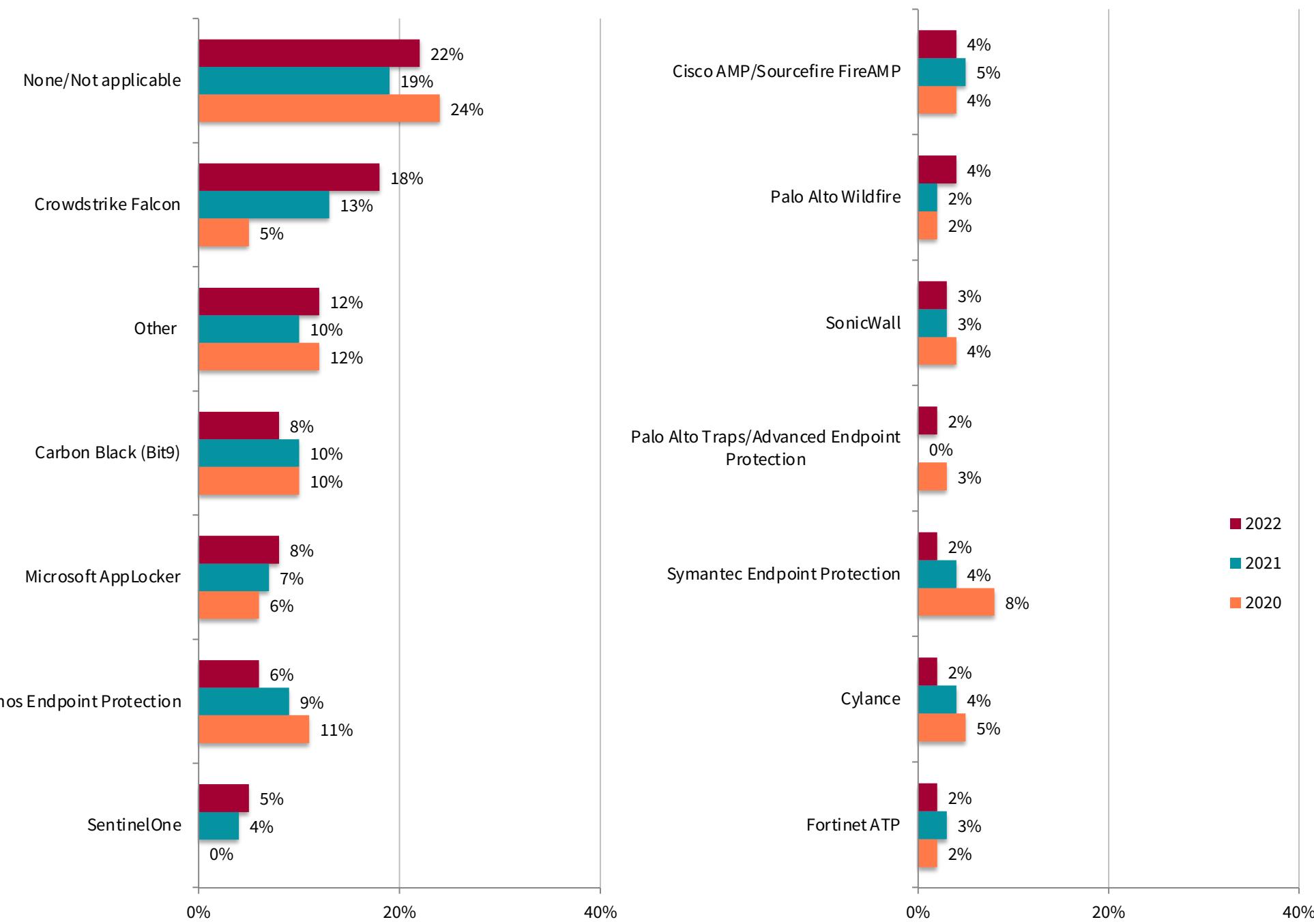
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY behavior analytics or application whitelisting end-point security software does your firm use?



Multiple response question; chart excludes responses less than 2%.

NOTE: Percentages include only those respondents who indicated they are using workstation security software.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	52	36%	32	18%	17	17%	9	19%	7	14%
DMS/ECM	Carbon Black (Bit9)	6	4%	11	6%	12	12%	6	13%	7	14%
	Cisco AMP/Sourcefire FireAMP	4	3%	7	4%	6	6%	1	2%	1	2%
PRACTICE MANAGEMENT	Crowdstrike Falcon	15	10%	32	18%	22	21%	12	26%	15	30%
	Cylance	3	2%	4	2%	4	4%	2	4%	0	0%
BUSINESS APPLICATIONS	Fortinet ATP	3	2%	7	4%	0	0%	0	0%	1	2%
	Malwarebytes Endpoint Security	0	0%	4	2%	0	0%	0	0%	0	0%
	McAfee Endpoint	1	1%	2	1%	0	0%	0	0%	0	0%
COLLABORATION	Microsoft AppLocker	10	7%	12	7%	11	11%	4	9%	7	14%
	Palo Alto Traps/Advanced Endpoint Protection	2	1%	5	3%	3	3%	0	0%	3	6%
MOBILE DEVICE USE	Palo Alto Wildfire	1	1%	7	4%	6	6%	5	11%	1	2%
	SentinelOne	10	7%	10	6%	7	7%	1	2%	0	0%
SECURITY	SonicWall	12	8%	3	2%	1	1%	0	0%	0	0%
	Sophos Endpoint Protection	12	8%	17	10%	1	1%	1	2%	1	2%
	Symantec Endpoint Protection (Broadcom)	3	2%	8	5%	1	1%	0	0%	1	2%
	Other (please specify)	12	8%	15	9%	12	12%	6	13%	6	12%

BUSINESS CONTINUITY

STRATEGY



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

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COLLABORATION

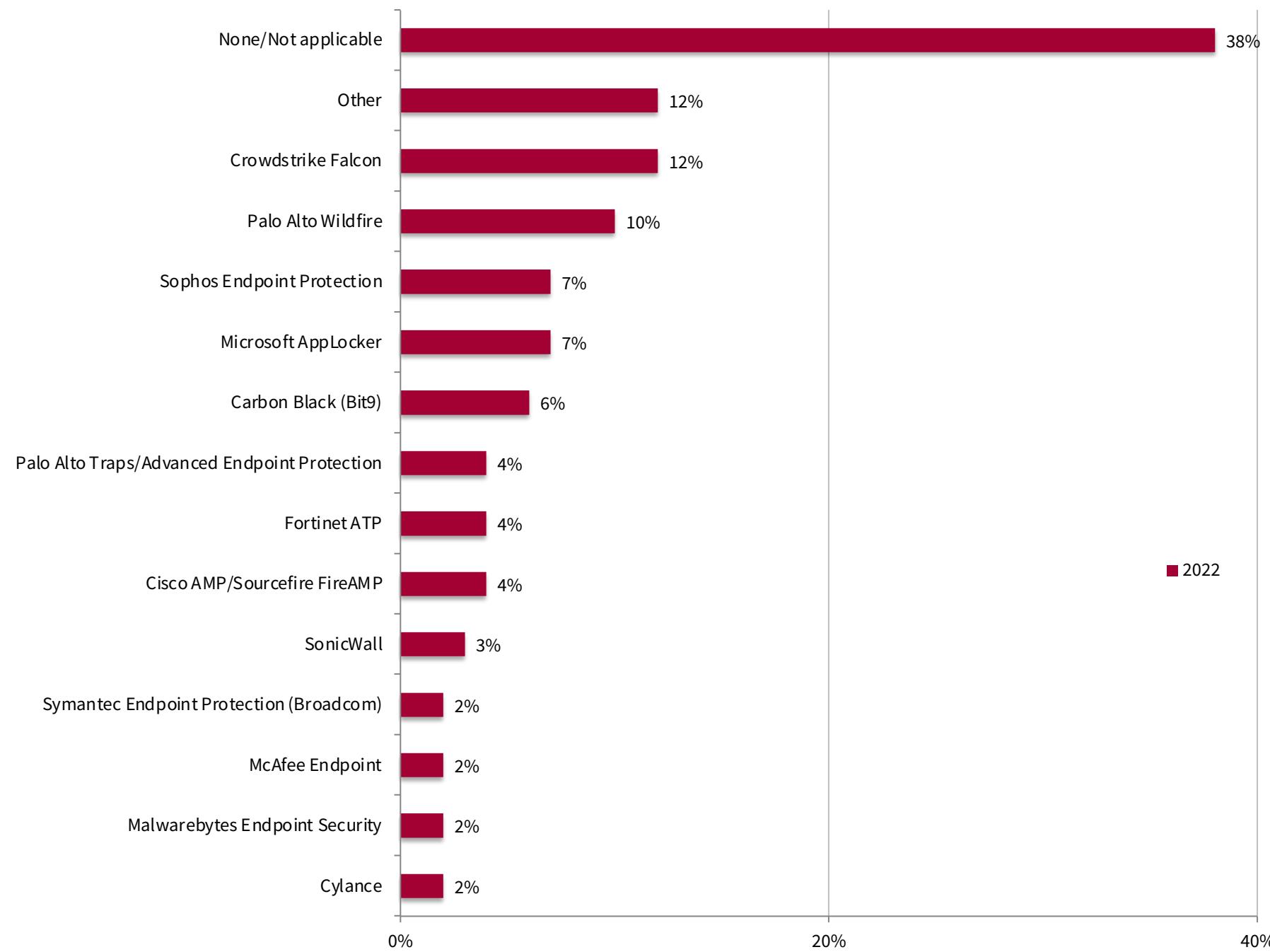
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which ADDITIONAL behavior analytics or application whitelisting end-point security software does your firm use?



Multiple response question; chart excludes responses less than 2%.

NOTE: Percentages include only those respondents who indicated they are using behavior analytics or application whitelisting end-point security software.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	36	40%	59	43%	28	37%	11	31%	11	28%
DMS/ECM	Carbon Black (Bit9)	2	2%	8	6%	5	7%	3	8%	3	8%
	Cisco AMP/Sourcefire FireAMP	2	2%	5	4%	7	9%	1	3%	1	3%
PRACTICE MANAGEMENT	Crowdstrike Falcon	8	9%	12	9%	14	18%	3	8%	8	21%
	Cylance	2	2%	1	1%	4	5%	2	6%	0	0%
BUSINESS APPLICATIONS	Fortinet ATP	5	6%	8	6%	1	1%	0	0%	1	3%
	Malwarebytes Endpoint Security	2	2%	3	2%	2	3%	0	0%	0	0%
BUSINESS APPLICATIONS	McAfee Endpoint	3	3%	1	1%	0	0%	1	3%	1	3%
	Microsoft AppLocker	1	1%	10	7%	7	9%	4	11%	3	8%
COLLABORATION	Palo Alto Traps/Advanced Endpoint Protection	0	0%	4	3%	3	4%	4	11%	4	10%
	Palo Alto Wildfire	4	4%	11	8%	11	14%	8	22%	4	10%
MOBILE DEVICE USE	SonicWall	7	8%	4	3%	1	1%	0	0%	0	0%
	Sophos Endpoint Protection	5	6%	13	10%	3	4%	3	8%	1	3%
SECURITY	Symantec Endpoint Protection (Broadcom)	0	0%	4	3%	1	1%	0	0%	3	8%
	Other (please specify)	17	19%	14	10%	5	7%	4	11%	6	15%

BUSINESS CONTINUITY

STRATEGY

Which ADDITIONAL behavior analytics or application whitelisting endpoint security software does your firm use?

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

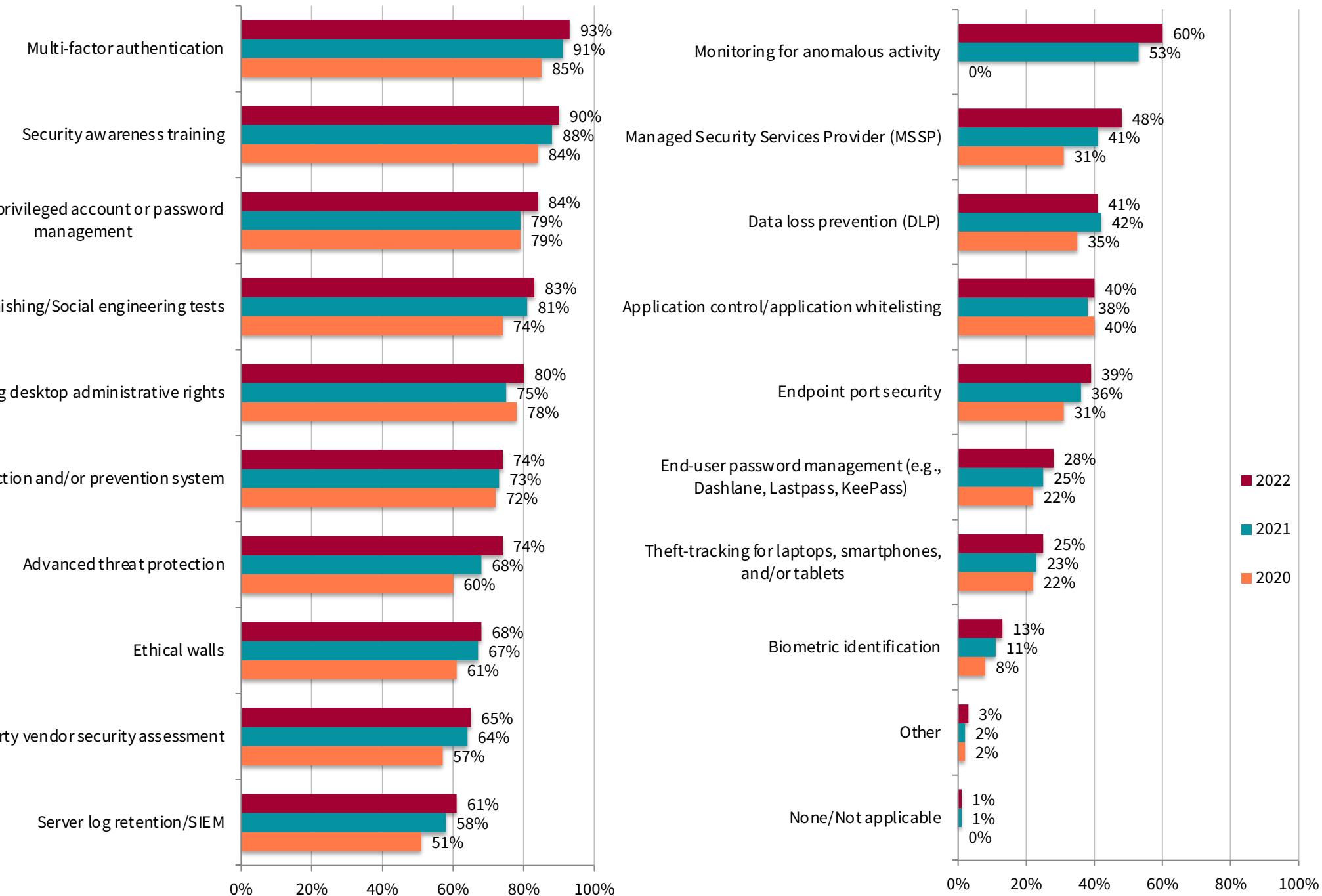
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Besides encryption and workstation security software, which security measures does your firm have in place?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

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BUSINESS CONTINUITY

STRATEGY

Besides encryption and workstation security software, which security measures does your firm have in place?

			Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
			COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
		None/Not applicable	4	3%	0	0%	1	1%	0	0%	0	0%
DMS/ECM		Admin/privileged account or password management	107	73%	141	79%	98	94%	45	96%	50	98%
PRACTICE MANAGEMENT		Advanced threat protection	88	60%	129	72%	83	80%	42	89%	46	90%
BUSINESS APPLICATIONS		Application control/application whitelisting	37	25%	68	38%	44	42%	29	62%	34	67%
COLLABORATION		Biometric identification	9	6%	17	10%	16	15%	10	21%	16	31%
MOBILE DEVICE USE		Data loss prevention (DLP)	29	20%	65	37%	49	47%	32	68%	40	78%
SECURITY		Endpoint port security	29	20%	69	39%	43	41%	30	64%	32	63%
BUSINESS CONTINUITY		End-user password management (e.g., Dashlane, Lastpass, KeePass)	35	24%	54	30%	29	28%	13	28%	18	35%
STRATEGY		Ethical walls	66	45%	121	68%	86	83%	40	85%	43	84%
		Intrusion detection and/or prevention system	80	54%	135	76%	87	84%	41	87%	46	90%
		Managed Security Services Provider (MSSP)	36	24%	84	47%	67	64%	34	72%	33	65%
		Monitoring for anomalous activity	62	42%	104	58%	69	66%	39	83%	40	78%
		Multi-factor authentication	128	87%	169	95%	98	94%	46	98%	49	96%
		Phishing/Social engineering tests	99	67%	155	87%	91	88%	45	96%	47	92%
		Removing desktop administrative rights	91	62%	146	82%	89	86%	46	98%	49	96%
		Security Awareness Training	115	78%	167	94%	98	94%	47	100%	49	96%
		Server log retention/SIEM	41	28%	111	62%	86	83%	38	81%	47	92%
		Theft-tracking for laptops, smartphones, and/or tablets	21	14%	38	21%	34	33%	21	45%	18	35%
		Third-party vendor security assessment	63	43%	109	61%	83	80%	39	83%	49	96%
		Other (please specify)	2	1%	6	3%	0	0%	0	0%	6	12%



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

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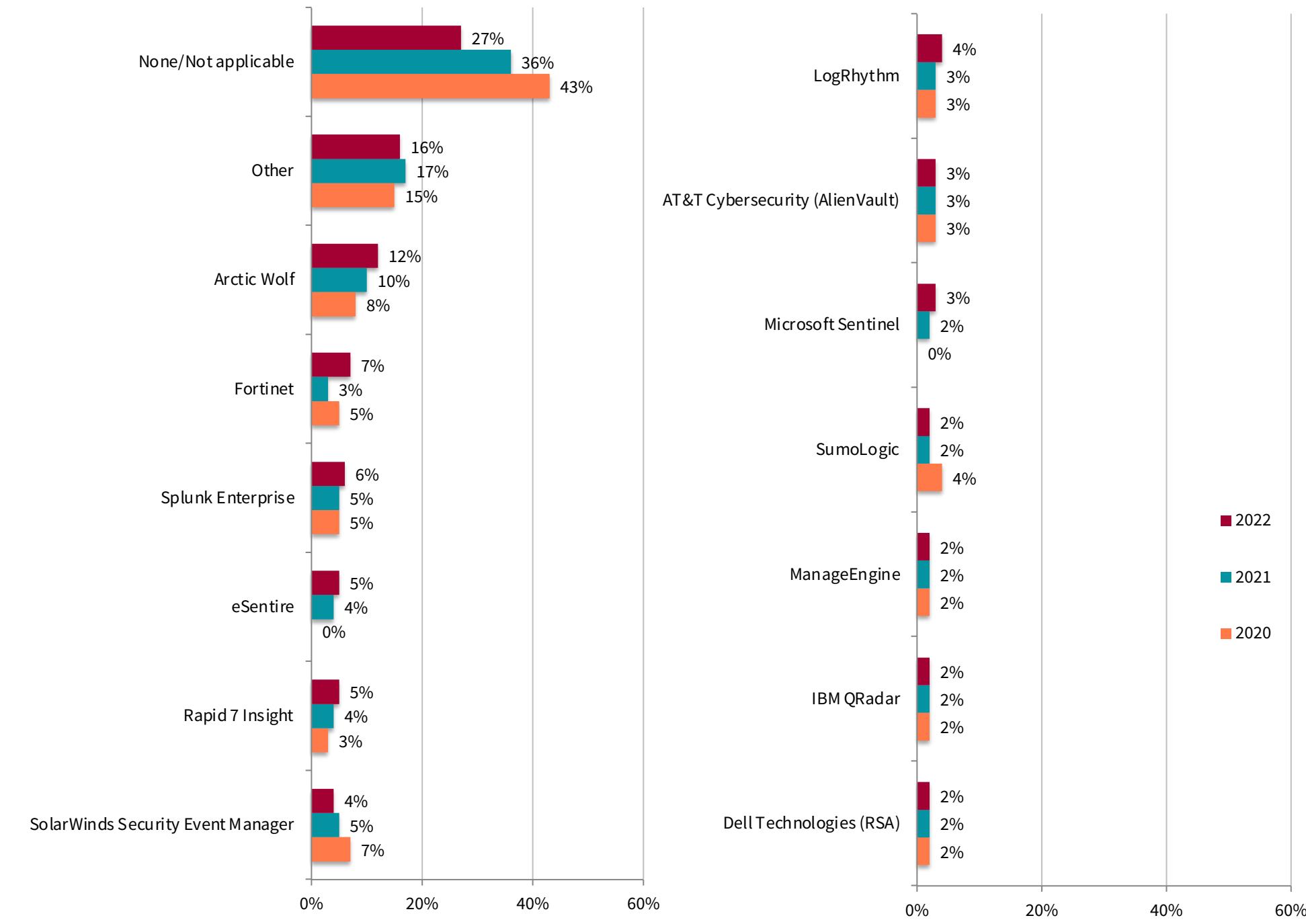
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY server log retention/SIEM (security information event management) system does your firm use?



INFRASTRUCTURE

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STRATEGY

Which PRIMARY server log retention/SIEM (security information event management) system does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	75	52%	48	27%	13	12%	2	4%	2	4%
	Arctic Wolf	13	9%	29	16%	16	15%	2	4%	1	2%
	AT&T Cybersecurity (AlienVault)	3	2%	5	3%	4	4%	3	7%	2	4%
PRACTICE MANAGEMENT	Dell Technologies (RSA)	3	2%	1	1%	1	1%	3	7%	1	2%
	eSentire	4	3%	6	3%	9	9%	4	9%	2	4%
	Fortinet	12	8%	19	11%	4	4%	0	0%	2	4%
BUSINESS APPLICATIONS	IBM QRadar	0	0%	1	1%	2	2%	1	2%	7	14%
	LogRhythm	0	0%	3	2%	5	5%	6	13%	5	10%
	ManageEngine	2	1%	5	3%	0	0%	0	0%	1	2%
COLLABORATION	Microsoft Sentinel	5	3%	3	2%	5	5%	1	2%	4	8%
	Rapid 7 Insight	1	1%	6	3%	12	11%	5	11%	1	2%
	SolarWinds Security Event Manager	5	3%	9	5%	3	3%	4	9%	1	2%
MOBILE DEVICE USE	Splunk Enterprise	2	1%	7	4%	8	8%	5	11%	9	18%
	SumoLogic	1	1%	3	2%	3	3%	1	2%	5	10%
	Other (please specify)	18	13%	31	18%	20	19%	9	20%	8	16%



INFRASTRUCTURE

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DMS/ECM

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COLLABORATION

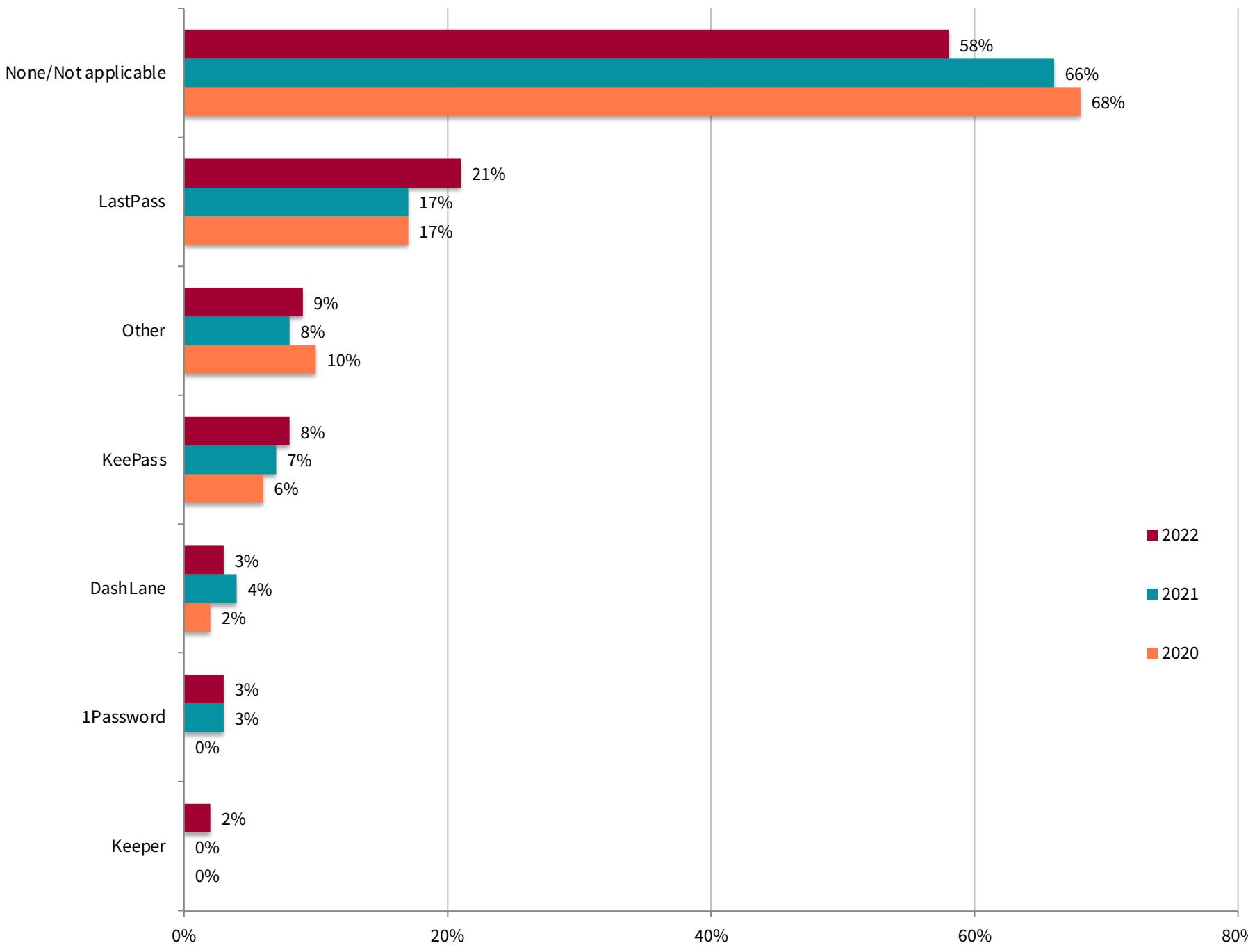
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which password management application(s) does your firm provide to users?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which password management application(s) does your firm provide to users?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	94	64%	102	58%	56	53%	25	53%	29	57%
	1Password	4	3%	7	4%	2	2%	0	0%	2	4%
	DashLane	2	1%	7	4%	3	3%	0	0%	4	8%
PRACTICE MANAGEMENT	KeePass	8	5%	12	7%	7	7%	6	13%	7	14%
	Keeper	5	3%	4	2%	1	1%	1	2%	0	0%
	LastPass	30	20%	38	22%	26	25%	9	19%	9	18%
	Other (please specify)	7	5%	14	8%	14	13%	6	13%	7	14%

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

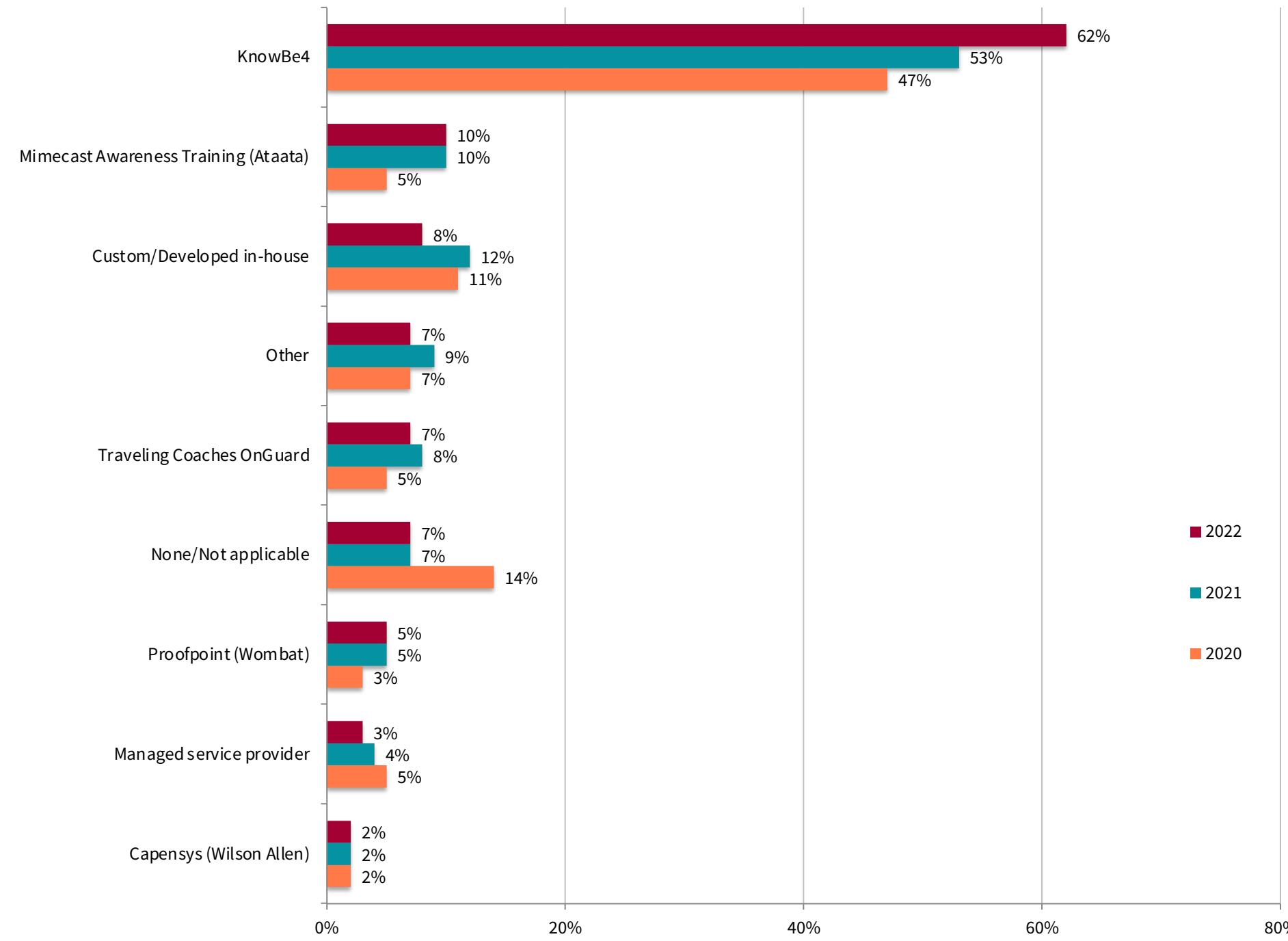
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which phishing, vishing, social engineering, or security awareness program(s) does your firm use?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which phishing, vishing, social engineering, or security awareness program(s) does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	24	16%	9	5%	3	3%	0	0%	0	0%
	Capensis (Wilson Allen)	0	0%	1	1%	3	3%	2	4%	2	4%
	Cofense PhishMe	1	1%	0	0%	1	1%	1	2%	4	8%
PRACTICE MANAGEMENT	KnowBe4	86	59%	120	67%	71	68%	21	45%	27	53%
	Managed service provider	2	1%	7	4%	4	4%	3	6%	2	4%
	Mimecast Awareness Training (Atata)	17	12%	23	13%	9	9%	1	2%	2	4%
BUSINESS APPLICATIONS	Proofpoint (Wombat)	1	1%	2	1%	5	5%	9	19%	11	22%
	Traveling Coaches OnGuard	2	1%	10	6%	14	13%	6	13%	5	10%
	Custom/Developed in-house	14	10%	11	6%	5	5%	3	6%	8	16%
COLLABORATION	Other (please specify)	11	8%	12	7%	5	5%	8	17%	2	4%



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

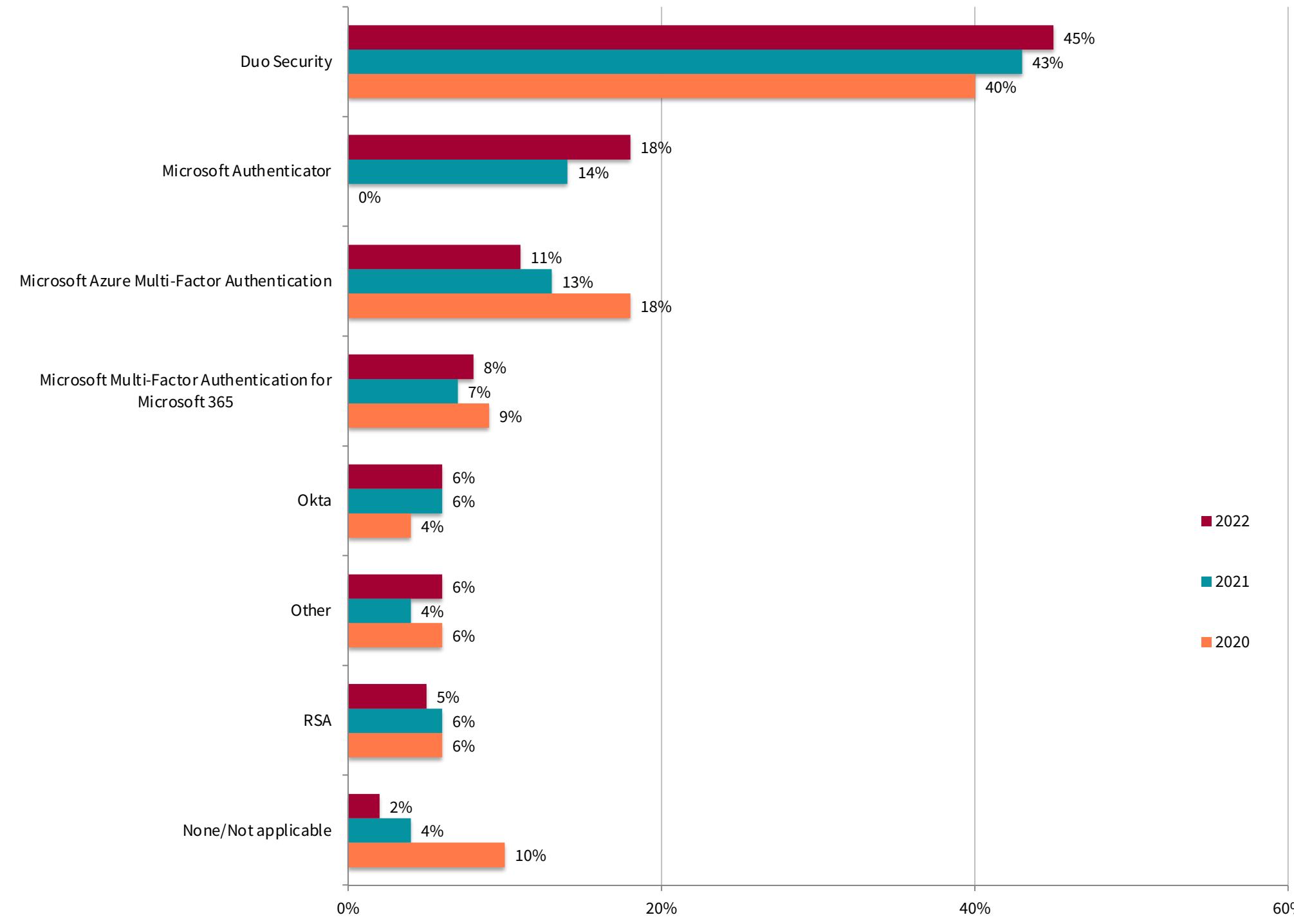
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY multi-factor authentication (MFA) product or service does your firm use?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	8	5%	2	1%	0	0%	0	0%	0	0%
DMS/ECM	Duo Security	72	49%	92	52%	48	46%	11	23%	13	25%
	Gemalto (Thales)	0	0%	5	3%	1	1%	0	0%	0	0%
	Google Authenticator	2	1%	4	2%	0	0%	0	0%	0	0%
PRACTICE MANAGEMENT	Microsoft Authenticator	27	18%	26	15%	20	19%	12	25%	10	20%
	Microsoft Azure Multi-Factor Authentication	12	8%	17	10%	15	14%	8	17%	7	14%
BUSINESS APPLICATIONS	Microsoft Multi-Factor Authentication for Microsoft 365	13	9%	15	8%	5	5%	5	10%	2	4%
	Okta	6	4%	4	2%	10	10%	4	8%	8	16%
COLLABORATION	RSA	3	2%	7	4%	4	4%	7	15%	6	12%
	SecureAuth	0	0%	0	0%	0	0%	0	0%	4	8%
	Other (please specify)	4	3%	6	3%	2	2%	1	2%	1	2%

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY multi-factor authentication (MFA) product or service does your firm use?

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

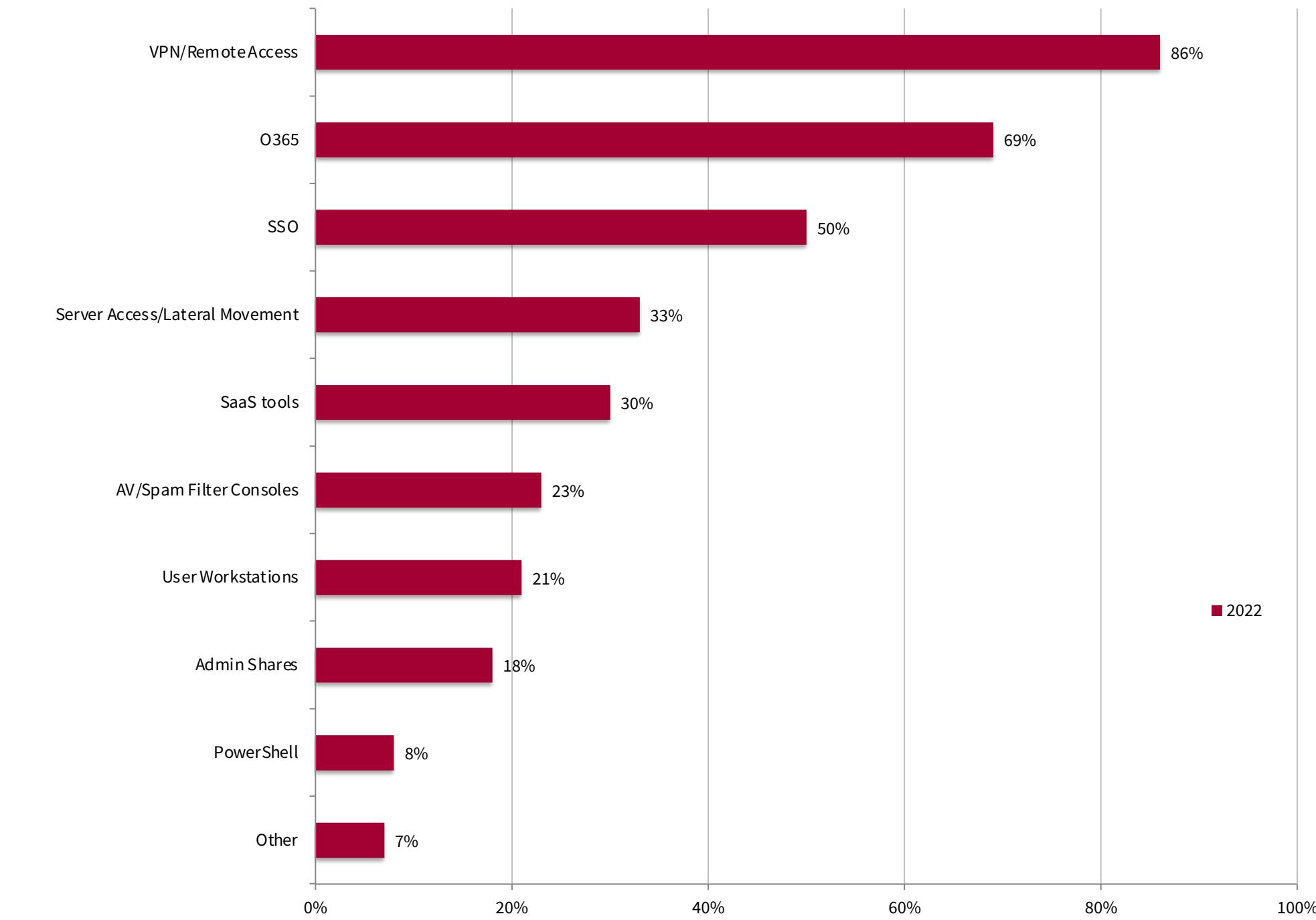
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

What do you secure with a multi-factor authentication (MFA) product or service?



Multiple response question; chart excludes responses less than 2%.

NOTE: Percentages include only those respondents who indicated they are using multi-factor authentication (MFA) product or service.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	0	0%	0	0%	2	2%	0	0%	0	0%
DMS/ECM	Admin Shares	16	12%	33	19%	24	23%	15	31%	7	14%
	AV/Spam Filter Consoles	26	19%	40	23%	25	24%	12	25%	15	29%
	O365	94	68%	122	69%	74	70%	32	67%	36	71%
PRACTICE MANAGEMENT	PowerShell	5	4%	17	10%	11	10%	3	6%	4	8%
	SaaS tools	26	19%	45	26%	39	37%	22	46%	25	49%
	Server Access/Lateral Movement	28	20%	54	31%	43	41%	23	48%	21	41%
BUSINESS APPLICATIONS	SSO	40	29%	85	48%	63	60%	34	71%	40	78%
	User Workstations	22	16%	39	22%	26	25%	12	25%	11	22%
	VPN/Remote Access	112	81%	155	88%	90	86%	45	94%	44	86%
COLLABORATION	Other (please specify)	14	10%	9	5%	5	5%	4	8%	3	6%

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

What do you secure with a multi-factor authentication (MFA) product or service?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

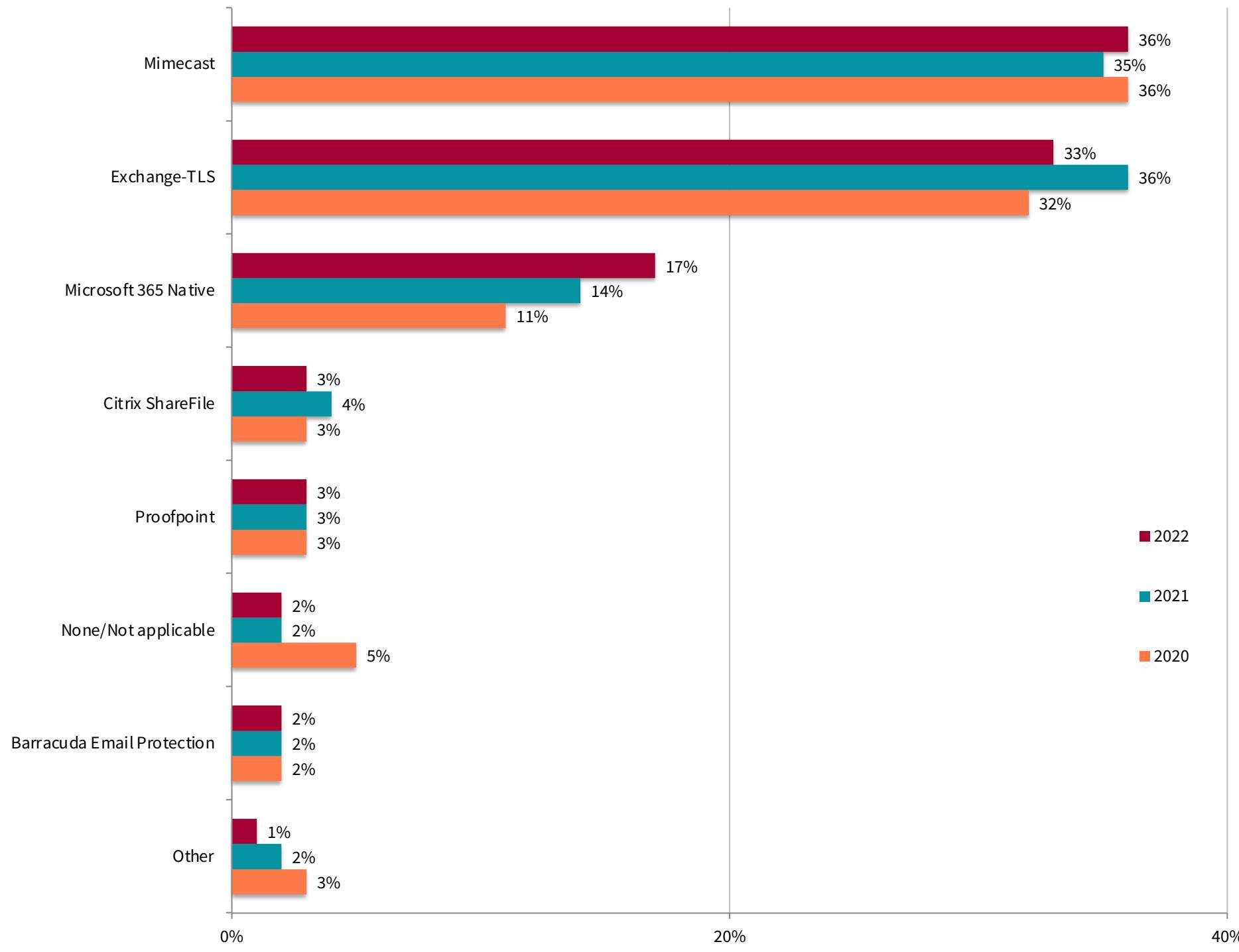
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY email encryption solution or technology does your firm use?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which PRIMARY email encryption solution or technology does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	10	7%	1	1%	0	0%	0	0%	1	2%
	Barracuda Email Protection	4	3%	3	2%	0	0%	0	0%	1	2%
	Citrix ShareFile	7	5%	6	3%	2	2%	2	4%	0	0%
PRACTICE MANAGEMENT	Exchange-TLS	24	16%	54	30%	53	50%	18	38%	25	49%
	LiquidFiles	2	1%	5	3%	0	0%	0	0%	0	0%
	Microsoft 365 Native	41	28%	26	15%	13	12%	5	10%	4	8%
BUSINESS APPLICATIONS	Mimecast	53	36%	73	41%	31	30%	19	40%	15	29%
	Proofpoint	3	2%	4	2%	4	4%	2	4%	5	10%
	Zix	2	1%	3	2%	0	0%	2	4%	0	0%
	Other (please specify)	1	1%	3	2%	2	2%	0	0%	0	0%

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

MOBILE DEVICE USE

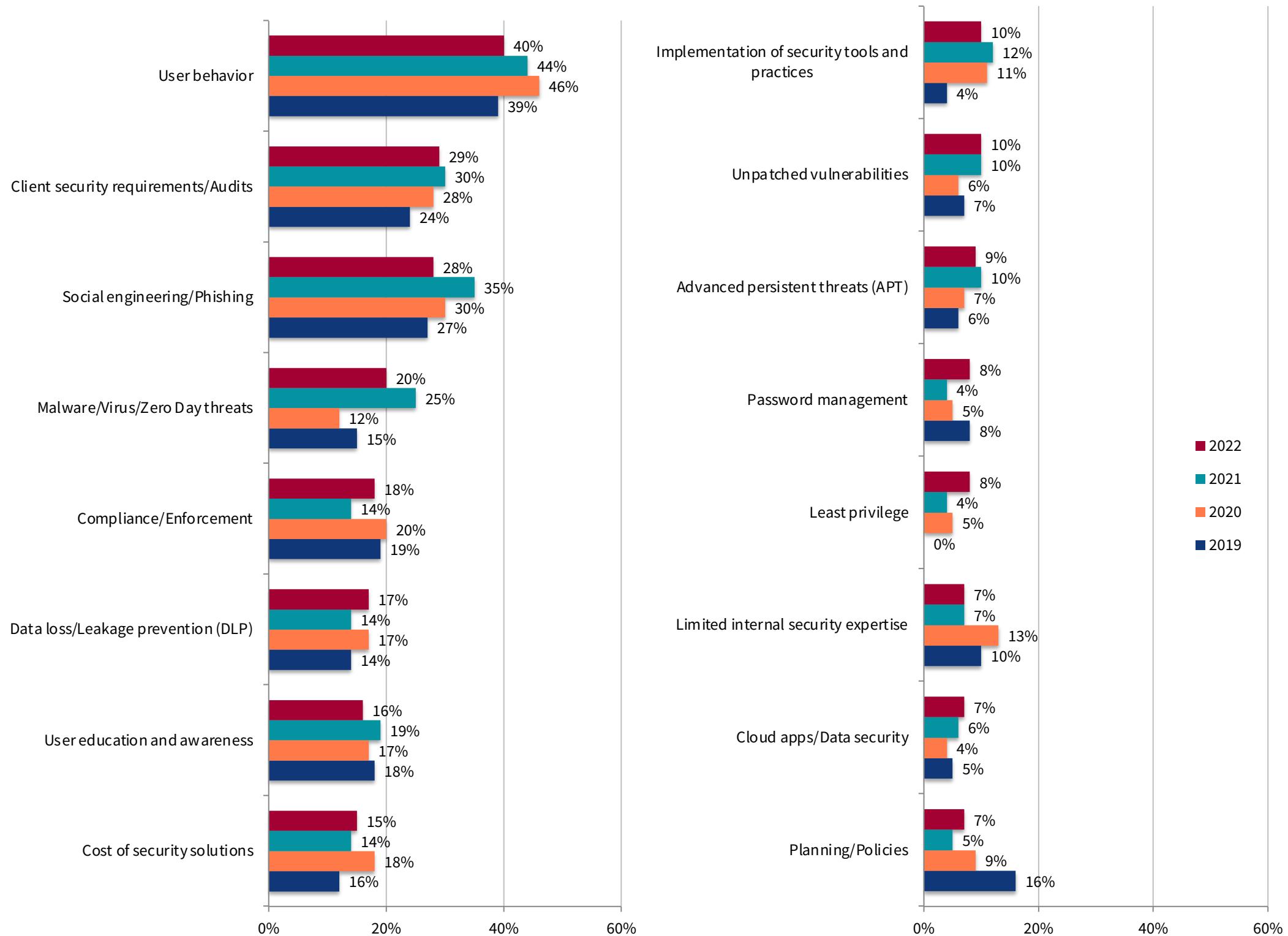
SECURITY

BUSINESS CONTINUITY

STRATEGY

What are your firm's three biggest security challenges?

CONTINUED ON NEXT PAGE



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

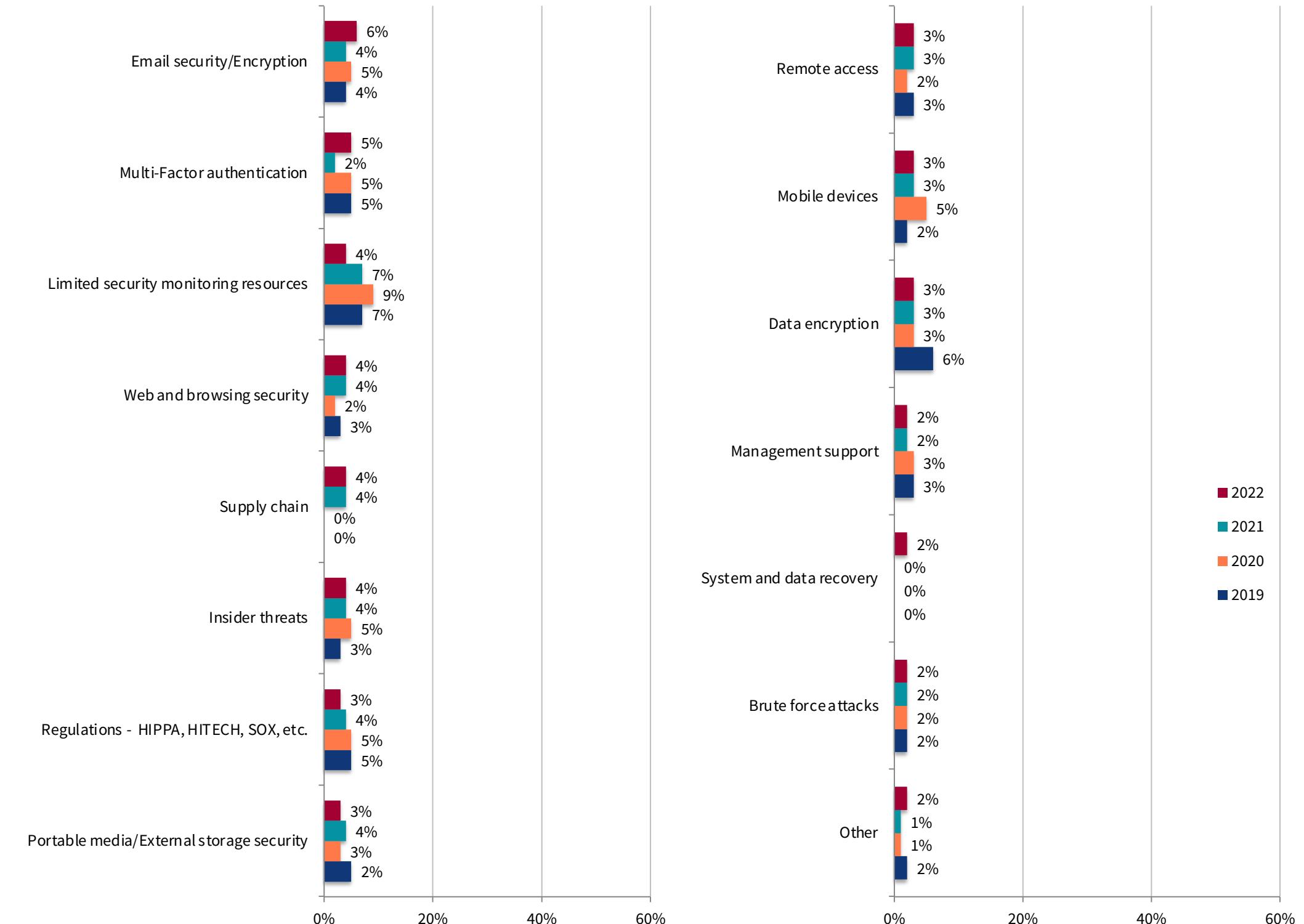
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

What are your firm's three biggest security challenges?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
Advanced Persistent Threats (APT)		12	8%	14	8%	7	7%	3	6%	13	25%
Brute force attacks		3	2%	1	1%	4	4%	0	0%	1	2%
Client security requirements/Audits		24	16%	53	30%	43	41%	14	30%	17	33%
Cloud apps/Data security		10	7%	9	5%	8	8%	2	4%	6	12%
Compliance/Enforcement		20	14%	45	26%	18	17%	7	15%	4	8%
Cost of security solutions		32	22%	30	17%	13	13%	3	6%	1	2%
Data encryption		5	3%	7	4%	4	4%	2	4%	0	0%
Data Loss/Leakage Prevention (DLP)		13	9%	22	13%	29	28%	10	21%	17	33%
Email security/Encryption		16	11%	8	5%	3	3%	1	2%	1	2%
Implementation of security tools and practices		23	16%	18	10%	6	6%	6	13%	2	4%
Insider threats		0	0%	6	3%	9	9%	4	9%	4	8%
Least privilege		10	7%	8	5%	12	12%	6	13%	4	8%
Limited internal security expertise		10	7%	19	11%	7	7%	3	6%	0	0%
Limited security monitoring resources		12	8%	7	4%	2	2%	1	2%	1	2%
Malware/Virus/Zero Day threats		34	23%	29	17%	21	20%	10	21%	10	20%
Management support		6	4%	3	2%	0	0%	0	0%	3	6%
Mobile devices		7	5%	7	4%	2	2%	2	4%	0	0%
Multi-Factor Authentication		13	9%	5	3%	3	3%	0	0%	3	6%
Password management		18	12%	16	9%	3	3%	1	2%	3	6%
Physical security		0	0%	2	1%	2	2%	0	0%	0	0%
Planning/Policies		14	10%	12	7%	10	10%	1	2%	0	0%
Portable media/External storage security		5	3%	6	3%	2	2%	0	0%	1	2%
Regulations - HIPPA, HITECH, SOX, etc.		5	3%	3	2%	5	5%	0	0%	1	2%
Remote access		7	5%	5	3%	1	1%	1	2%	2	4%
Social engineering/Phishing		37	25%	48	27%	24	23%	16	34%	20	39%
Supply chain		2	1%	2	1%	10	10%	1	2%	6	12%
System and data recovery		7	5%	4	2%	0	0%	0	0%	0	0%
Unpatched vulnerabilities		13	9%	20	11%	6	6%	7	15%	7	14%
User behavior		54	37%	72	41%	40	38%	26	55%	18	35%
User education and awareness		19	13%	31	18%	15	14%	13	28%	6	12%
Web and browsing security		8	5%	10	6%	2	2%	0	0%	0	0%
Other (please specify)		2	1%	2	1%	1	1%	1	2%	2	4%

SECURITY

BUSINESS CONTINUITY

STRATEGY

What are your firm's three biggest security challenges?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

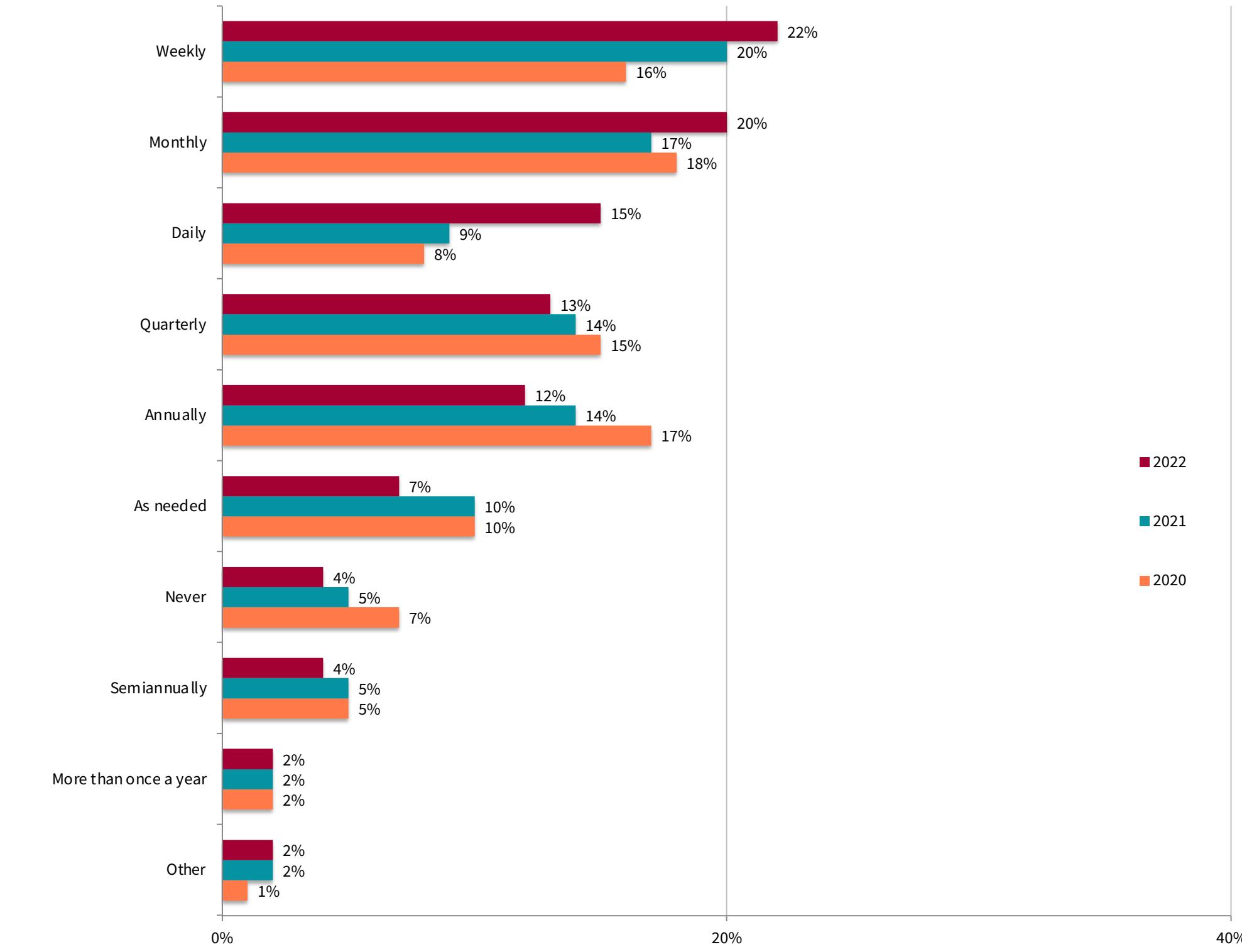
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

How often does your firm run vulnerability scans on your network?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

How often does your firm run vulnerability scans on your network?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	Never	18	12%	4	2%	0	0%	0	0%	0	0%
	Daily	16	11%	29	16%	17	16%	9	19%	7	14%
	Weekly	14	10%	26	15%	33	32%	16	33%	26	51%
PRACTICE MANAGEMENT	Monthly	23	16%	30	17%	26	25%	15	31%	10	20%
	Quarterly	18	12%	33	19%	12	12%	3	6%	3	6%
	Semiannually	4	3%	11	6%	3	3%	1	2%	1	2%
BUSINESS APPLICATIONS	Annually	24	16%	26	15%	7	7%	3	6%	1	2%
	More than once a year	5	3%	3	2%	4	4%	1	2%	0	0%
	As needed	20	14%	14	8%	2	2%	0	0%	1	2%
Other (please specify)		5	3%	1	1%	0	0%	0	0%	2	4%



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

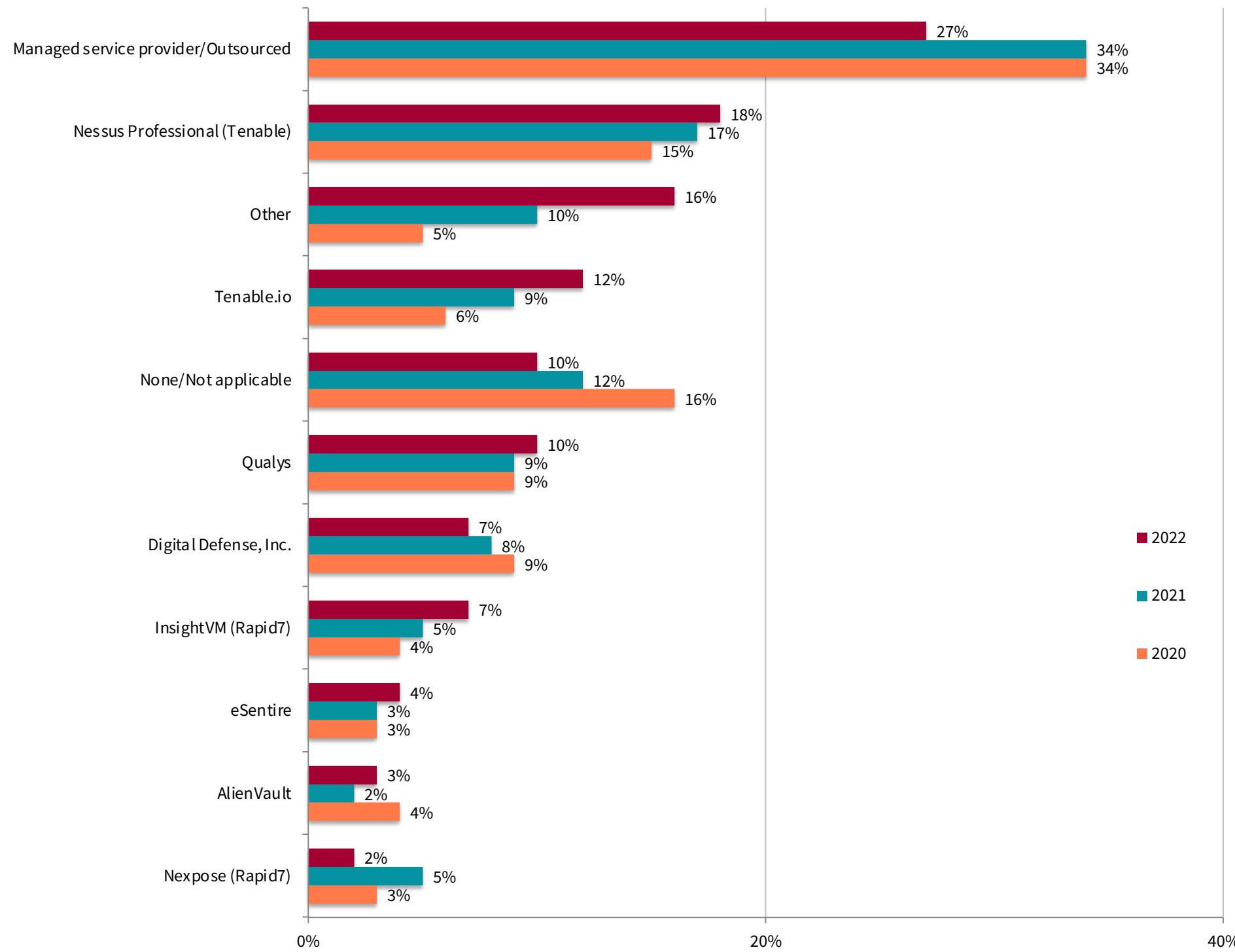
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which network vulnerability scan tool(s) does your firm use?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	32	22%	14	8%	3	3%	0	0%	1	2%
DMS/ECM	AlienVault	5	3%	5	3%	6	6%	1	2%	1	2%
	Digital Defense, Inc.	6	4%	18	10%	7	7%	1	2%	2	4%
	eSentire	8	6%	10	6%	3	3%	1	2%	1	2%
PRACTICE MANAGEMENT	InsightVM (Rapid7)	2	1%	9	5%	13	13%	6	13%	4	8%
BUSINESS APPLICATIONS	Managed Service Provider/Outsourced	41	28%	57	33%	26	25%	8	17%	9	18%
	Nessus Professional (Tenable)	14	10%	23	13%	25	24%	14	30%	18	35%
	Nexpose (Rapid7)	1	1%	3	2%	2	2%	2	4%	5	10%
	Qualys	9	6%	12	7%	9	9%	10	21%	11	22%
COLLABORATION	Tenable.io	9	6%	13	7%	19	18%	6	13%	15	29%
	Other (please specify)	31	21%	34	20%	13	13%	4	9%	1	2%

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which network vulnerability scan tool(s) does your firm use?

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

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COLLABORATION

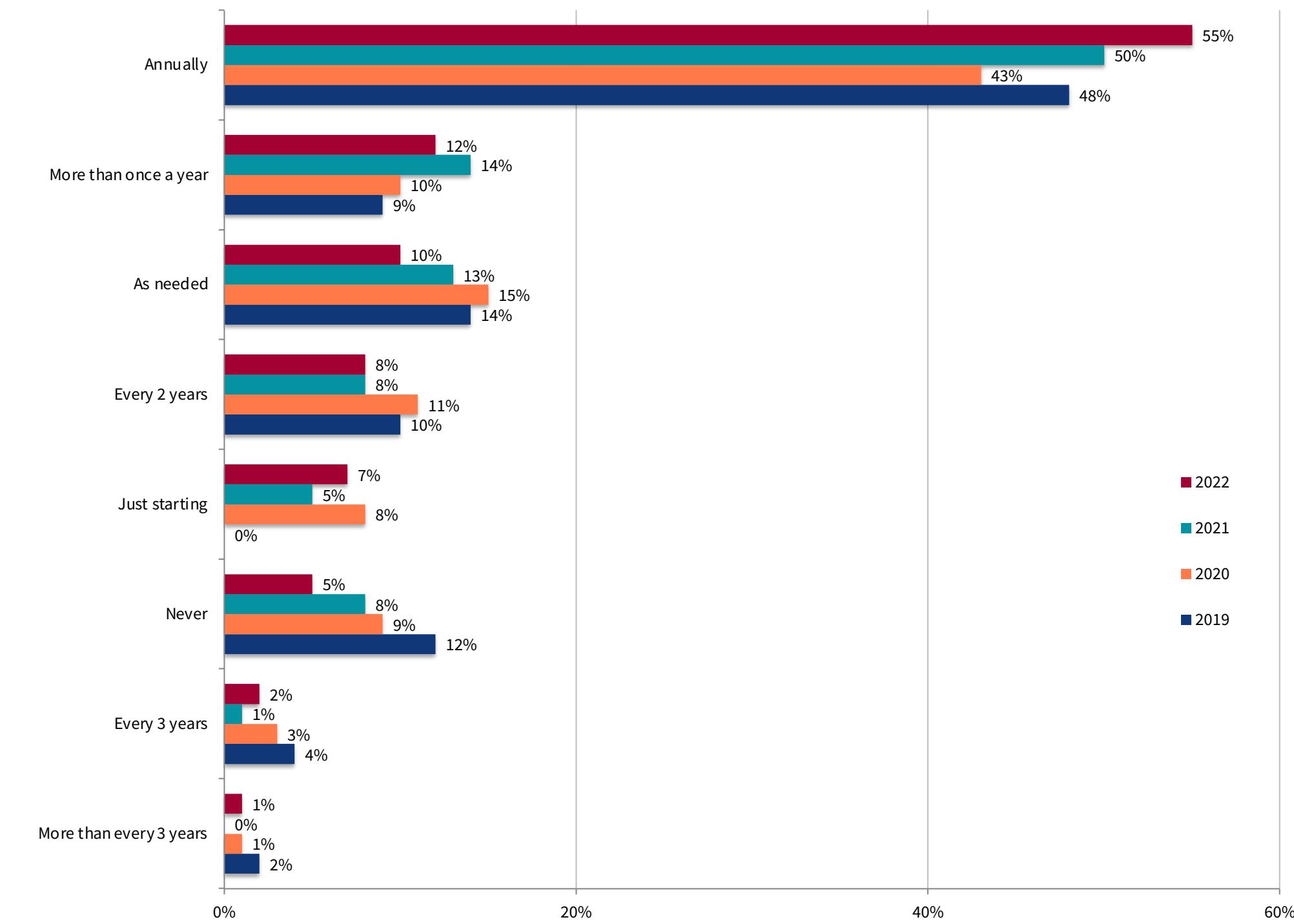
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

How often does your firm have any type of third-party security assessment performed?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

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COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

How often does your firm have any type of third-party security assessment performed?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	Never	17	12%	7	4%	3	3%	0	0%	0	0%
	Just starting	15	10%	16	9%	2	2%	0	0%	2	4%
	More than once a year	14	10%	10	6%	16	16%	7	15%	16	31%
PRACTICE MANAGEMENT	Annually	47	32%	103	58%	68	66%	40	83%	33	65%
	Every 2 years	14	10%	18	10%	12	12%	0	0%	0	0%
	Every 3 years	6	4%	2	1%	1	1%	0	0%	0	0%
BUSINESS APPLICATIONS	More than every 3 years	3	2%	1	1%	1	1%	0	0%	0	0%
	As needed	29	20%	20	11%	0	0%	1	2%	0	0%
	Other (please specify)	2	1%	0	0%	0	0%	0	0%	0	0%

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

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COLLABORATION

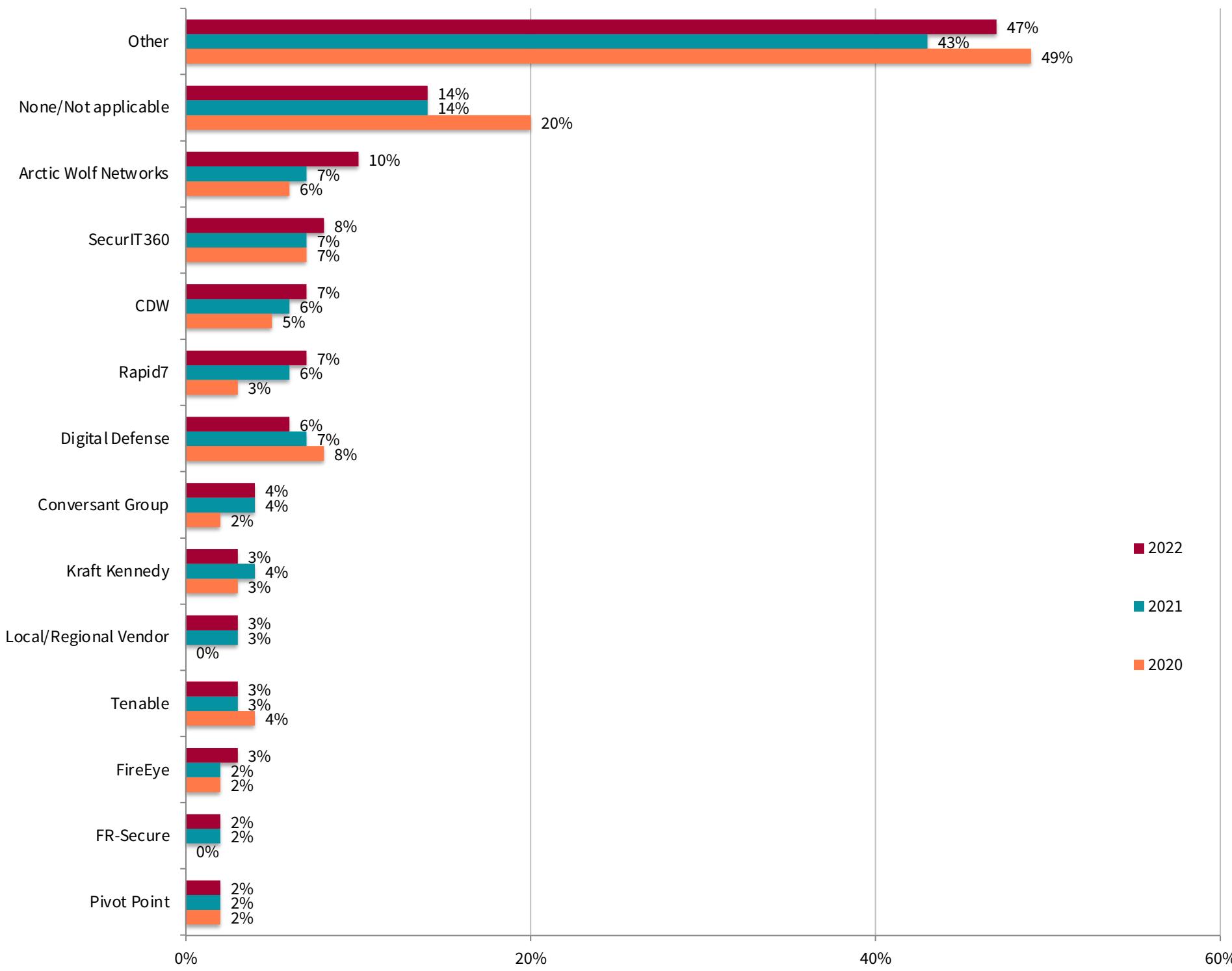
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which security assessment vendor(s) does your firm use?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

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MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which security assessment vendor(s) does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	31	21%	28	16%	9	9%	1	2%	3	6%
	Arctic Wolf Networks	14	10%	24	14%	11	11%	3	6%	2	4%
	CDW	10	7%	12	7%	5	5%	5	10%	3	6%
PRACTICE MANAGEMENT	Conversant Group	7	5%	7	4%	7	7%	1	2%	0	0%
	Digital Defense	5	3%	13	7%	8	8%	3	6%	1	2%
	FireEye	1	1%	1	1%	4	4%	3	6%	6	12%
BUSINESS APPLICATIONS	FRSecure	4	3%	5	3%	2	2%	0	0%	0	0%
	Kraft Kennedy	9	6%	2	1%	2	2%	1	2%	2	4%
	Local/Regional vendor	6	4%	7	4%	2	2%	0	0%	1	2%
COLLABORATION	Pivot Point	2	1%	2	1%	1	1%	3	6%	1	2%
	Rapid7	0	0%	11	6%	12	12%	5	10%	7	14%
	SecurIT360	7	5%	15	9%	12	12%	4	8%	3	6%
MOBILE DEVICE USE	Tenable	2	1%	3	2%	7	7%	4	8%	2	4%
	Other (please specify)	58	40%	68	39%	55	53%	29	60%	34	68%



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

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COLLABORATION

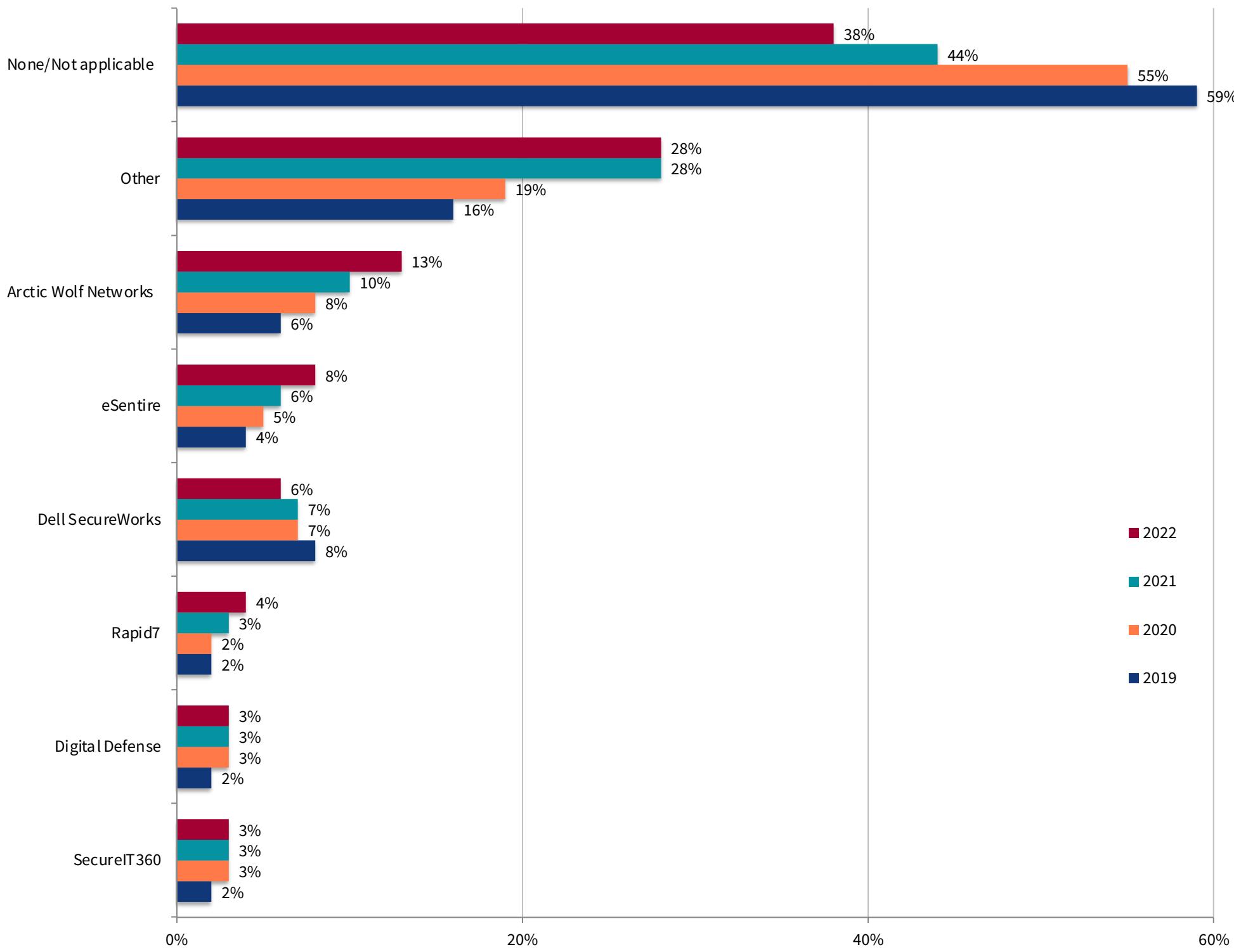
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which managed SECURITY service provider(s) (MSSP) does your firm use?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

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PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which managed SECURITY service provider(s) (MSSP) does your firm use?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	83	58%	70	40%	21	20%	11	24%	10	20%
	Arctic Wolf Networks	13	9%	32	18%	18	17%	2	4%	2	4%
	Dell SecureWorks	3	2%	9	5%	7	7%	8	17%	6	12%
PRACTICE MANAGEMENT	Digital Defense	4	3%	7	4%	4	4%	0	0%	0	0%
	eSentire	7	5%	11	6%	11	11%	8	17%	5	10%
	Rapid7	0	0%	3	2%	10	10%	4	9%	4	8%
BUSINESS APPLICATIONS	SecureIT360	4	3%	8	5%	2	2%	1	2%	1	2%
	Other (please specify)	29	20%	42	24%	35	34%	15	33%	24	48%



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

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DMS/ECM

PRACTICE MANAGEMENT

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COLLABORATION

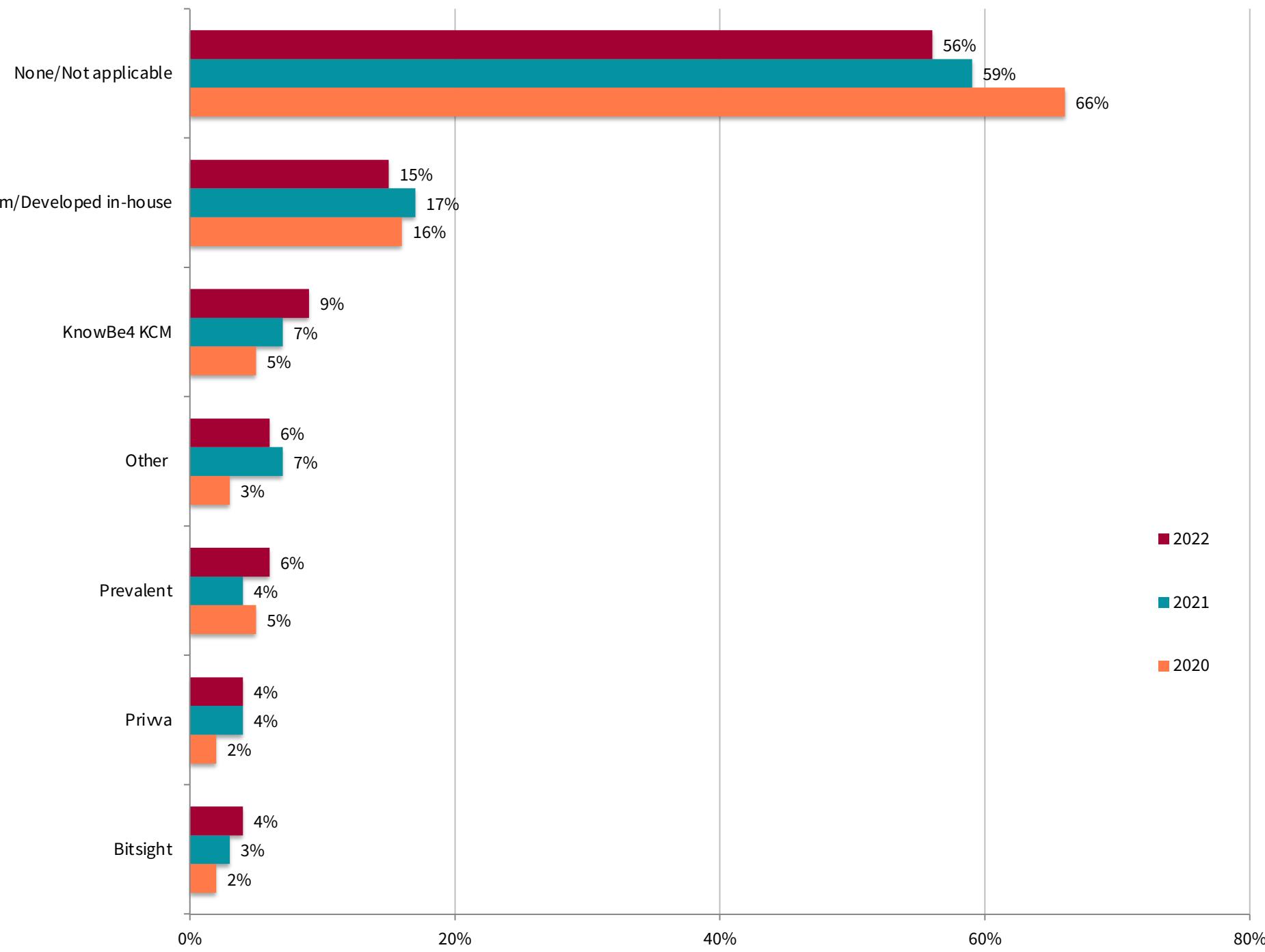
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Which solution does your firm use to assess and manage the security risks of using third-party vendors?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

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COLLABORATION

MOBILE DEVICE USE

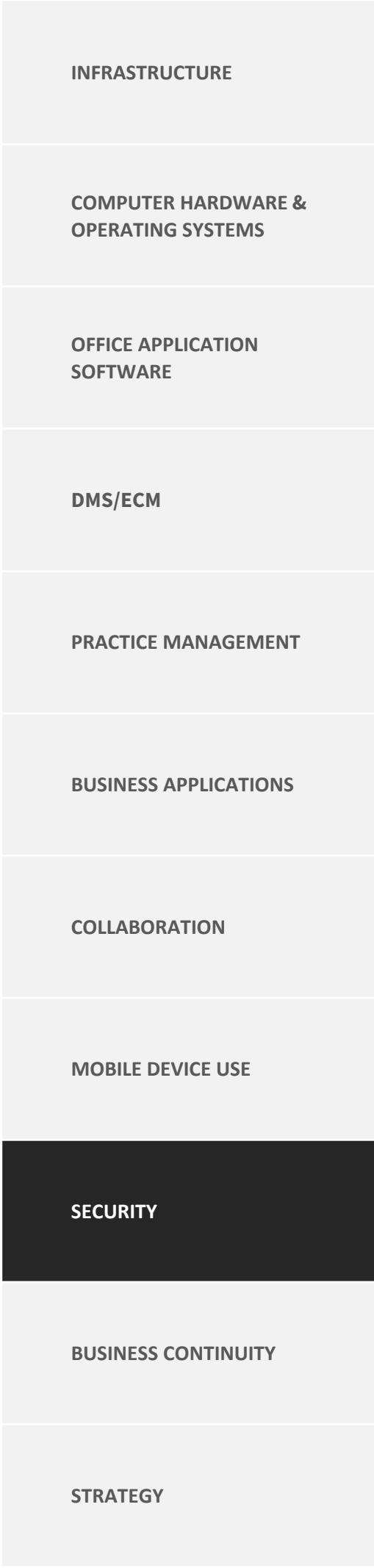
SECURITY

BUSINESS CONTINUITY

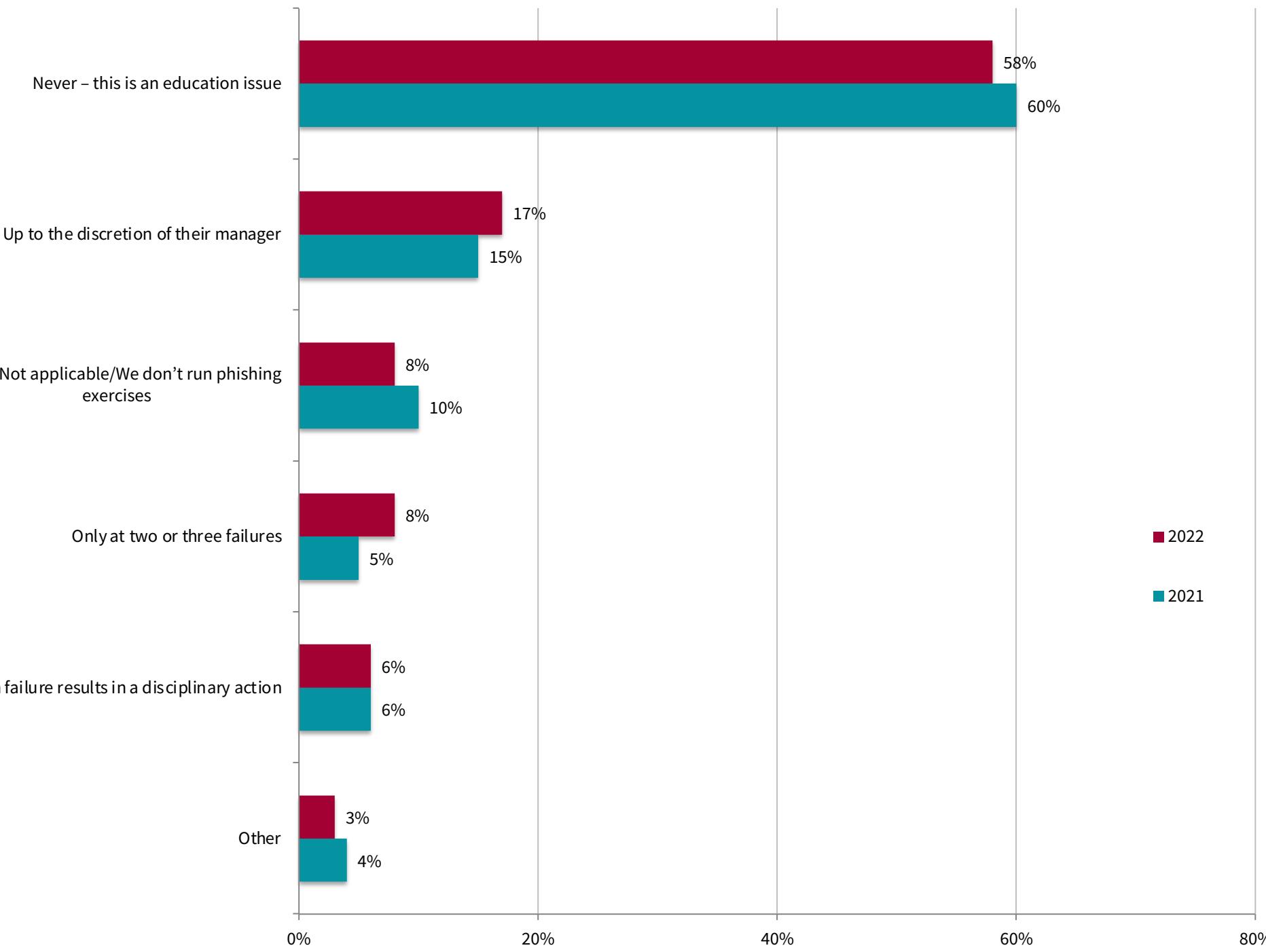
STRATEGY

Which solution does your firm use to assess and manage the security risks of using third-party vendors?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	117	81%	115	66%	42	40%	14	30%	6	12%
	Bitsight	0	0%	4	2%	8	8%	3	7%	5	10%
	KnowBe4 KCM	12	8%	19	11%	6	6%	3	7%	6	12%
PRACTICE MANAGEMENT	Prevalent	0	0%	1	1%	4	4%	11	24%	13	25%
	Privva	1	1%	2	1%	15	14%	4	9%	1	2%
	Custom/Developed in-house	14	10%	28	16%	20	19%	8	17%	10	20%
	Other (please specify)	1	1%	6	3%	10	10%	3	7%	10	20%



At what point does a user's failure on phishing exercises result in disciplinary action?



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At what point does a user's failure on phishing exercises result in disciplinary action?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable/We don't run phishing exercises	30	21%	6	3%	1	1%	1	2%	4	8%
DMS/ECM	Never – this is an education issue	81	55%	112	64%	58	55%	31	66%	24	47%
PRACTICE MANAGEMENT	Each failure results in a disciplinary action	6	4%	6	3%	10	10%	4	9%	3	6%
PRACTICE MANAGEMENT	Only at two or three failures	6	4%	11	6%	10	10%	6	13%	8	16%
PRACTICE MANAGEMENT	Up to the discretion of their manager	23	16%	38	22%	20	19%	3	6%	7	14%
PRACTICE MANAGEMENT	Other (please specify)	0	0%	2	1%	6	6%	2	4%	5	10%



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- Does your firm have a documented disaster recovery/business continuity plan?
- How often does your firm test your disaster recovery/business continuity plan?
- Does your firm conduct incident response table-top exercises?
- How extensive are your firm's incident response table-top exercises?



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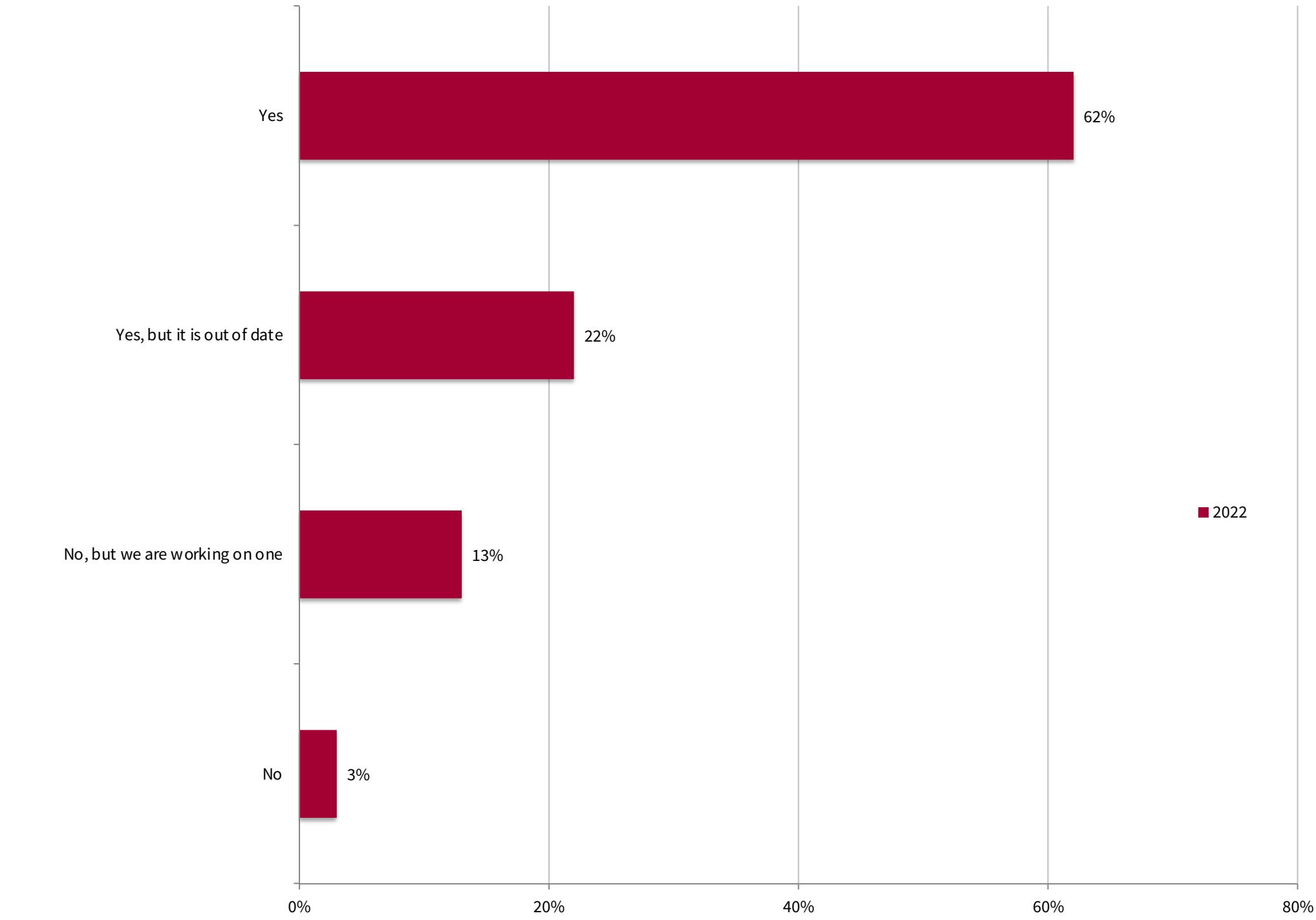
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Does your firm have a documented recovery/business continuity plan?



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STRATEGY

Does your firm have a documented recovery/business continuity plan?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	No, but we are working on one	36	25%	25	14%	5	5%	2	4%	0	0%
	No	11	8%	3	2%	1	1%	0	0%	0	0%
	Yes	61	42%	102	58%	77	74%	40	83%	45	92%
	Yes, but it is out of date	38	26%	46	26%	21	20%	6	13%	4	8%

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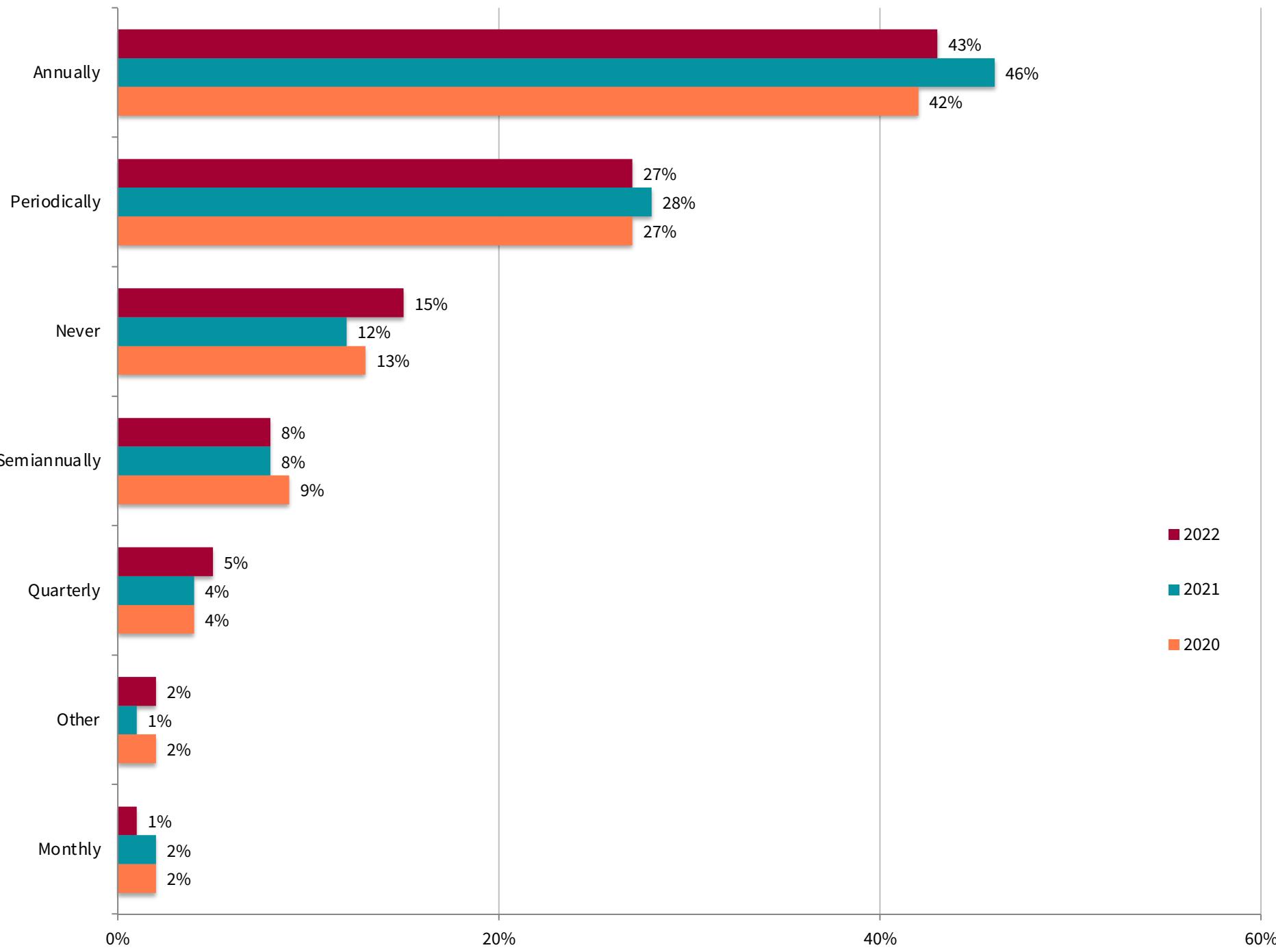
MOBILE DEVICE USE

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STRATEGY

How often does your firm test your disaster recovery/business continuity plan?



NOTE: The percentages in this chart are based on respondents who indicated they have a documented recovery/business continuity plan.

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How often does your firm test your disaster recovery/business continuity plan?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	Never	30	30%	21	14%	10	10%	1	2%	2	4%
	Monthly	2	2%	1	1%	2	2%	0	0%	1	2%
	Quarterly	6	6%	9	6%	2	2%	2	4%	3	6%
PRACTICE MANAGEMENT	Semiannually	4	4%	15	10%	4	4%	5	11%	5	10%
	Annually	24	24%	55	37%	60	61%	24	52%	26	53%
	Periodically	32	32%	42	28%	20	20%	12	26%	11	22%
	Other (please specify)	1	1%	5	3%	0	0%	2	4%	1	2%

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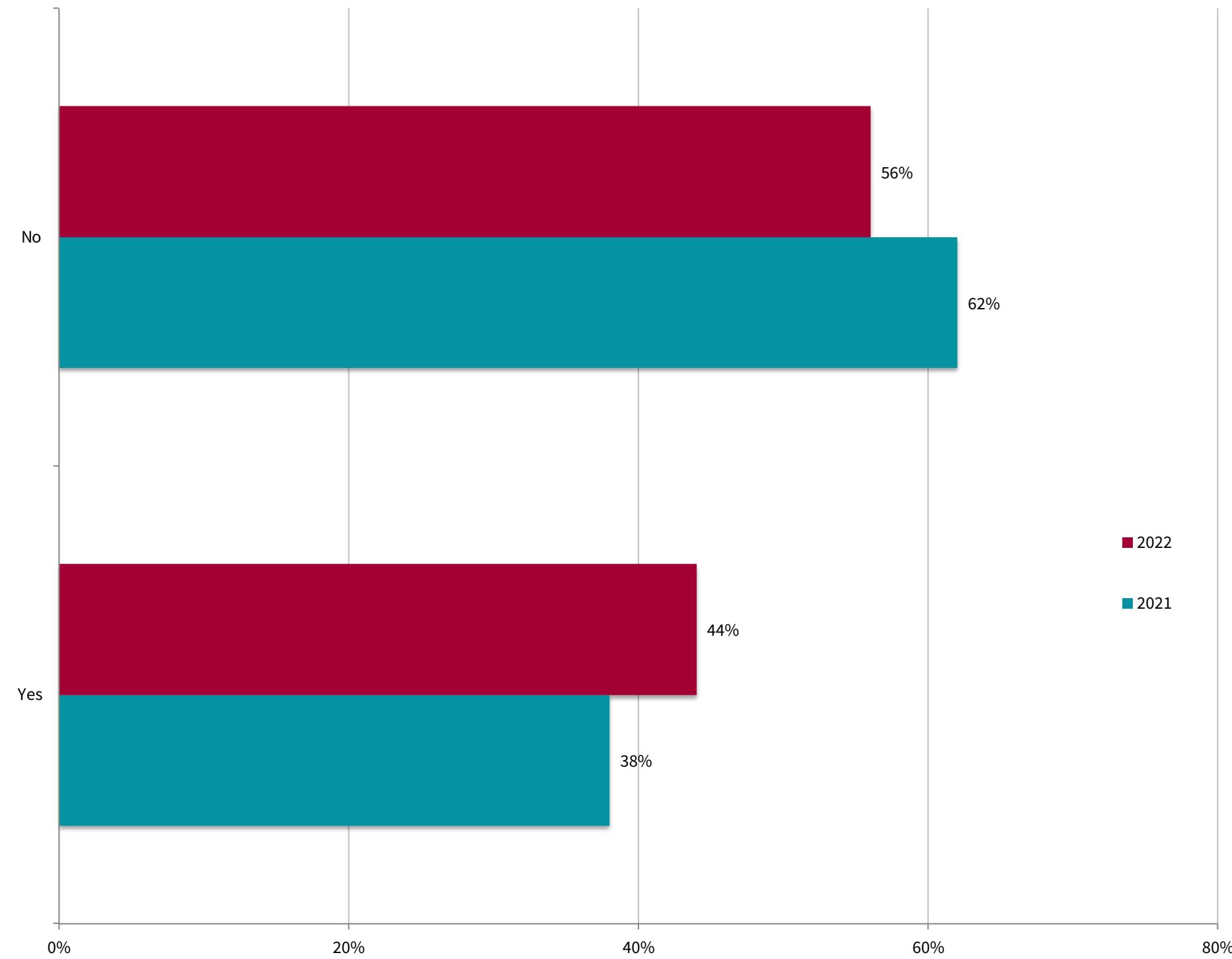
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Does your firm conduct incident response table-top exercises?



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Does your firm conduct incident response table-top exercises?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	Yes	17	12%	67	38%	64	61%	39	81%	44	86%
DMS/ECM	No	129	88%	109	62%	41	39%	9	19%	7	14%

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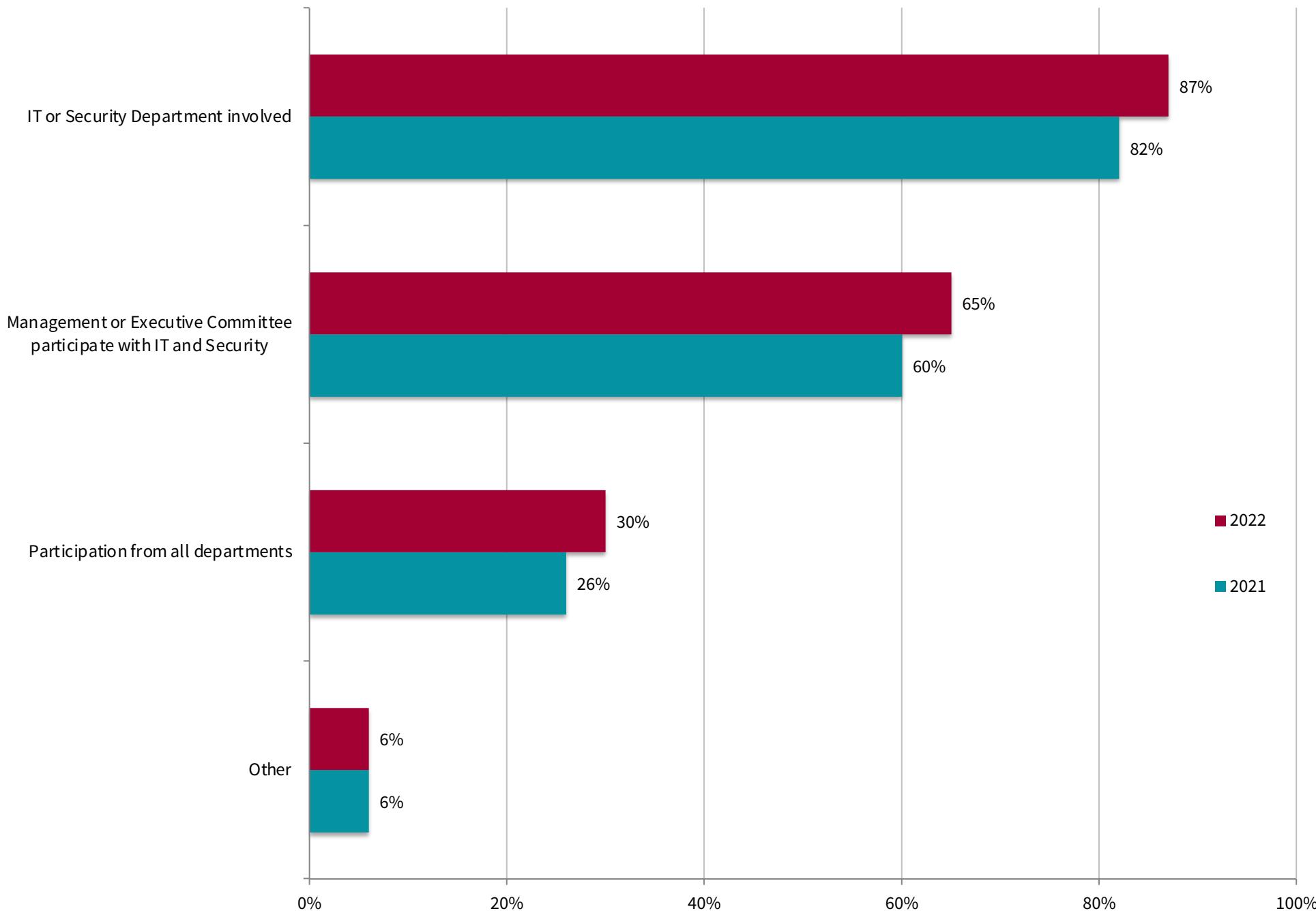
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How extensive are your firm's incident response table-top exercises?



Multiple response question; chart excludes responses less than 2%.

NOTE: Percentages include only those respondents who conduct incident response table-top exercises.

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How extensive are your firm's incident response table-top exercises?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers		
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	
		None/Not applicable	0	0%	0	0%	0	0%	0	0%	0	0%
DMS/ECM		IT or Security Department involved	15	88%	61	91%	53	83%	35	90%	35	81%
		Management or Executive Committee involved	10	59%	43	64%	41	64%	30	77%	25	58%
PRACTICE MANAGEMENT		Participation from all departments	4	24%	18	27%	18	28%	11	28%	18	42%
		Other (please specify)	1	6%	2	3%	6	9%	1	3%	3	7%



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STRATEGY

- During the Work-From-Home model, what functionality, tools, or technologies have been most helpful with collaboration between your firm's team members (lawyers or staff)?
- During the Work-From-Home model, what steps has your firm taken to facilitate printing at home?
- Which virtual event platforms or tools does your firm use to host virtual client meetings and marketing events?
- Which metrics are used to measure your firm's IT department performance?
- What are the top three technology issues or annoyances within your firm?
- How would you describe the cloud philosophy at your firm?
- In a “work-from-anywhere” environment, which tools are you using for patching remote devices managed by the firm?
- Is your firm offering support to users to equip home offices?
- What are your top three work-from-home security concerns?
- What is your firm’s current strategy regarding the paperless practice?
- Where are docking stations (or port replicators) deployed for your organization?
- What monitor configurations are you currently deploying?
- What percent of users are using/adopting a hoteling (office sharing) model?
- Which PRIMARY application is your firm using to schedule hoteling or desk-booking?

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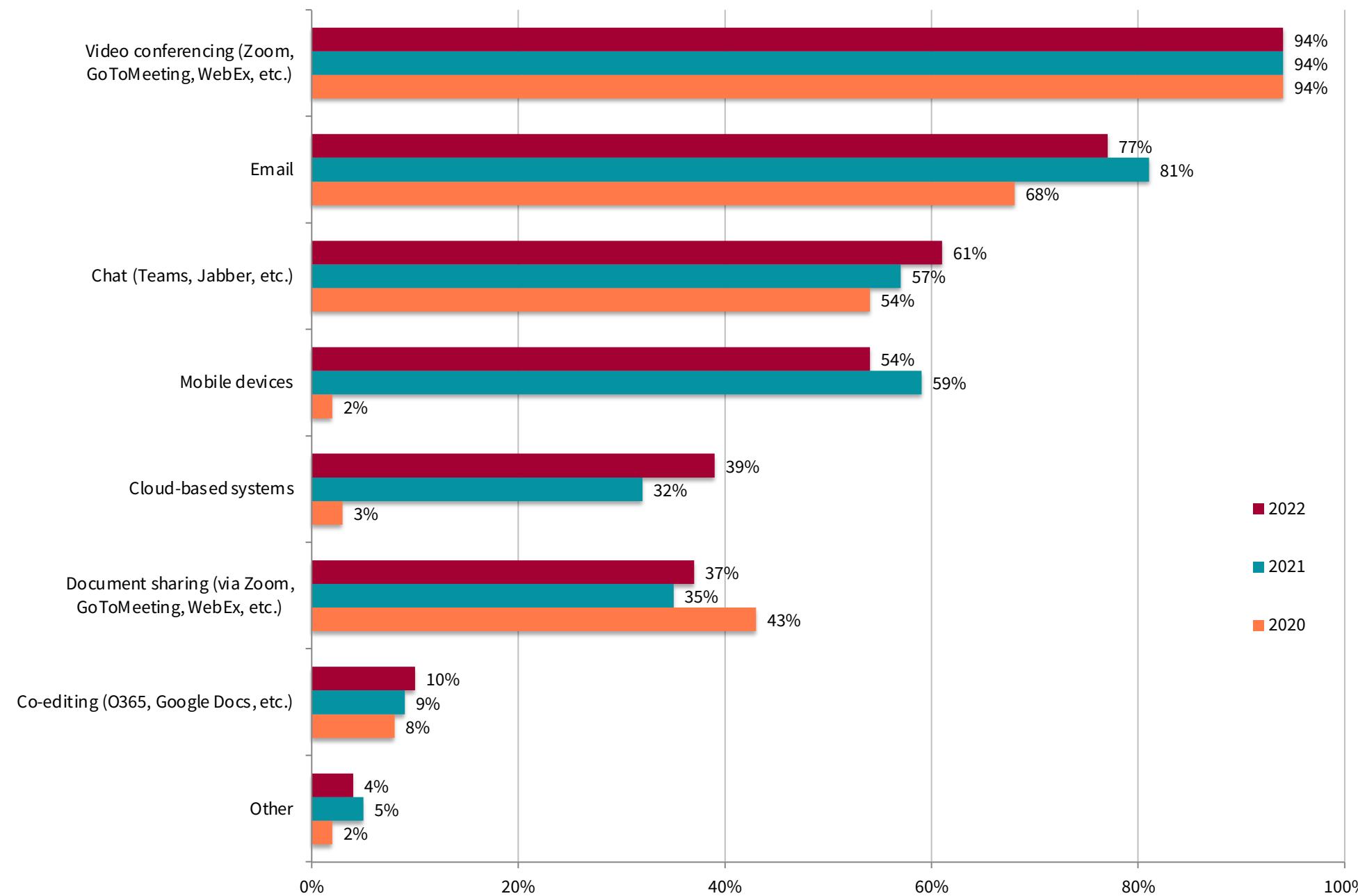
MOBILE DEVICE USE

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STRATEGY

During the Work-From-Home model, what functionality, tools, or technologies have been most helpful with collaboration between your firm's team members (lawyers or staff)?



Multiple response question; chart excludes responses less than 2%.

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STRATEGY

During the Work-From-Home model, what functionality, tools, or technologies have been most helpful with collaboration between your firm's team members (lawyers or staff)?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	4	3%	2	1%	0	0%	0	0%	0	0%
	Chat (Teams, Jabber, etc.)	52	35%	105	59%	80	76%	43	90%	43	84%
	Cloud-based systems	61	41%	64	36%	38	36%	21	44%	22	43%
PRACTICE MANAGEMENT	Co-editing (O365, Google Docs, etc.)	12	8%	20	11%	5	5%	7	15%	10	20%
	Document sharing (via Zoom, GoToMeeting, WebEx, etc.)	41	28%	65	37%	39	37%	23	48%	29	57%
	Email	121	82%	135	76%	75	71%	40	83%	34	67%
BUSINESS APPLICATIONS	Mobile devices	76	52%	94	53%	51	49%	36	75%	28	55%
	Video conferencing (Zoom, GoToMeeting, WebEx, etc.)	132	90%	169	95%	98	93%	45	94%	50	98%
	Other (please specify)	4	3%	7	4%	5	5%	2	4%	2	4%



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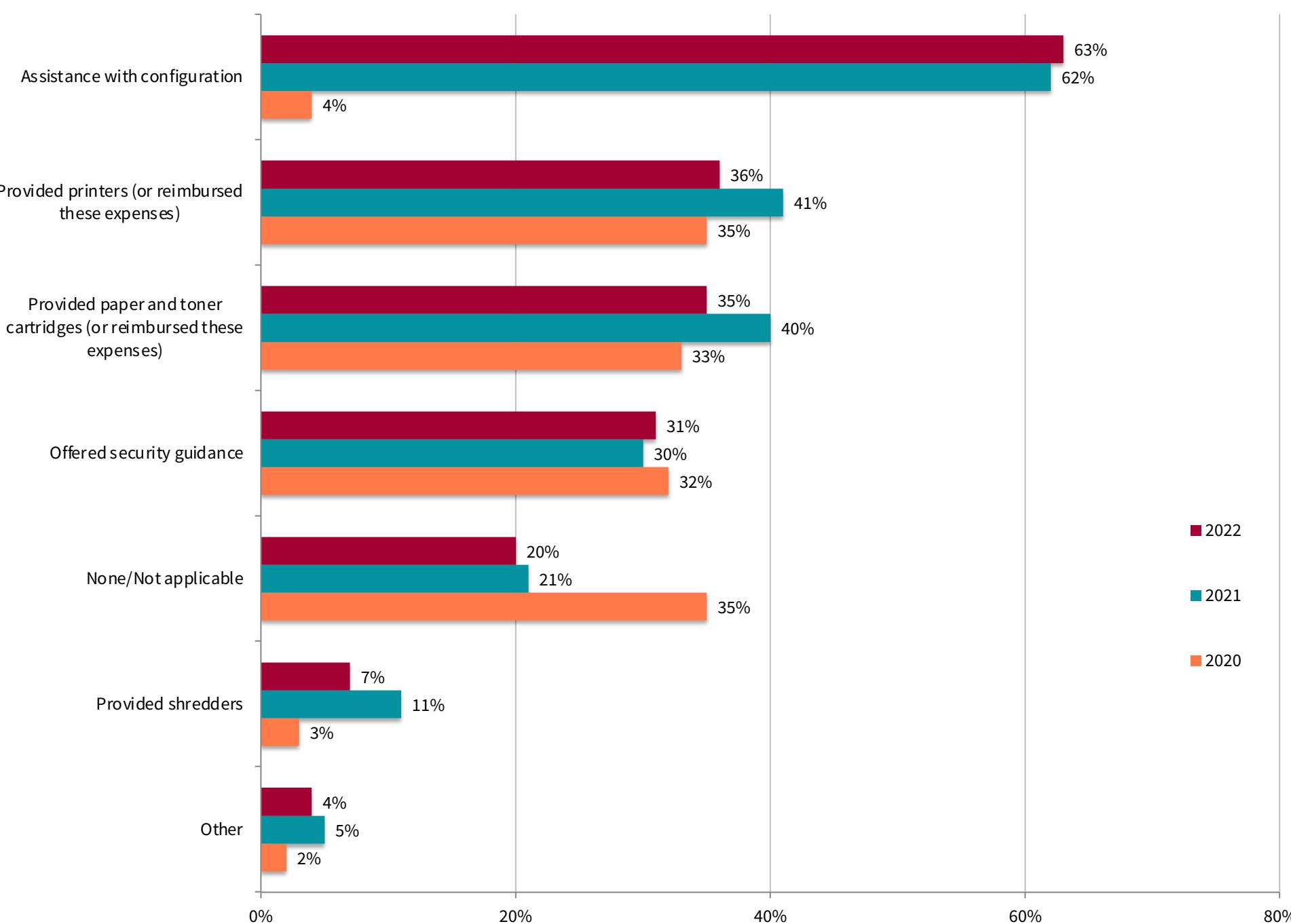
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STRATEGY

During the Work-From-Home model, what steps has your firm taken to facilitate printing at home?



Multiple response question; chart excludes responses less than 2%.

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STRATEGY

During the Work-From-Home model, what steps has your firm taken to facilitate printing at home?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	37	25%	35	20%	20	19%	8	17%	7	14%
	Assistance with configuration	83	56%	113	64%	69	66%	33	70%	34	68%
	Offered security guidance	27	18%	45	25%	36	34%	26	55%	27	54%
PRACTICE MANAGEMENT	Provided paper and toner cartridges (or reimbursed these expenses)	56	38%	63	36%	37	35%	16	34%	13	26%
	Provided printers (or reimbursed these expenses)	62	42%	65	37%	37	35%	13	28%	14	28%
	Provided shredders	11	7%	7	4%	9	9%	6	13%	4	8%
BUSINESS APPLICATIONS	Other (please specify)	3	2%	8	5%	4	4%	2	4%	6	12%



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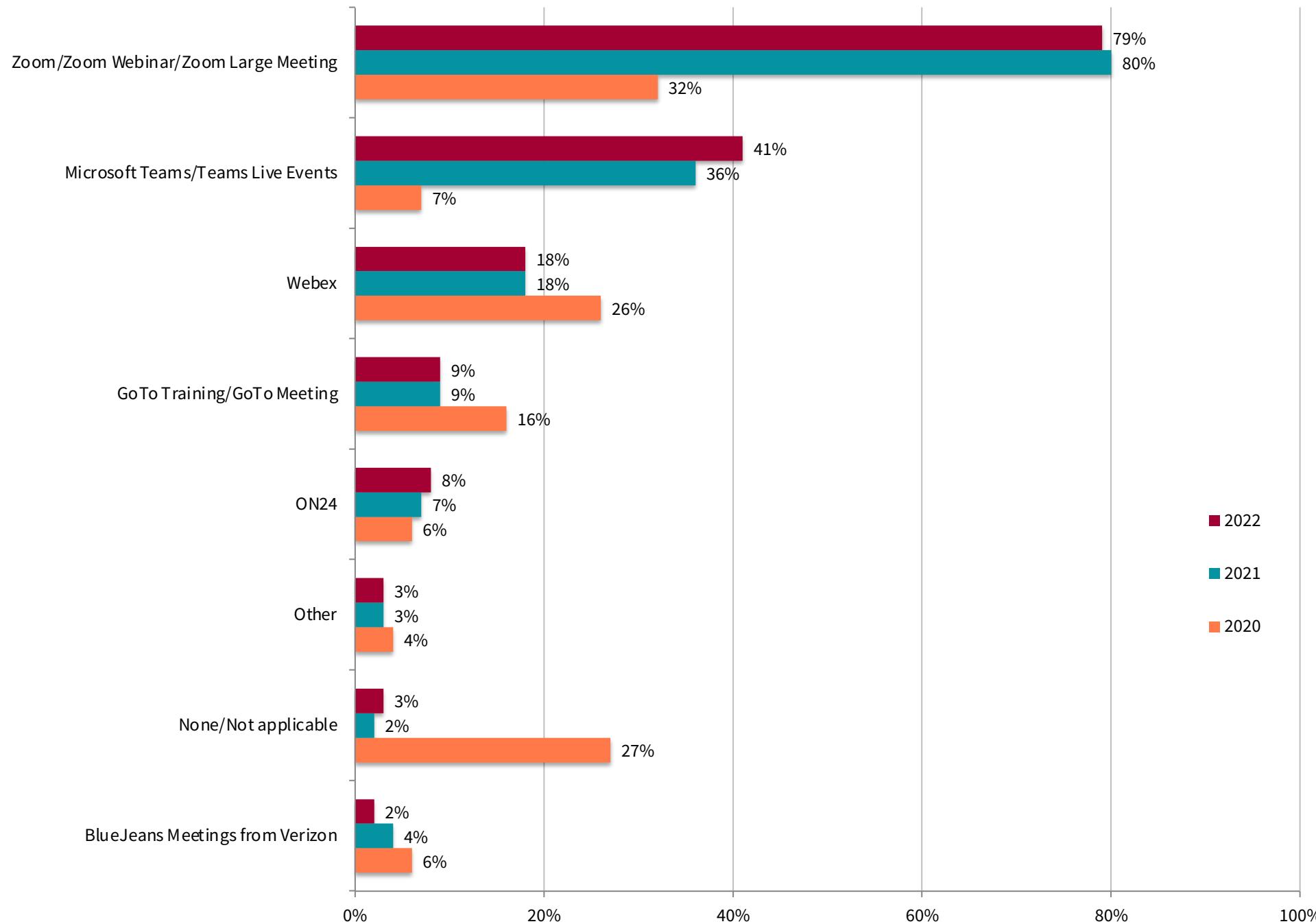
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STRATEGY

Which virtual event platforms or tools does your firm use to host virtual client meetings and marketing events?



Multiple response question; chart excludes responses less than 2%.

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STRATEGY

Which virtual event platforms or tools does your firm use to host virtual client meetings and marketing events?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	10	7%	5	3%	0	0%	0	0%	0	0%
	BlueJeans Meetings from Verizon	2	1%	5	3%	2	2%	1	2%	3	6%
	GoToTraining/GoToMeeting	12	8%	17	10%	12	11%	2	4%	3	6%
PRACTICE MANAGEMENT	Microsoft Teams/Teams Live Events	50	34%	75	43%	43	41%	19	40%	31	61%
	ON24	1	1%	4	2%	13	12%	11	23%	13	25%
	Webex	9	6%	24	14%	27	26%	14	30%	23	45%
BUSINESS APPLICATIONS	Zoom/Zoom Webinar/Zoom Large Meeting	123	84%	146	83%	79	75%	38	81%	31	61%
	Other (please specify)	3	2%	3	2%	5	5%	3	6%	3	6%



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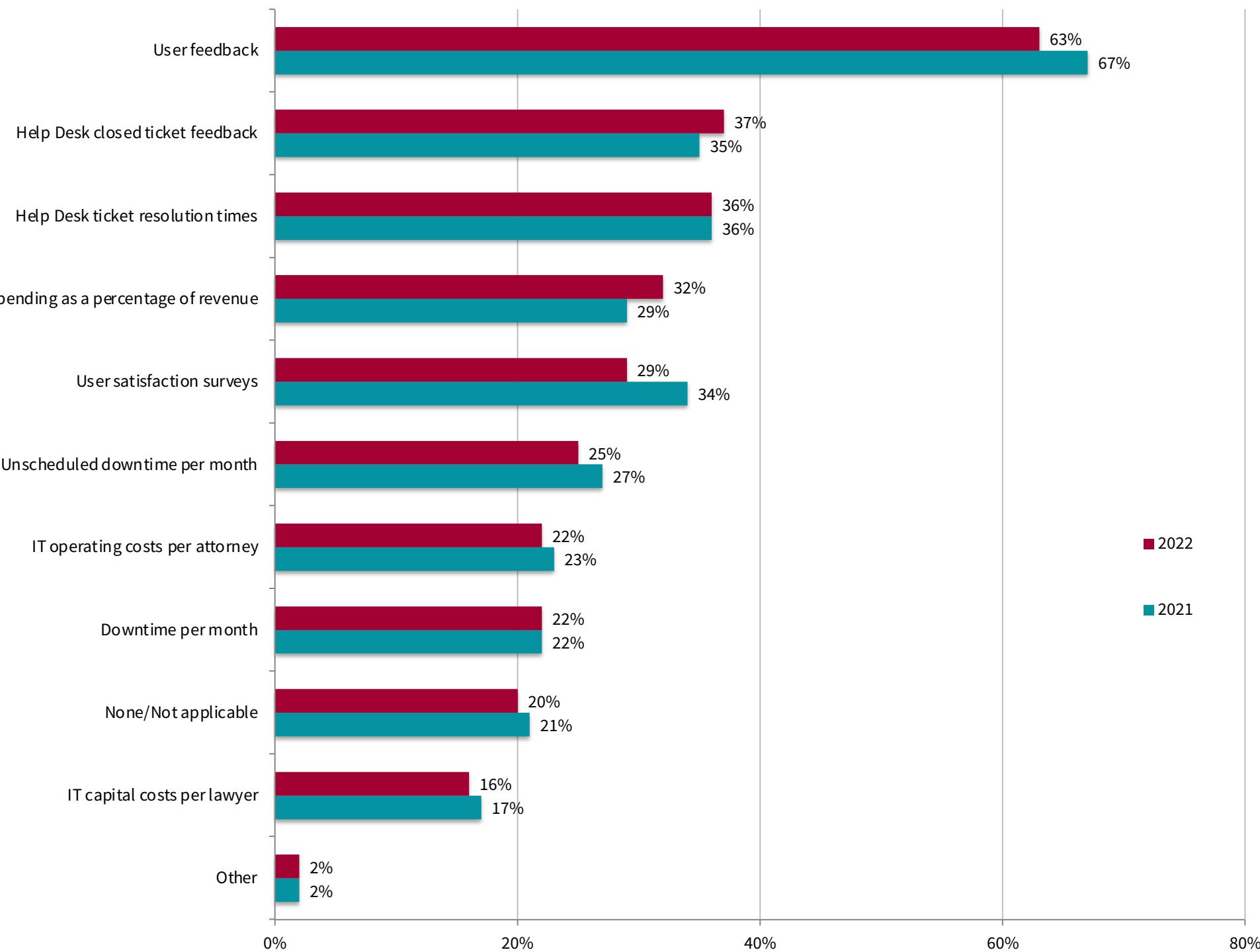
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STRATEGY

Which metrics are used to measure your firm's IT department performance?



Multiple response question; chart excludes responses less than 2%.



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		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	64	44%	26	15%	9	9%	4	8%	1	2%
DMS/ECM	Downtime per month	19	13%	35	20%	22	21%	20	42%	21	41%
	Help Desk closed ticket feedback	18	12%	61	34%	54	51%	25	52%	36	71%
	Help Desk ticket resolution times	22	15%	56	32%	37	35%	34	71%	40	78%
PRACTICE MANAGEMENT	IT capital costs per lawyer	8	5%	20	11%	24	23%	12	25%	18	35%
	IT operating costs per lawyer	14	10%	29	16%	33	31%	15	31%	24	47%
BUSINESS APPLICATIONS	IT spending as a percentage of revenue	22	15%	49	28%	36	34%	30	63%	34	67%
	Unscheduled downtime per month	23	16%	39	22%	27	26%	17	35%	24	47%
COLLABORATION	User feedback	74	50%	123	69%	73	70%	32	67%	33	65%
	User satisfaction surveys	19	13%	40	23%	42	40%	19	40%	31	61%
	Other (please specify)	2	1%	3	2%	4	4%	1	2%	0	0%

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Which metrics are used to measure your firm's IT department performance?



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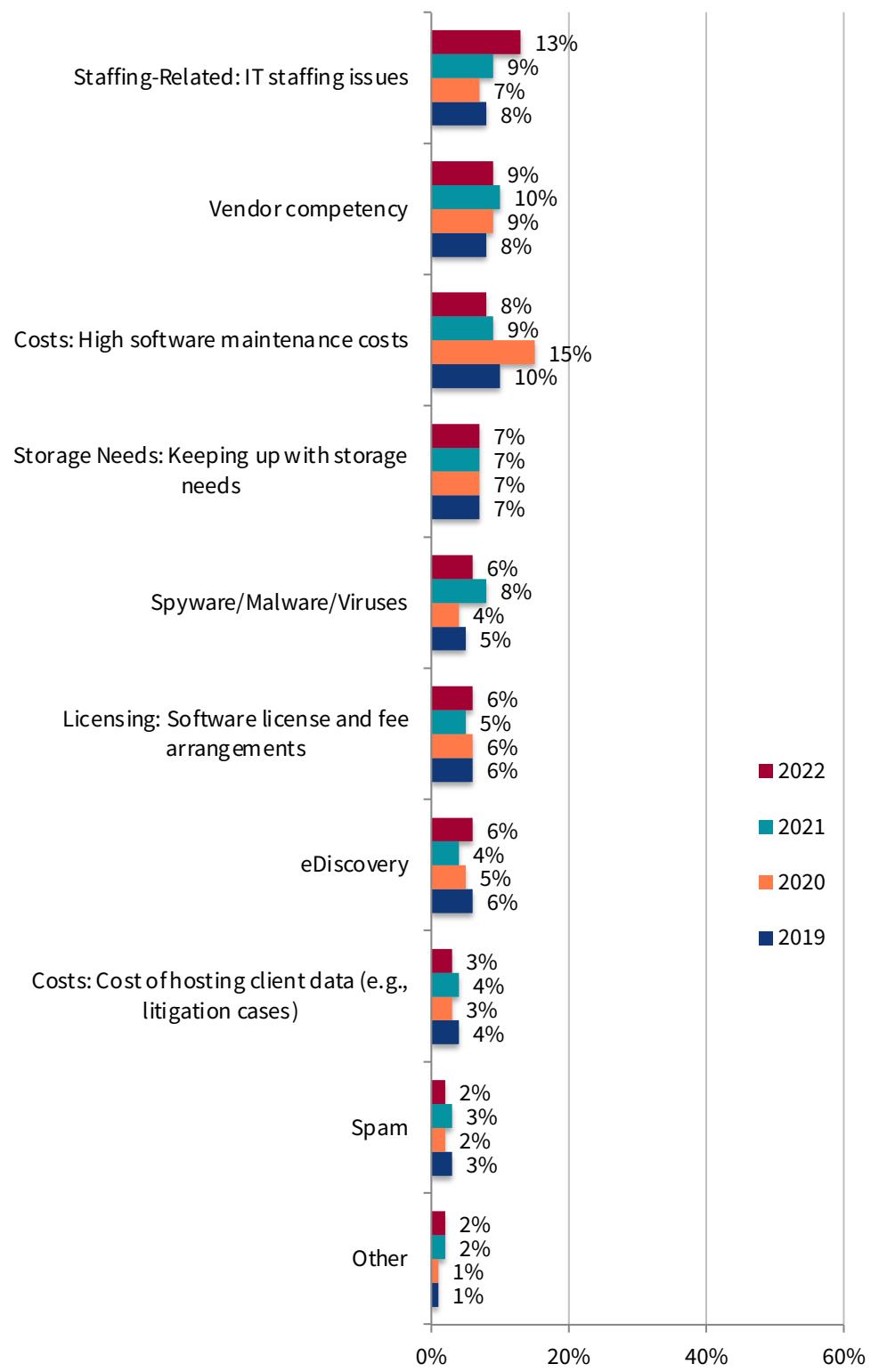
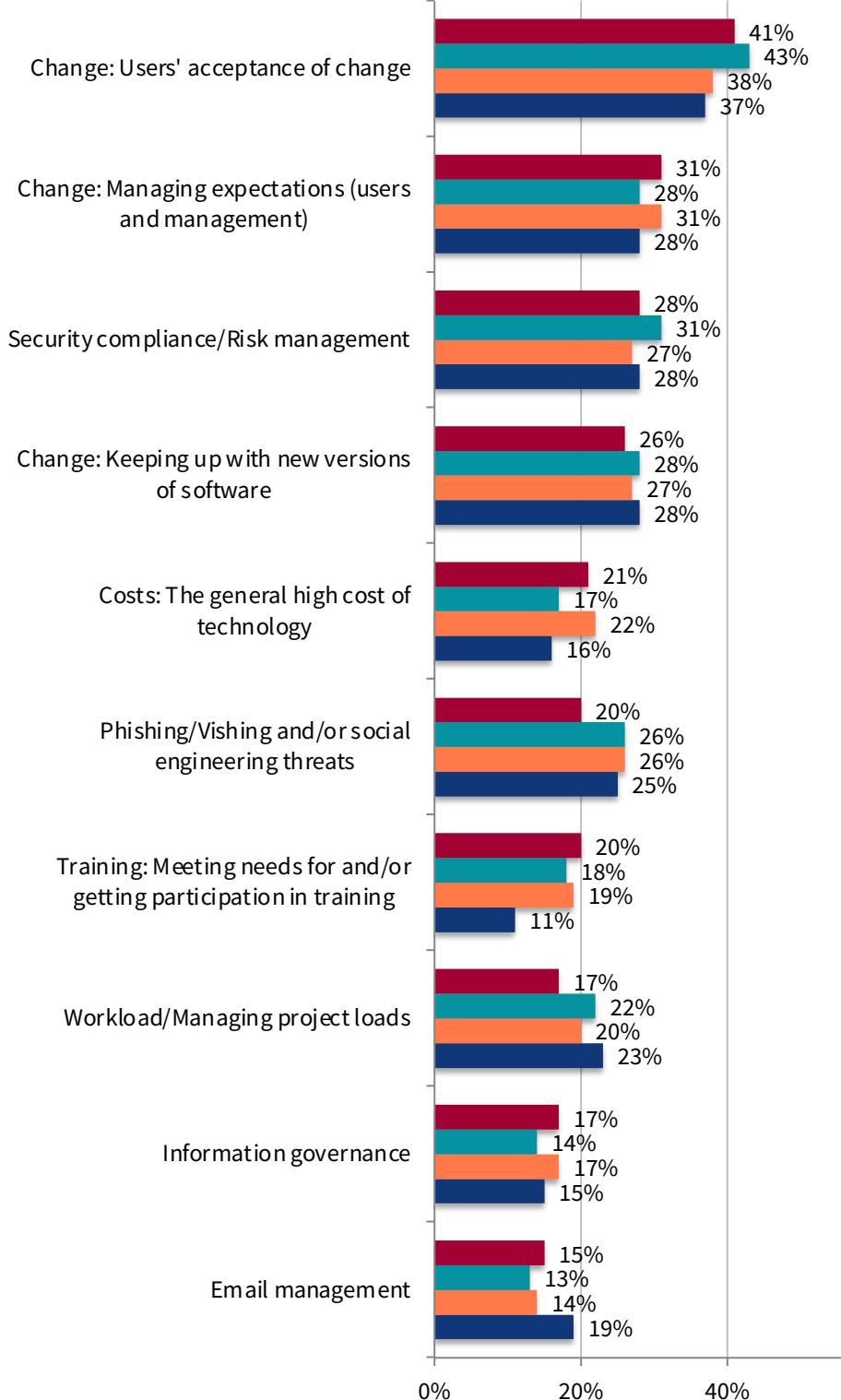
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What are the top three technology issues or annoyances within your firm?

Multiple response question; chart excludes responses less than 2%.

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What are the top three technology issues or annoyances within your firm?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	Change: Keeping up with new versions of software	36	24%	49	28%	26	25%	17	35%	11	22%
	Change: Managing expectations (users and management)	37	25%	57	32%	34	33%	17	35%	16	32%
	Change: Users' acceptance of change	55	37%	76	43%	47	45%	15	31%	21	42%
PRACTICE MANAGEMENT	Costs: Cost of hosting client data (e.g., litigation cases)	6	4%	6	3%	4	4%	0	0%	1	2%
	Costs: The general high cost of technology	48	33%	33	19%	12	12%	6	13%	10	20%
	Costs: High software maintenance costs	16	11%	14	8%	5	5%	4	8%	1	2%
BUSINESS APPLICATIONS	eDiscovery	10	7%	14	8%	5	5%	0	0%	1	2%
	Email management	23	16%	28	16%	18	17%	7	15%	5	10%
	Information governance	16	11%	22	12%	23	22%	12	25%	16	32%
COLLABORATION	Licensing: Software licenses and fee arrangements	11	7%	14	8%	0	0%	2	4%	2	4%
	Phishing/Vishing and/or Social engineering threats	33	22%	37	21%	16	15%	9	19%	8	16%
	Security compliance/Risk management	37	25%	58	33%	31	30%	8	17%	13	26%
MOBILE DEVICE USE	Spam	5	3%	3	2%	1	1%	0	0%	0	0%
	Spyware/Malware/Viruses	12	8%	8	5%	8	8%	1	2%	3	6%
	Staffing-Related: IT staffing issues	11	7%	20	11%	14	13%	14	29%	12	24%
SECURITY	Storage Needs: Keeping up with storage needs	17	12%	5	3%	10	10%	3	6%	1	2%
	Training: Meeting needs for and/or getting participation in training	29	20%	43	24%	21	20%	7	15%	7	14%
	Vendor competency	11	7%	14	8%	7	7%	6	13%	9	18%
BUSINESS CONTINUITY	Workload/Managing project loads	21	14%	24	14%	21	20%	14	29%	10	20%
	Other (please specify)	5	3%	1	1%	3	3%	2	4%	1	2%



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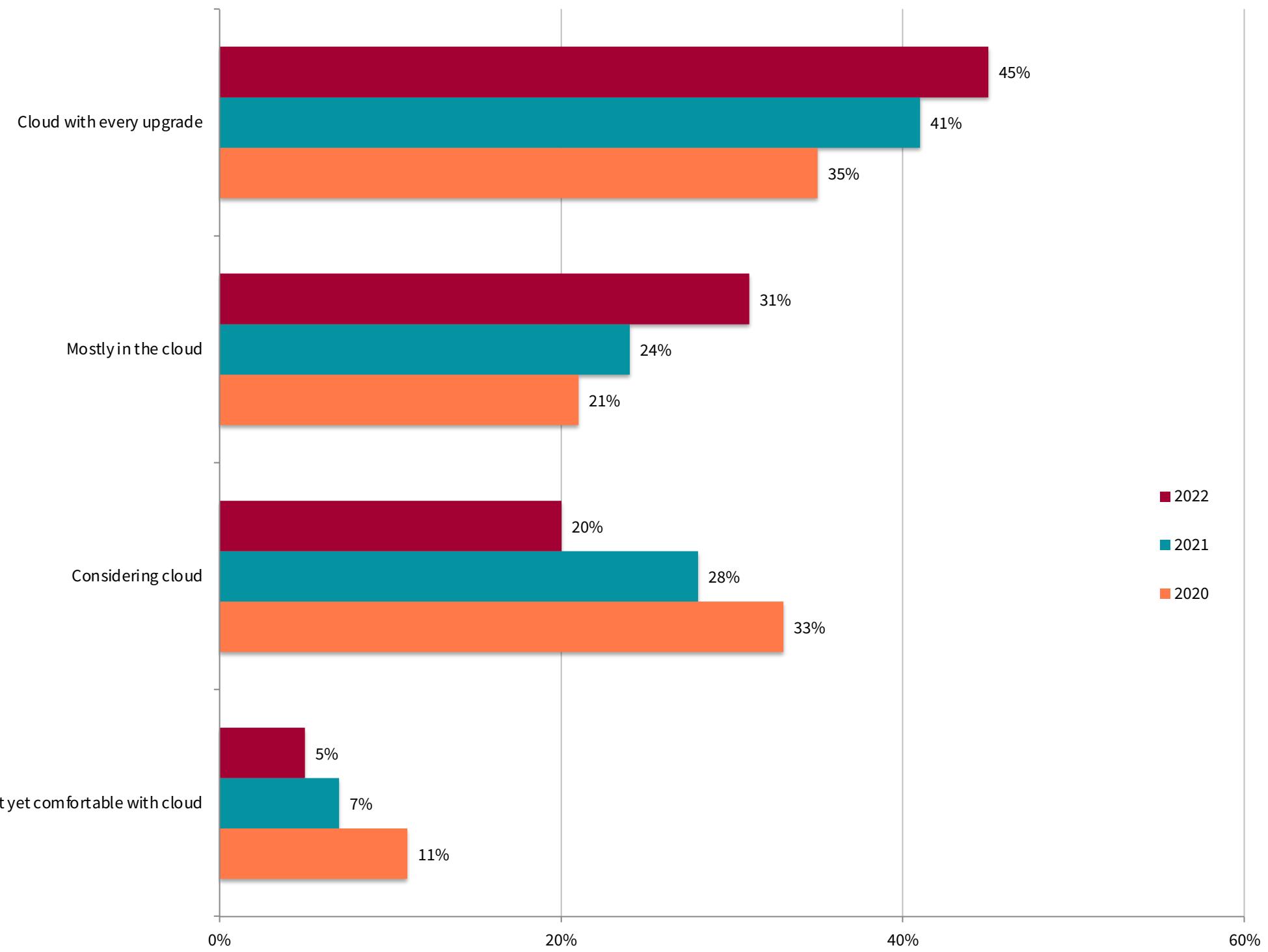
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How would you describe the cloud philosophy at your firm?



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STRATEGY

How would you describe the cloud philosophy at your firm?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	Mostly in the cloud	53	36%	55	31%	28	27%	13	27%	14	27%
DMS/ECM	Cloud with every upgrade	58	39%	75	42%	56	53%	25	52%	23	45%
	Considering cloud	27	18%	36	20%	18	17%	9	19%	13	25%
	Not yet comfortable with cloud	9	6%	11	6%	3	3%	1	2%	1	2%

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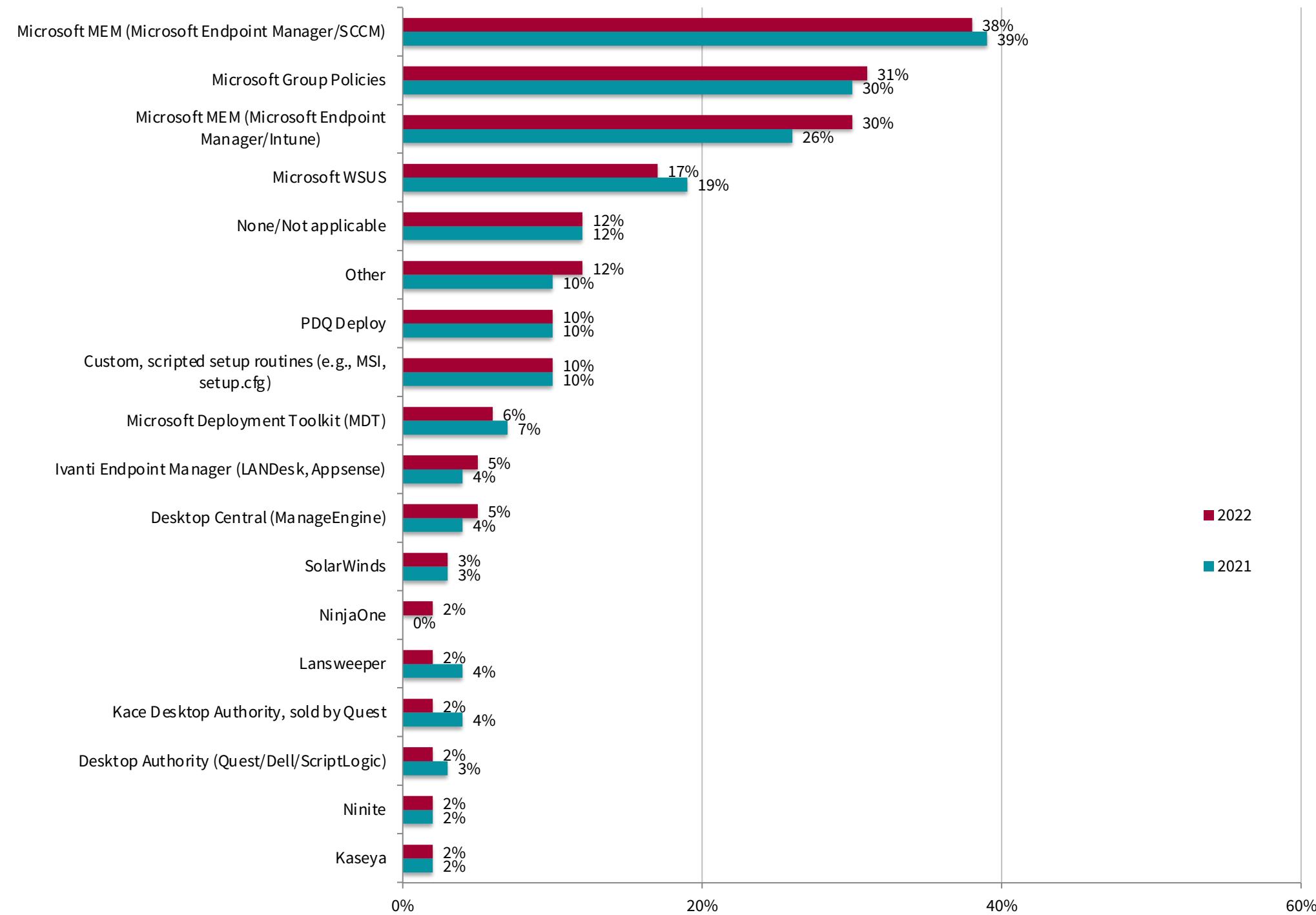
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In a “work-from-anywhere” environment, which tools are you using for patching remote devices managed by the firm?



Multiple response question; chart excludes responses less than 2%.

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STRATEGY

In a “work-from-anywhere” environment, which tools are you using for patching remote devices managed by the firm?

			Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
			COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	32	22%		23	13%	3	3%	2	4%	1	2%
	Desktop Authority (Quest/Dell/ScriptLogic)	4	3%		4	2%	5	5%	0	0%	0	0%
	Desktop Central (ManageEngine)	7	5%		15	8%	4	4%	0	0%	0	0%
PRACTICE MANAGEMENT	Ivanti Endpoint Manager (LANDesk, Appsense)	3	2%		3	2%	11	10%	6	13%	5	10%
	Kace Desktop Authority, sold by Quest	2	1%		5	3%	3	3%	1	2%	0	0%
	Kaseya	8	5%		2	1%	0	0%	0	0%	0	0%
BUSINESS APPLICATIONS	Lansweeper	3	2%		4	2%	3	3%	2	4%	0	0%
	Microsoft Deployment Toolkit (MDT)	5	3%		14	8%	8	8%	2	4%	2	4%
	Microsoft Group Policies	30	21%		60	34%	40	38%	15	31%	17	34%
COLLABORATION	Microsoft MEM (Microsoft Endpoint Manager/Intune)	24	16%		44	25%	39	37%	24	50%	25	50%
	Microsoft MEM (Microsoft Endpoint Manager/SCCM)	9	6%		49	28%	67	64%	35	73%	40	80%
	Microsoft WSUS	19	13%		39	22%	22	21%	7	15%	4	8%
MOBILE DEVICE USE	Ninite	3	2%		5	3%	0	0%	0	0%	0	0%
	NinjaOne	5	3%		5	3%	1	1%	0	0%	0	0%
	PDQ Deploy	21	14%		26	15%	6	6%	1	2%	1	2%
SECURITY	SolarWinds	7	5%		4	2%	3	3%	0	0%	0	0%
	Symantec Ghost (Norton)	1	1%		0	0%	1	1%	0	0%	0	0%
	Custom, scripted setup routines (e.g., MSI, setup.cfg)	12	8%		25	14%	10	10%	4	8%	3	6%
BUSINESS CONTINUITY	Other (please specify)	25	17%		21	12%	10	10%	3	6%	3	6%

INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

PRACTICE MANAGEMENT

BUSINESS APPLICATIONS

COLLABORATION

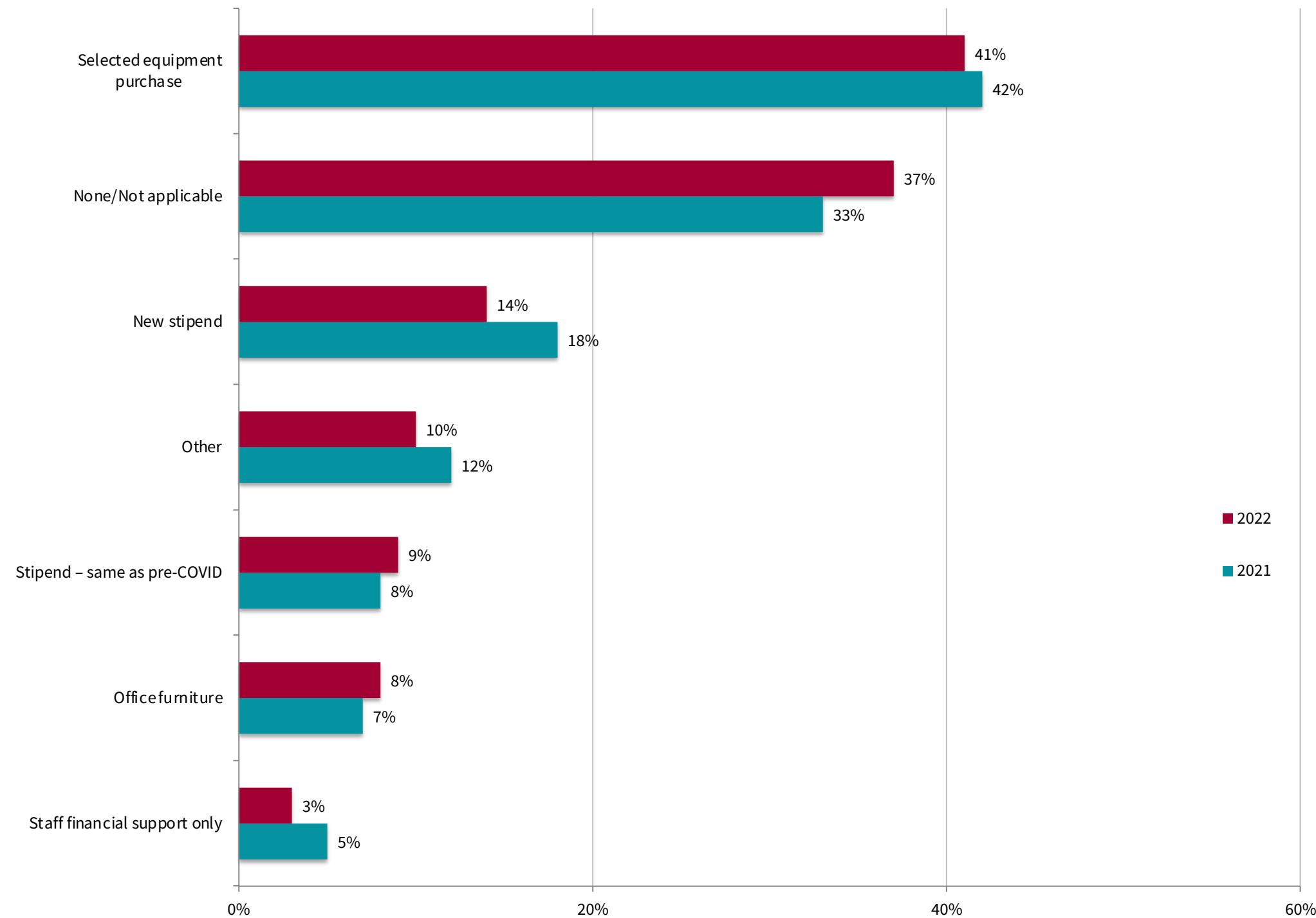
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Is your firm offering support to users to equip home offices?



Multiple response question; chart excludes responses less than 2%.



INFRASTRUCTURE

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BUSINESS CONTINUITY

STRATEGY

Is your firm offering support to users to equip home offices?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	65	44%	69	39%	36	34%	14	29%	12	24%
	Stipend – same as pre-COVID	8	5%	17	10%	10	10%	5	10%	6	12%
	New stipend	7	5%	21	12%	20	19%	12	25%	12	24%
PRACTICE MANAGEMENT	Staff financial support only	1	1%	3	2%	4	4%	3	6%	5	10%
	Selected equipment purchase	62	42%	68	38%	42	40%	21	44%	26	51%
	Office furniture	9	6%	13	7%	10	10%	4	8%	6	12%
	Other (please specify)	15	10%	16	9%	15	14%	3	6%	5	10%



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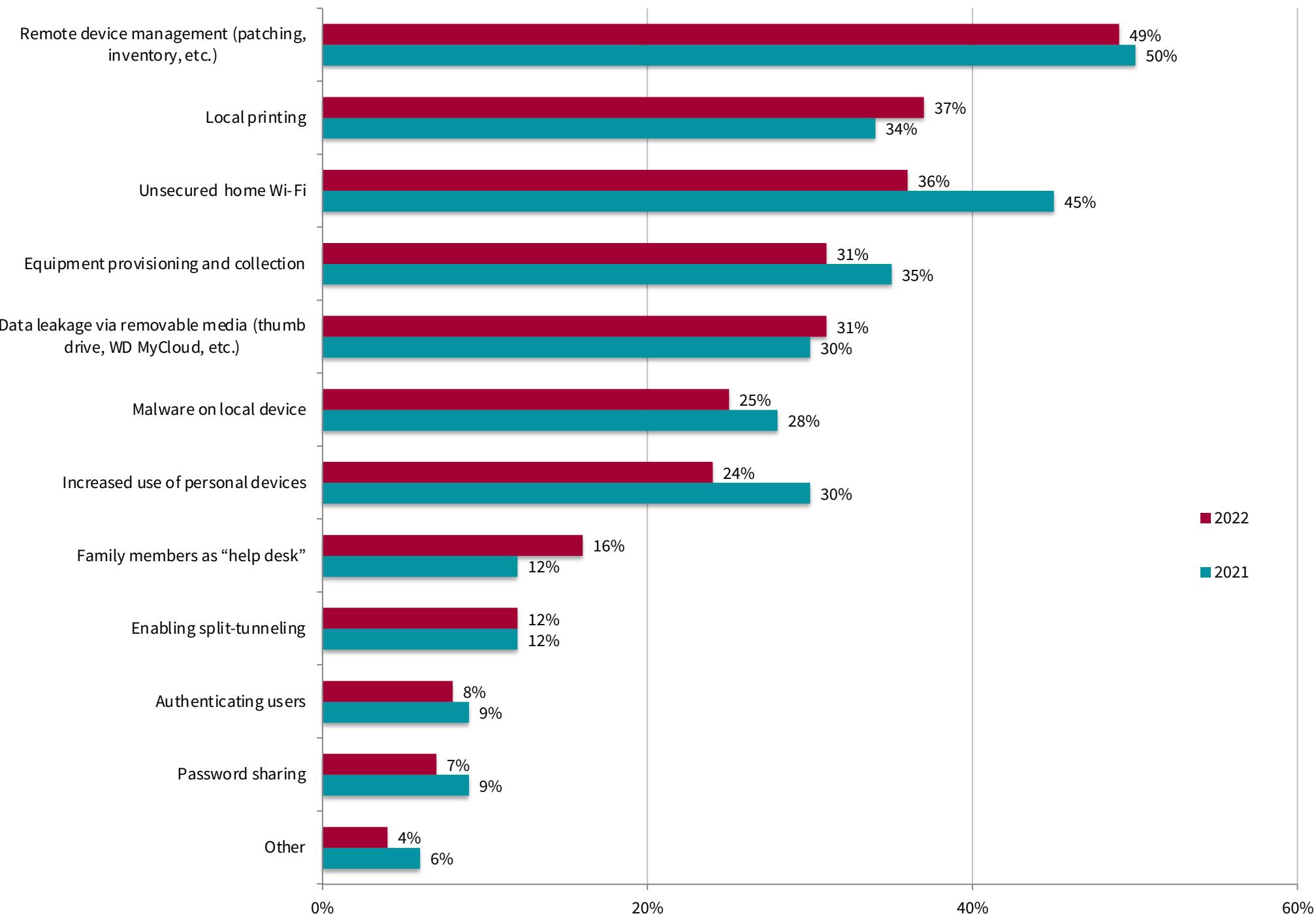
COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

What are your top three work-from-home security concerns?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

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BUSINESS CONTINUITY

STRATEGY

What are your top three work-from-home security concerns?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	Authenticating users	8	5%	16	9%	4	4%	2	4%	10	20%
	Data leakage via removable media (thumb drive, WD MyCloud, etc.)	39	27%	64	36%	30	29%	13	27%	15	30%
	Enabling split-tunneling	11	7%	19	11%	16	15%	6	13%	9	18%
PRACTICE MANAGEMENT	Equipment provisioning and collection	32	22%	46	26%	42	40%	20	42%	22	44%
	Family members as "help desk"	28	19%	32	18%	14	13%	8	17%	2	4%
	Increased use of personal devices	44	30%	41	23%	20	19%	14	29%	7	14%
BUSINESS APPLICATIONS	Local printing	46	31%	64	36%	41	39%	21	44%	21	42%
	Malware on local device	43	29%	52	30%	21	20%	8	17%	9	18%
	Password sharing	17	12%	12	7%	6	6%	1	2%	3	6%
COLLABORATION	Remote device management (patching, inventory, etc.)	76	52%	75	43%	50	48%	26	54%	29	58%
	Unsecured home Wi-Fi	57	39%	70	40%	40	38%	12	25%	12	24%
	Other (please specify)	6	4%	7	4%	6	6%	2	4%	2	4%



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COLLABORATION

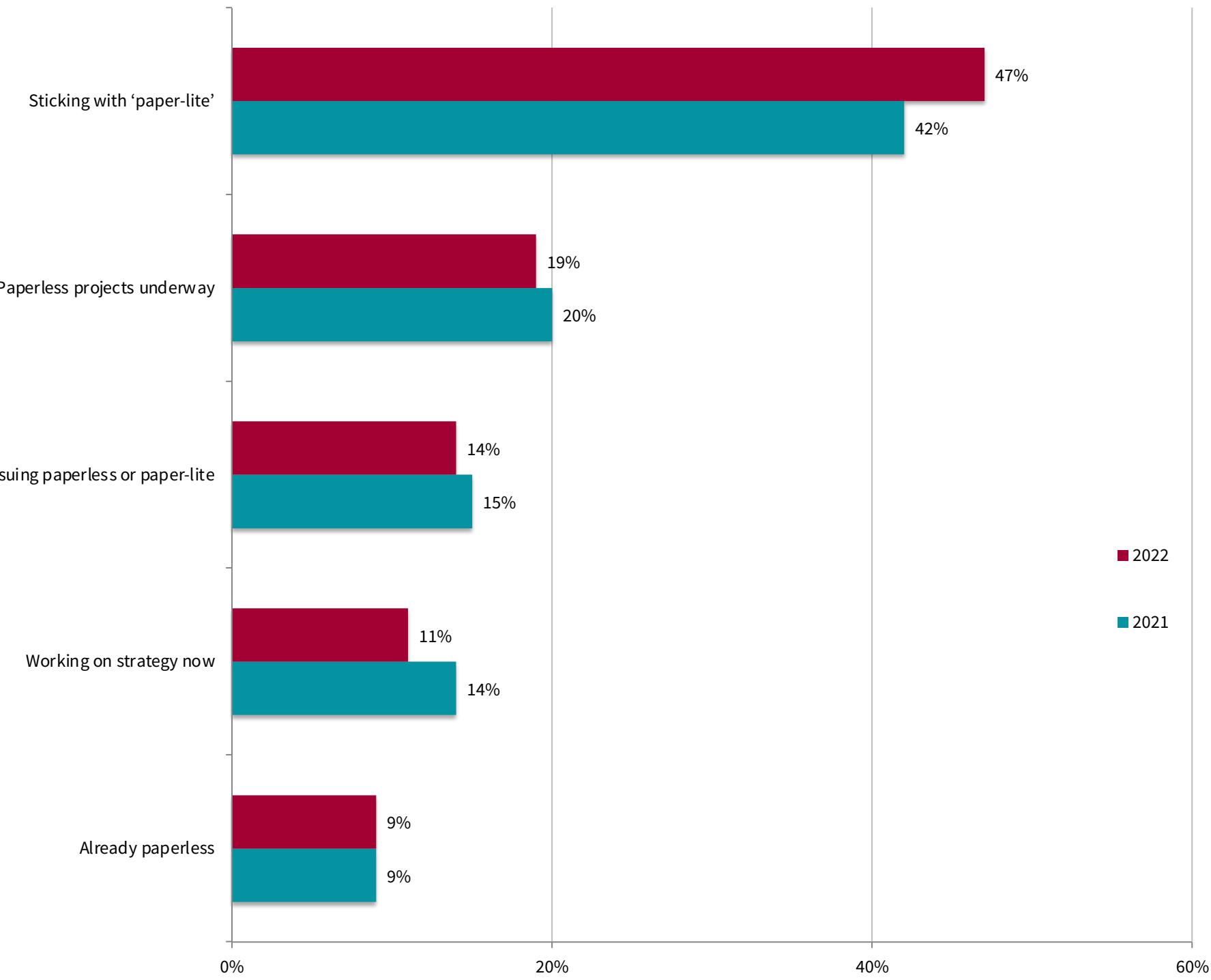
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

What is your firm's current strategy regarding the paperless practice?



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BUSINESS CONTINUITY

STRATEGY

What is your firm's current strategy regarding the paperless practice?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	Already paperless	13	9%	17	10%	9	9%	2	4%	4	8%
	Sticking with 'paper-lite'	70	48%	71	40%	50	48%	33	69%	25	49%
	Paperless projects underway	26	18%	33	19%	21	20%	9	19%	13	25%
PRACTICE MANAGEMENT	Working on strategy now	15	10%	22	13%	15	14%	2	4%	2	4%
	Not currently pursuing paperless or paper-lite	23	16%	33	19%	9	9%	2	4%	7	14%

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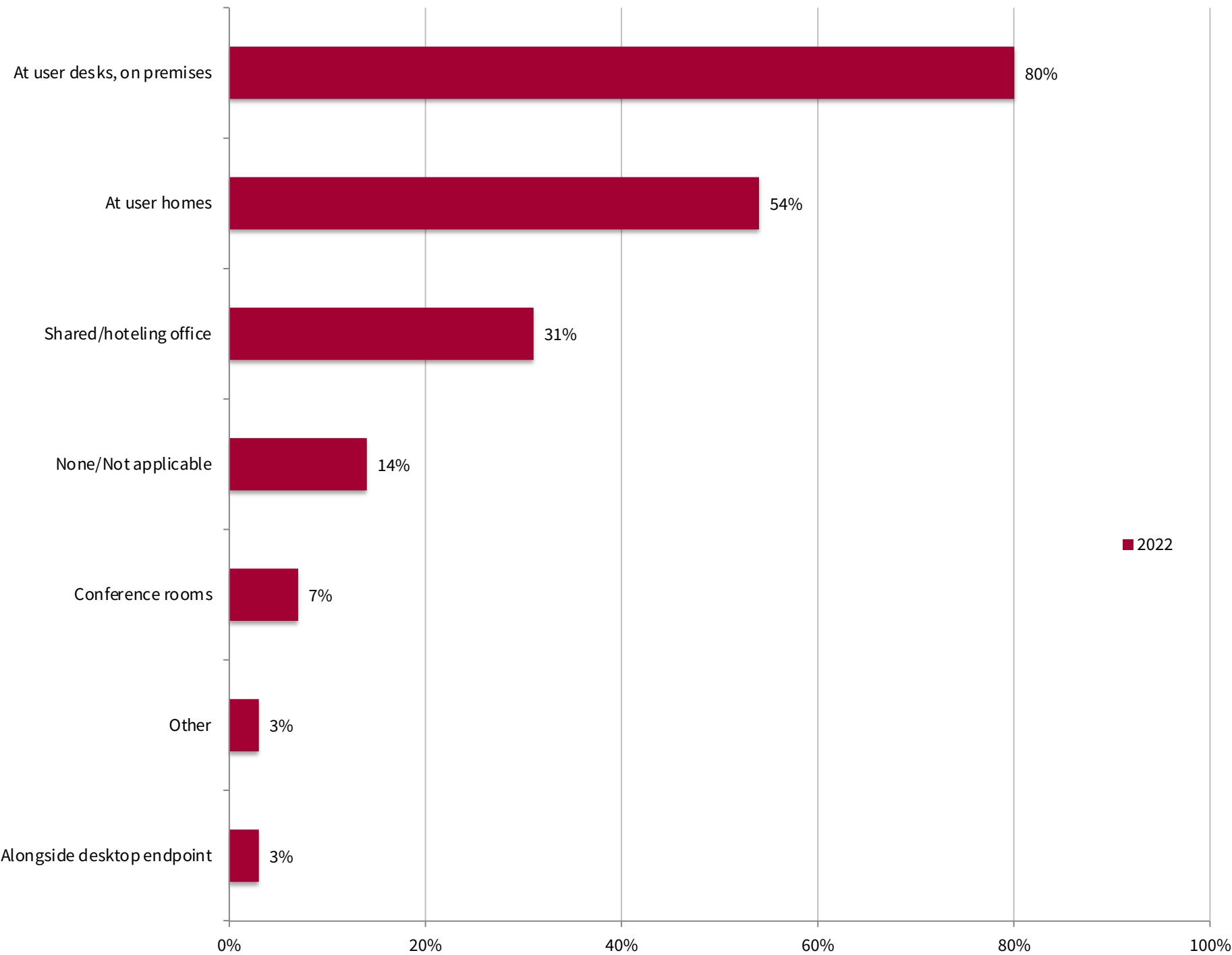
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

Where are docking stations (or port replicators) deployed for your organization?



Multiple response question; chart excludes responses less than 2%.



INFRASTRUCTURE

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BUSINESS CONTINUITY

STRATEGY

Where are docking stations (or port replicators) deployed for your organization?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
DMS/ECM	None/Not applicable	38	26%	29	16%	4	4%	1	2%	2	4%
	At user desks, on premises	97	66%	141	80%	93	89%	46	96%	48	94%
	At user homes	68	46%	91	51%	65	62%	30	63%	31	61%
PRACTICE MANAGEMENT	Alongside desktop endpoint	6	4%	4	2%	3	3%	1	2%	0	0%
	Conference rooms	11	7%	13	7%	6	6%	4	8%	4	8%
	Shared/hoteling office	21	14%	49	28%	44	42%	21	44%	28	55%
	Other (please specify)	1	1%	4	2%	6	6%	3	6%	1	2%



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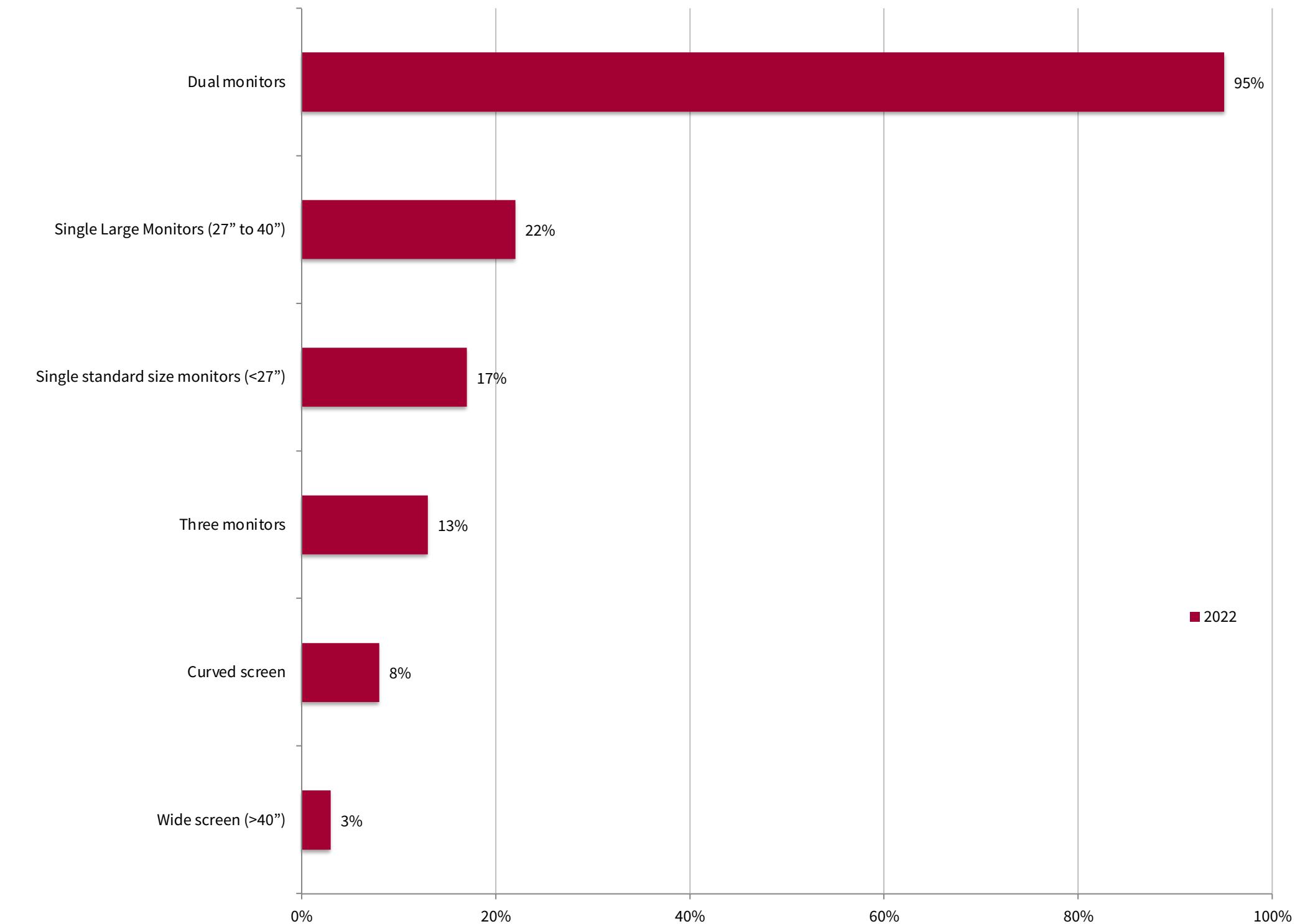
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

What monitor configurations are you currently deploying?



Multiple response question; chart excludes responses less than 2%.

INFRASTRUCTURE

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BUSINESS CONTINUITY

STRATEGY

What monitor configurations are you currently deploying?

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	0	0%	0	0%	1	1%	0	0%	0	0%
DMS/ECM	Single standard size monitors (<27")	31	21%	29	16%	12	11%	7	15%	8	16%
	Single Large Monitors (27" to 40")	39	27%	34	19%	19	18%	12	25%	12	24%
	Wide screen (>40")	4	3%	6	3%	3	3%	3	6%	2	4%
PRACTICE MANAGEMENT	Curved screen	12	8%	16	9%	5	5%	6	13%	4	8%
	Dual monitors	140	95%	172	97%	101	96%	44	92%	46	94%
	Three monitors	26	18%	28	16%	9	9%	4	8%	2	4%
BUSINESS APPLICATIONS	Other (please specify)	0	0%	1	1%	1	1%	0	0%	1	2%



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COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

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COLLABORATION

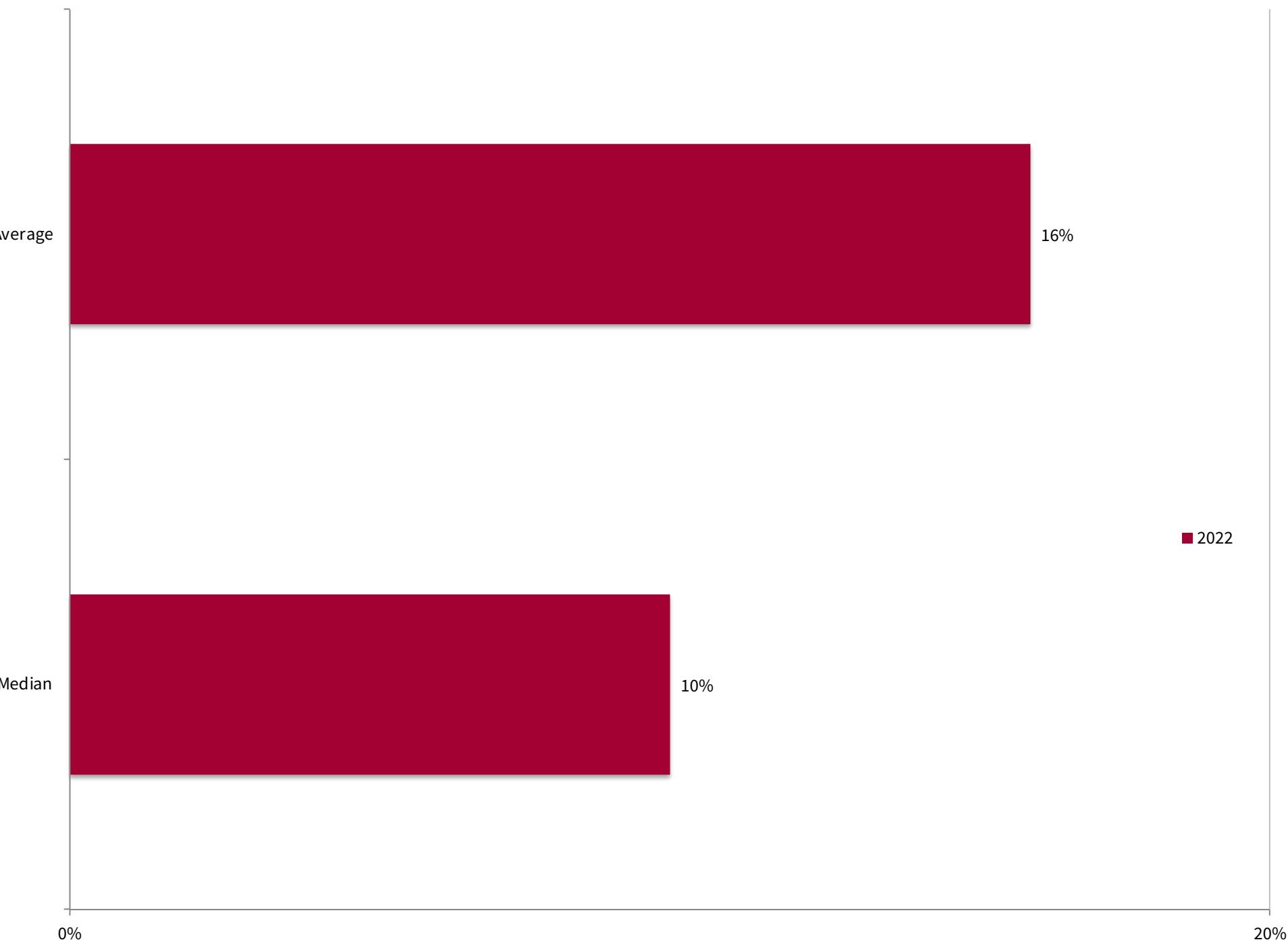
MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

STRATEGY

What percent of users are using/adopting a hoteling (office sharing) model?



INFRASTRUCTURE

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BUSINESS CONTINUITY

STRATEGY

What percent of users are using/adopting a hoteling (office sharing) model?

	Under 50 lawyers	50 to 149 lawyers	150 to 349 lawyers	350 to 699 lawyers	700 or more lawyers
Valid N	74	122	82	38	45
Median	4%	5%	10%	17%	15%
Mean	10%	16%	16%	25%	21%

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BUSINESS APPLICATIONS

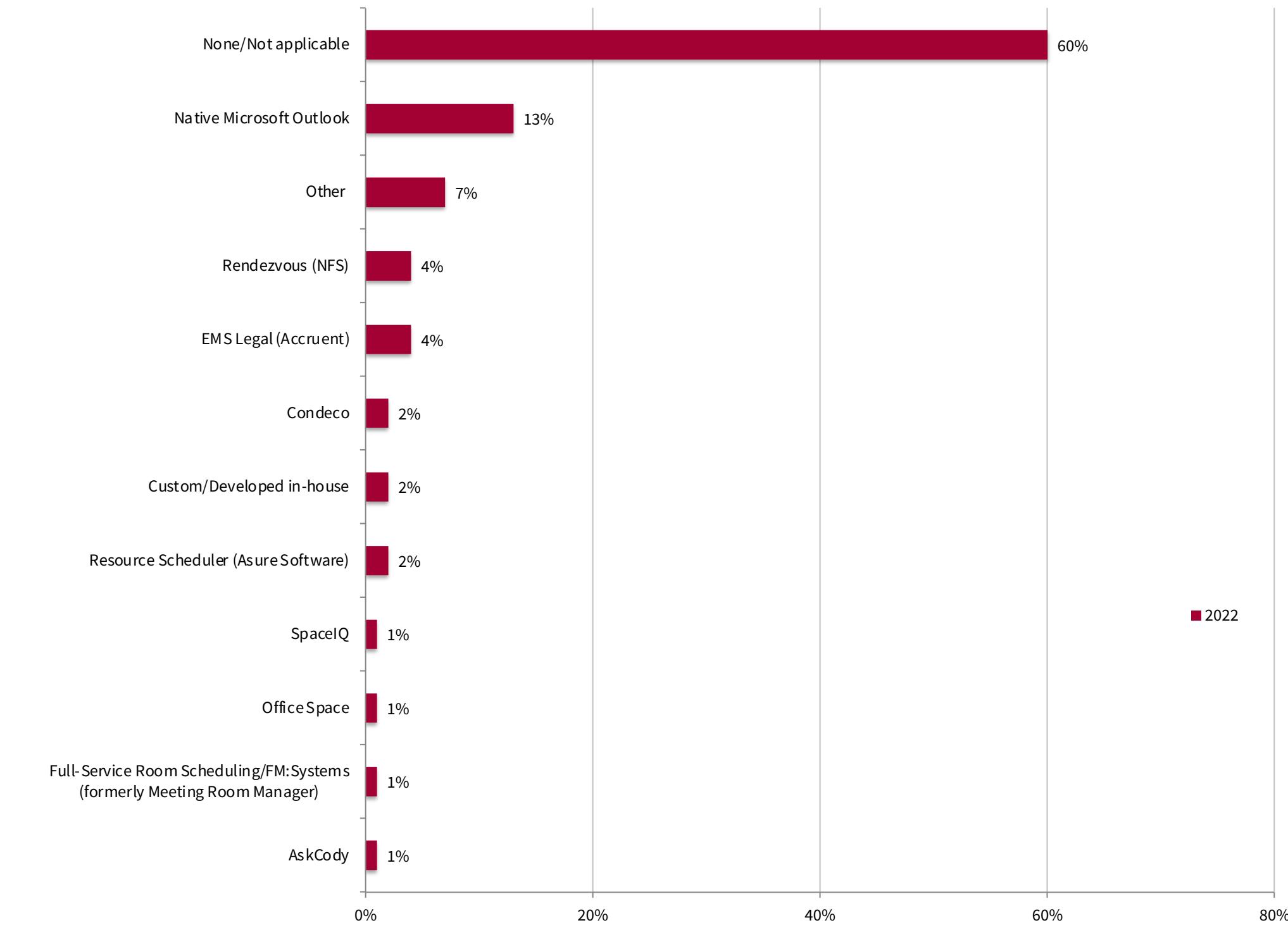
COLLABORATION

MOBILE DEVICE USE

SECURITY

BUSINESS CONTINUITY

Which PRIMARY application is your firm using to schedule hoteling or desk-booking?



INFRASTRUCTURE

COMPUTER HARDWARE & OPERATING SYSTEMS

OFFICE APPLICATION SOFTWARE

DMS/ECM

		Under 50 lawyers		50 to 149 lawyers		150 to 349 lawyers		350 to 699 lawyers		700 or more lawyers	
		COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %	COUNT	COLUMN N %
	None/Not applicable	127	88%	112	64%	44	42%	19	40%	14	28%
DMS/ECM	AgilQuest	0	0%	1	1%	0	0%	1	2%	0	0%
	AskCody	0	0%	3	2%	3	3%	0	0%	0	0%
	AppSpace	0	0%	0	0%	0	0%	0	0%	1	2%
PRACTICE MANAGEMENT	Condeco	0	0%	2	1%	4	4%	2	4%	2	4%
	CXApp Desks	0	0%	0	0%	0	0%	0	0%	0	0%
	EMS Legal (Accruent)	0	0%	2	1%	3	3%	6	13%	8	16%
BUSINESS APPLICATIONS	FlowScape	0	0%	0	0%	0	0%	0	0%	0	0%
	Full-Service Room Scheduling/FM:Systems (formerly Meeting Room Manager)	0	0%	0	0%	2	2%	2	4%	1	2%
COLLABORATION	Joan Desk	0	0%	0	0%	0	0%	0	0%	0	0%
	Kadence	0	0%	0	0%	1	1%	0	0%	0	0%
	Native Microsoft Outlook	16	11%	38	22%	13	12%	1	2%	2	4%
MOBILE DEVICE USE	Officely	0	0%	0	0%	0	0%	0	0%	0	0%
	Office Space	0	0%	0	0%	3	3%	1	2%	3	6%
	Rendezvous (NFS)	0	0%	1	1%	9	9%	3	6%	6	12%
SECURITY	Resource Scheduler (Asure Software)	0	0%	2	1%	6	6%	1	2%	2	4%
	SpacelQ	0	0%	2	1%	1	1%	1	2%	1	2%
	Custom/Developed in-house	1	1%	3	2%	3	3%	3	6%	3	6%
BUSINESS CONTINUITY	Other (please specify)	1	1%	10	6%	13	12%	7	15%	7	14%

Which PRIMARY application is your firm using to schedule hoteling or desk-booking?

