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FEATURES

ARTICLE

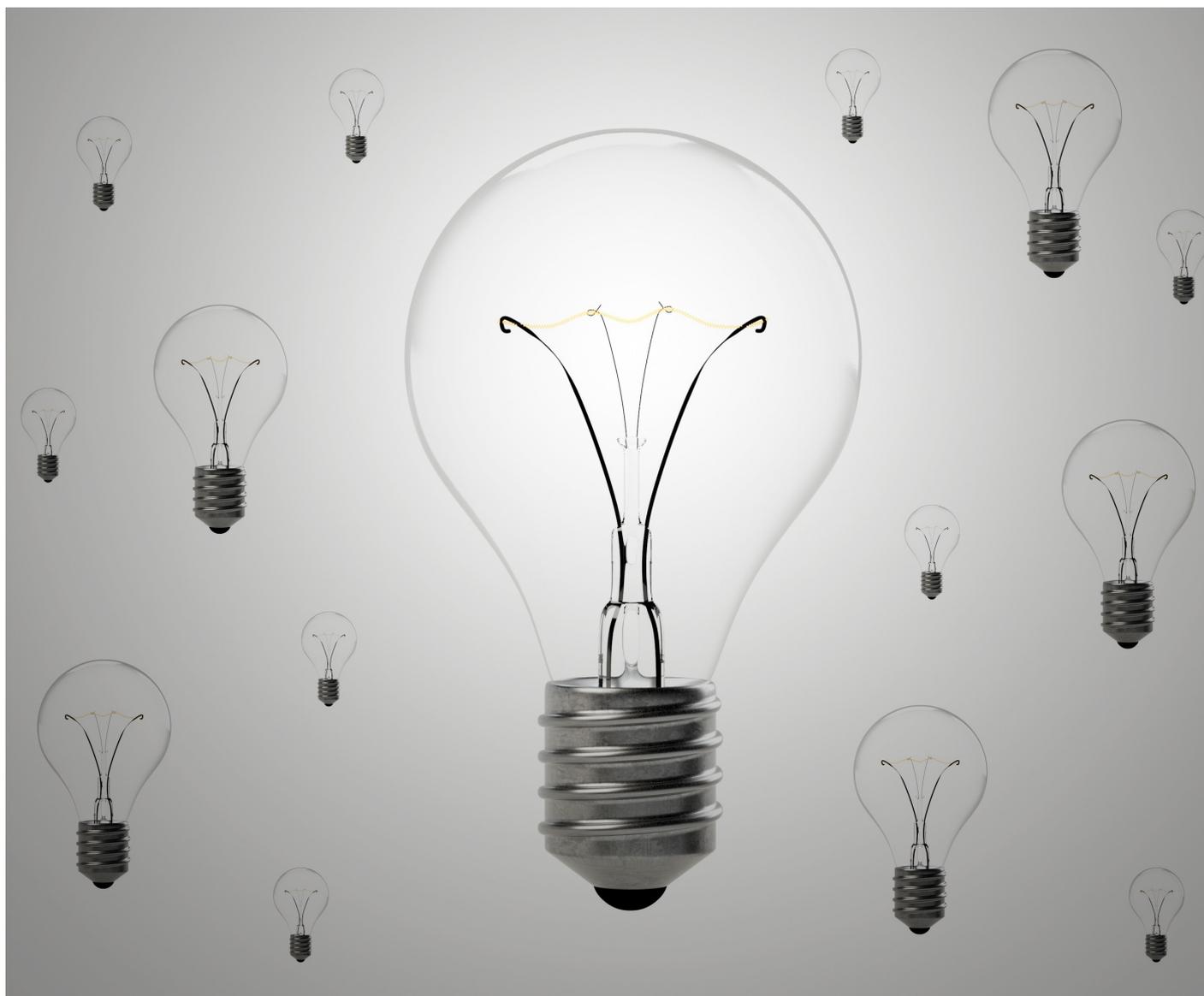
Big Data - the beginners guide

Becky Baker explains all in this guide to big data, as well as looking into what the future of big data looks like for insurance.

INTERVIEW

Upwards Trajectory

Guest interview with Lauren and Rebecca from Rocket Lawyer on how they are disrupting the legal market



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Insight into the future of law

The Legal Technologist

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A note from the editor

In late May 2018 we launched The Legal Technologist and I'm pleased to say we are back again for another issue. This is slightly later than scheduled to account for the summer break. In this issue, we have an interesting interview with the legal market's disruptor in chief Rocket Lawyer, as well as articles from our regulars Becky Baker and Coralie McKeivor on big data and social media respectively. I'm also pleased to include an interview with Collective Campus founder Steve Glaveski by Ben Mears, and a series of thoughts on the future lawyer by Kaisa Kromhof, Matt Edmonds and Catherine Howell.

I'd like to say a big thank you to everyone who has contributed to this edition. I'm really pleased with how it has turned out.

Marc May

Big Data

The Beginners Guide

by Becky Baker (@rebeccaJKBaker)

Any organisation that stores data recognises its responsibility to comply with regulation after the recent introduction of GDPR. Customer privacy is a key issue for businesses using big data analytics. Organisations in highly regulated sectors such as banking and insurance must reach an even higher threshold of data protection, and recognise both the opportunities, challenges and risks that big data can offer.

So, what is big data?

Information that in the 1960s would have been stored in overstuffed filing cabinets can now be collected and stored digitally in vast quantities. Computerised databases, cloud technology and the internet of things mean we can now produce and store more information than ever before.

The term 'big data' has evolved to encompass the concept that all data can be potentially correlated to generate a highly detailed and complex picture about any individual, place or thing.

In a nutshell, big data is very powerful but there is a cost:

1. Volume: The sheer amount of data being produced is a challenge to manage. Cloud technology and huge data centres can store vast quantities of data but they require enormous resources. The carbon footprint of global data centres in places such as Oregon and Virginia is greater than the carbon footprint of the entire global aviation industry.

2. Velocity: Data arrives at breath-taking speed and its value depends on it being processed and acted on quickly. When you ask Alexa to buy more loo roll, she needs to recognise the fact you're talking to her, work out what you're saying, respond, and actually buy the loo roll all in less time than it takes you to spin the roll.

3. Variety: Having a wide variety of data types is challenging because it is harder to derive meaning from some types than others. If you can't extract meaning from the data, it has no value. Text, audio and video data are common examples of data that need extra processing to understand their value. For example, when you asked Alexa to buy loo roll earlier she had to receive your audio data, convert it into text, and interpret the text before she could understand its meaning and take action.

These characteristics are known as the 'three Vs' of big data.

The information that Alexa collects as you talk to her every day is a good example of how valuable data can be to businesses and their customers. Amazon can build a detailed picture of your shopping habits and preferences and you receive more relevant recommendations and hopefully a better service (as long as it's not your toddler ordering a small arsenal of Nerf guns).

Big data is used across a huge range of industries to understand user behaviour and boost customer satisfaction. Although retail is a key example, any organisation that manages complex processes with a high number of users can draw value from big data.

UPS used big data analytics to redesign its delivery routes in the US, reducing its drivers' daily routes by 85 million miles, and security services across the world are hugely reliant on big data to identify terrorist and other security risks. The health industry is investigating how to harness the power of big data for better patient care. The potential applications of the technology are vast, from preventing fraud and money-laundering to betting on the football score.

Big data and the law

Big data can be used to serve the customers' interests as well as being of great value for businesses, but GDPR is just the forerunner of how tightly regulated this area must be. The Financial Conduct Authority has already expressed concern that the use of big data analytics could lead to altered business practices that don't necessarily benefit consumers, and it continues to encourage people to join the ethical debate.

Forging ahead with big data analytics and mining its benefits will always be a delicate balance between innovation and consumer protection. In this ever-evolving arena, organisations who fully embrace and understand both the challenges and opportunities within the developing regulatory structure will have a huge advantage but it's very early days. In the words of Charles Randell, Chair of the FCA, "there is so much more thinking to be done"!

One lawyer who is doing the thinking on big data is George Barratt, a newly qualified solicitor at RPC. The firm is known for its broad range of insurance work, and Barratt focuses on professional and financial risks insurance claims.

The insurance industry is a good example of a highly regulated sector that has a lot to gain from big data. Barratt highlights that “data has always been at the heart of what insurers do”, but the use of big data has the potential to transform the core of the industry:

“The claims process is an area which is ripe for innovation, particularly in the way it interacts with the underwriting side of the business. By capturing and using claims data, insurers can reduce, predict and sometimes prevent losses by identifying risk factors.”

Barratt acknowledges that compliance with regulation such as GDPR is a challenge, but he highlights that it can also be an opportunity. Insurers who remain ahead of the regulatory curve will have a competitive advantage, advised of course by their data protection lawyers.

Barratt sees competition as the other big challenge for insurers, especially from new players in the market:

“Small start-ups can develop new products much quicker than larger insurers, who can be held back by the sheer size and scale of their operations. Amazon and other tech giants are also keen to get a foothold in the insurance industry and have vast experience in using big data.”

Staying competitive in this market will be challenging for established insurers with large international operations, but Barratt draws parallels between insurance and banking in their response to technological disruption. Some larger banks have forged effective relationships with more agile FinTechs, and Barratt believes “this will also be crucial for insurers”.

In conclusion

For lawyers and students, it's worth keeping up-to-date with what's going on in the big data world. In insurance, Barratt stresses that it's still early days and ideas are developing all the time:

“Nobody is sure which ideas and concepts will take off and which will fall away, so it's important to have an overall view of what's going on in the market and to view new ideas critically.”

Barratt encourages the next generation of lawyers to take advantage of their native tech-savvy to gain a foothold in this fast-developing area. Lawyers will play a key role in shaping the legal framework of big data, and its wide application, from tax to education, means that everyone will be getting involved.

Legal tech quick guide

What is legal tech?

'Legal tech' is the the term for technology used by those in the legal profession. Legal tech ranges from the automation of agreements or letters to the technology used to review thousands of documents using artificial intelligence. It is a fast moving area and the UK is leading the way in certain aspects of it.

Examples of Legal tech include (but are not limited to):

- Document automation
- Document review
- Contract comparison
- Document management systems
- Legal research tools

Law as a profession has been quite slow to take up technology in comparison to other professions (e.g. accountants) but over the past five to ten years great strides have been made by law firms to use and embrace it.

Why is it relevant to me?

If you're reading this then the chances are you have an interest in legal tech and want to know how the profession is using it. As this magazine is focused primarily towards the junior end a knowledge of legal tech, or at least a knowledge of what is available, will make your lives easier when you move through the lawyer ranks.

The number of legal tech start ups has boomed over the past few years and several top firms have their own incubators providing support for the next big legal solution. You should think of these legal tech companies as tools in your lawyer toolbox. They won't replace the role of the lawyer but they will provide assistance in nearly every aspect of practice. Keeping on top of what is available will help you in your work so you can provide your client with a better service, which as a lawyer should be paramount.

LAWYER OF THE FUTURE #1

Every issue of The Legal Technologist will now include quotes from people who have an opinion on either the future lawyer or the future direction of the legal profession. These opinions will be from a broad section of society and not just those that are actively involved with legal technology. In this issue we are lucky to have three quotes from Matt Edmonds, Catherine Howell and Kaisa Kromhof. These are designed to make you think first and foremost and consider how the profession may change in your lifetime. These opinions will be added to the Legal Technologist website so please feel free to comment whether you agree or disagree.

"I think the 'future lawyer' will be more focused on complex points of law, strategy and client development than we have seen in recent years. With firms gradually increasing efficiencies by document and contract automation, shared services and ABS models, lawyers should be able to go back to doing what they trained and qualified for.

I appreciate lots of firms won't immediately (or ever) adopt an ABS, which I think will give the 'future lawyer' more opportunities to innovate and be creative with the way their businesses and processes work.

I also think legal project management will take off in the foreseeable future, which I envisage will drive forward-thinking lawyers down a new route which, whilst a small risk, will produce (in my view) a bigger reward. LPM will teach lawyers how to map and drive the processes in which they are already subject matter experts. It's certainly a demand our clients have and will continue to have as it will show greater operational efficiencies, such as cost saving, better utilised resource and risk reduction."

Matt Edmonds
Legal Analyst
TLT LLP

Special guest interview with Collective Campus CEO and Co-Founder Steve Glaveski



Collective Campus is an innovation hub, school and consultancy established in Melbourne, Australia. They work with large organisations and law firms from London to New York including Clifford Chance, Microsoft and King & Wood Mallesons to help them find and adopt the mindsets, methods and tools they need to successfully navigate uncertainty in an era of rapid change.

Steve is the author of the bestselling *Innovation Manager's Handbook*, keynote speaker, host of the award-winning Podcast *Future Squared*, and founder of *Lemonade Stand*, a program that teaches children the fundamentals of entrepreneurial thinking.

Keen to learn as much as possible about innovation, legal technology and the challenges faced by law firms is the wannabe intrapreneur and law graduate from the University of Plymouth, **Ben Mears**, who is currently working remotely as their Legal Innovation Consultant from the UK. Earlier in the summer he took a moment in his internship with Collective Campus to sit down with Steve in CC's Melbourne office to pick his brain on some key themes and hot topics impacting the legal sector...

[What technology would you say is having the biggest impact on the sector at the moment and going forward?](#)

I think at the moment, automation is having the biggest impact on the field just based on what I've seen, and that is around automating contracts, execution, negotiation, and review. Automating precedents as well, rather than having to manually find them and everything else and that can ultimately save people a lot of time. One thing I've seen though with our work with law firms is that many firms aren't investing in it because they're "too busy", and the fact is that if you make time to invest in these things and if you prioritise the important over the urgent then you actually create a hell of a lot more time to do a lot more work and make more money and put yourself forward as a top law firm. But if you're constantly fighting fires and focusing on so-called "urgent" all the time then you're ultimately going to fall behind firms who do embrace these technologies. And that applies beyond legal services, to basically any profession.

[Should lawyers or law students be concerned about the growing impact of tech in the sector?](#)

The way I see it there's a key distinction. Threats are simply opportunities that you don't respond to in a timely manner. So I wouldn't be concerned, unless I wasn't responding or I wasn't taking it seriously or I was just lazy. Now, if you are proactive, you'll see this as an opportunity to differentiate yourself, and gain an edge over everyone else who falls into one of those categories.

[That's encouraging, but how can legal graduates and lawyers seek to educate themselves about the tech affecting the legal sector?](#)

The reason why roughly one third of our income exists is because people are too lazy to Google things. If you want to learn about legal technology and what's happening in this space there are countless websites online; Lawyers Weekly and Legal Geek, and then there's publications by law firms like Ashurst and Allens and numerous others have released on things like blockchain. Collective Campus have published a white paper on innovation and legal services, there's no shortage of free material out there, law firm website blogs, there's podcasts as well on legal tech.

On the flip side of that, innovation and intrapreneurship is not just about focusing on your industry it's about connecting the dots across different disciplines. So getting out there and reading broadly, not just what's happening in legal tech, but what's happening in technology and innovation across the board, going to meet-ups, going to the occasional conference, and just reading books on the topic.

Today we publish more content or information in a few days than what we did in the entire twentieth century and most of that content is freely available at the click of a button so there's no excuse for people not to be learning, it's more of a question of what you want to be learning. But then also, what mechanisms are we applying to absorb that content? Like learning how to learn, because it's all well and good to read something, remember it for seven seconds and then forget all about it. But what are you doing to actually remember and aid recall? Are you writing things down and keeping notes and then are you teaching someone else what you've learnt so you can recall that later?

Why should legal graduates or lawyers care about innovation?

Graduates and lawyers should be concerned about innovation because if they're not, then the technology that is posing a threat to their profession may leave them blind sighted, and ultimately left behind. If they understand what's coming, then they will be in a better position to respond to those changes and adapt and like the late Stephen Hawking defined it... "intelligence is the ability to adapt to a changing environment".

If students in the space upskill themselves around emerging technologies particularly blockchain, that can have an immediate impact in the legal world, for example as far as smart contracts are concerned. Then they can have more informed conversations not just with fellow lawyers but with clients and that makes them more valuable, and if they're more valuable, then they'll be far more likely to be employable and stay employable.

The conversation I had with Alec Ross who was Barack Obama's advisor for innovation, he also wrote a book called *Industries of the Future* and one thing he said is that in the future, in the next 10 to 15 years, there will be "no room for mediocrity". So if you're a law student today who wants to carve out a career in this space you need to be at the top of your field. In order to do that you need to be moving to where the puck is and not just focusing on the way you've always been practising until today.

Does that mean getting the best grades possible?

I don't think it means getting the best grades, I think it means becoming a good problem solver, critical thinker. The thing about getting the best grades, is that often it's just a manifestation of how good you are at remembering and reciting things in an exam situation. But law is more about so much more, understanding people and influencing people, and some of the skills that they also need as leaders as they make their way up those firms.

How do you think the client will be affected by innovation and the changes brought about by increasingly efficient systems?

Law firms have been criticised for a long time for boilerplate services and charging an arm and a leg for it, and I think over the next few years, there will be less room for them to do that. And only firms that provide real value will be given a license to operate because there will be lots of legal tech solutions out there that do most of these things for a much lower price. Firms can expect a higher quality of service and not so much boilerplate activities.

There's a question in that for firms in terms of their current business models, are they sustainable, do they need to cut their workforce down, do they need to switch (and many firms already have) from hourly pricing to fixed pricing, how can they sustain what they are currently charging when technology will be able to do what they are currently doing for a much lower price?

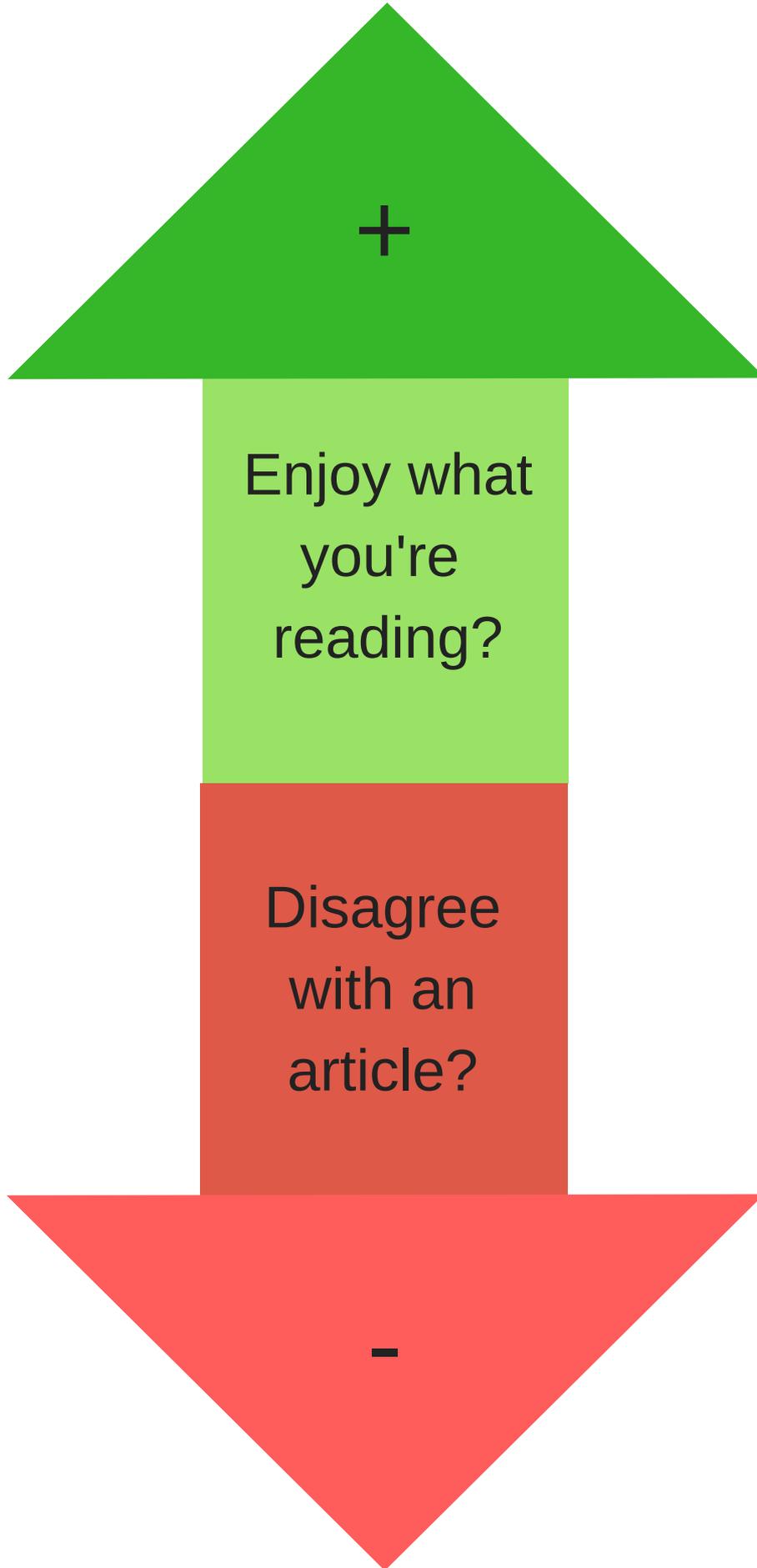
Do you think innovation and these developments in legal tech could result in more sophisticated pro-bono services? Allowing for better access to justice?

Yes. What we are seeing initially is legal tech start-ups are focusing on unlocking non-consumption. In Australia 90% of people cannot afford access to legal services except for the most basic things like getting a will done or something to that affect. Now that market is being unlocked slowly but surely but as the technology gets better and these legal tech firms move from early adopters to late adopters which would be your larger organisations. There is the possibility that perhaps technology will drive commoditisation of many legal services, in which case it becomes something that doesn't have that much value.

Ultimately, there is something to be said about technology doing a lot of these things, for example there's that classic case study from about a year ago, where rather than go to court AI would crunch the data on whether or not you are likely to win at court based on past experience and therefore, tell you whether or not you should even contest a particular case. In that case, you've made the whole process redundant and to not even pursue it if say, there's a 78% probability of losing.

Disruptive innovation will increasingly help unlock the latent demand that Steve alludes to. But this disruption should not be feared by corporates but embraced as an opportunity to re-assess their own working practices and to carefully consider if innovation is a mere project hyped up with a start and end date, or if it involves all employees and encourages an environment where intrapreneurship can thrive.

If you enjoyed this Q & A and want to hear more from Steve Glaveski on innovation then make sure to pre-order your copy of *Employee to Entrepreneur* to be released this December, check-out the *Future Squared* podcast and take a look at some innovation insights on the Collective Campus blog.



Visit our site and comment
at legaltechnologist.co.uk

LAWYER OF THE FUTURE #2

"Disruptive technology (particularly automation, AI, blockchain and smart contracts) will remove much of the admin tasks. Whilst this will enable lawyers to spend more valuable time working on more variable work and provide clients with more sophisticated services, I believe it will potentially abolish conveyancing lawyers as traditional conveyancing will be transformed.

Smart contracts backed by blockchain technology eliminate the need for law firms to act as escrow accounts because of their self-updating and self-executing nature, once the purchase monies have hit the account the transaction will automatically be completed.

Although some property matters can be complex, they all follow the same procedure and a smart computer will be able to learn the more complex matters over time. With the rise of internet-based estate agents, I believe conveyancing could end up being just between agents and conveyancing lawyers will need to re-skill. This may not occur for many years, but I believe it will come about eventually."

Catherine Howell
Commercial & Corporate Paralegal
Forrester Sylvester Mackett Solicitors

Social Media and the Legal Profession

Find your influencers and social media champions

In many ways social media (LinkedIn, Twitter, Facebook and Instagram) have become a way of life for your employees and your employees of the future and these tools can be a great way to raise the profile of the firm, its employees and their expertise. However, to make more of an impact, you should be managing your social media in a joined up way. Finding your influencers and social media champions internally can help you build and strengthen your social media offering.

Getting Started

If you are not using social media much and want to improve your social media presence take the time come up with a social media strategy.

1. Start by revisiting and updating your social media policy as necessary. Your social media policy should encourage (not prohibit) your employees and remind them to use social media in a professional manner – setting out some common sense guidelines.
2. Give your staff a lunchtime training session or workshop to both remind your employees of your social media policy and to get those who don't currently use social media on board or to get those who do use social media engaged. Help your employees understand why they should get involved – e.g. examples of where social media has led to business, or formed part of a successful campaign.

It is crucial to your social media strategy to have employees who use social media well to increase your reach (otherwise no

one is listening). Each of your employees will have a different network (audience) on their various social media platforms and therefore utilising their network helps you to easily start conversations in those different networks.

Internal Social Media Champions

Internal social media champions are employees that promote the firm, the firm's objectives and their colleagues on social media to help raise the overall profile. Everyone in the firm is a potential social media champion. If they are using social media – you should be encouraging them to be one.

Start simple. Ask individuals in your firm to retweet/like/share and comment on the posts that the corporate account is putting "out there". As a firm you should make it easy for your employees to find this content and circulate/share this content.

You will also need to give your staff the tools that they need. Depending on your social media strategy this might be things like branded templates, help with their profiles, a to-do list or checklist, or extra training.

Once they have been doing this for a while, you will get a feel for the individuals that are enjoying using social media and that naturally share and promote as part of their general routine, or perhaps are making a name for themselves and getting high engagement in a particular sector or on a particular topic. These are your potential influencers.

Influencers

What are influencers? Influencers are simply people who influence a decision. Their audience makes a decision based on their recommendation. Every industry has them (including the legal profession). It is likely that your internal influencers will be people who are industry experts and thought leaders in their

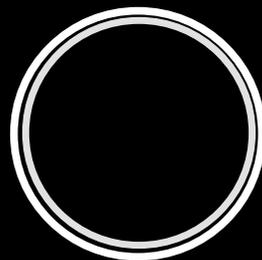
area of expertise. However, this is not always the case. People can become influencers due to their tone of voice, sense of humour and witty commentary.

Identify these people internally and help them excel as influencers and your social media champions. You might find them naturally due to their use of social media, or you might find them through the analysis of your network or you might do an internal survey to find volunteers.

In addition to sharing corporate content you should encourage these employees to write articles for the website or on LinkedIn and post and share this content on social media. In addition to showcasing their expertise they will be able to showcase the firm.

Once you find the right people you need to empower them and equip them with the extra tools they might need as influencers. Depending on your overall social media campaign this might include things like enhanced newsflow, additional background for key campaigns, preferential access to senior management or marketing teams and the use of the website.

by Coralie McKeivor
@coralie_mck



Next time

We will talk more about what you can do on an individual level to raise your profile.

UPWARDS TRAJECTORY

AN INTERVIEW WITH LAUREN DELIN AND REBECCA REED FROM ROCKET LAWYER UK

BY MARC MAY (@DOUBLEMARC)

MM: Would you like to explain a bit your roles and what you do on a day to day basis?

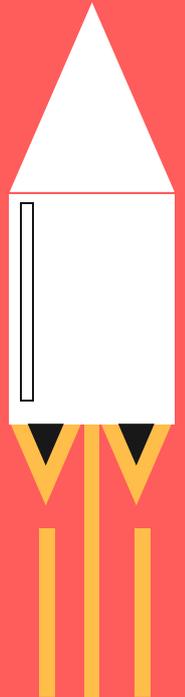
LD: I'm Lauren Delin and I'm a Senior Paralegal working for Rocket Lawyer UK. I started in an editorial role, responsible for creating and looking after the legal health of Rocket Lawyer's online contracts. This included drafting new legal contracts and liaising with the tech team to make sure customers were getting the best experience. I decided I wanted to take on more in-house work which Mark Edwards (Senior VP EMEA) fully supported. Now I do a lot of legal work internally for Rocket Lawyer and liaise with people in both Europe and the US. I also take part in a projects relating to data protection and advances in technology.

RR: I'm Rebecca Reed, Rocket Lawyer UK's Legal Operations Manager. I started under Lauren as a paralegal carrying out GDPR related work and assisting with Rocket Lawyer's Ask a lawyer service. In my current role I've been further developing the 'Ask the lawyer' functionality on our site. I have a strong interest in developing our services to make them more user-friendly.

MM: How would you say Rocket Lawyer is different to the traditional law firm? What makes it special?

LD: The biggest difference is that we are not actually a law firm, we are a legal technology company. Our specialism is providing legal services to small to medium sized businesses, as well as providing legal services to individuals.

RR: The majority of the businesses we assist consist of around 5 – 10 people. We believe these businesses are currently underserved by the legal market.



LD: As well as small businesses, we also help individuals seeking legal services (wills, property, divorce advice, etc). Rocket Lawyer aims to make the law affordable and simple for everyone, by offering fixed price legal services, customisable online legal documents and discounted lawyer fees. Rocket Lawyer gives small businesses and consumers the opportunity to access legal services that are easy and simple to use in a market where these customers are being underserved or priced out. That's how we differentiate ourselves from the traditional law firm.

RR: We stay affordable by unbundling the legal services we provide. Customers themselves are able to visit our website and create their own legal documents by answering simple questions. If a customer needs something added to a legal document they can instruct one of lawyers from our On Call network. Customers can instruct one of the lawyers in our network to finish or refine the draft legal document for as little as £200.

MM: How do people pay for Rocket Lawyer?

RR: Rocket Lawyer operates on a freemium model, similar to Netflix and Amazon. Customers get a free 7 day trial and then after that it's a £25 a month.

MM: I can see how that would be good for new entrants to legal services, who can dip in and access legal services but do not need to pay big firm rates.

RR: When Rocket Lawyer was just starting to get set up in the UK, Mark approached a firm to get a precedent employment contract. That employment contract cost £2,000(!). Our customers can now create employment contracts for free in the Trial.

MM: Would you say you were a disruptive force within the legal sector?

LD: Absolutely.

Together: We love being that.

LD: In comparison with our competitors, I'd say we do leverage technology and are proactive in both providing access to legal services, and giving our customers access to lawyers that are affordable. We are very proud of being disruptive.

MM: So you mentioned you're not a law firm previously. How do your customers instruct lawyers?

RR: We have a combination of both lawyers employed by Rocket Lawyer and a network of On Call lawyers. These On Call lawyers range from boutique firms to sole practitioners. All of our lawyers, however they are structured, are able to deal with customers via video conferencing or phone, which our customers find useful. We also have relationships with some medium size firms who have set up a call centre to handle questions from customers. Our customers can instruct these lawyers through the Ask the lawyer service on our site.

MM: What legal tech-related projects are you currently working on?

RR: Our Ask the lawyer service. There is a lot I can do with Ask the lawyer to make it better for Rocket Lawyer, the clients and lawyers. This includes making connections easier, by seeking out and reviewing the latest technology. I've got plans to use Google Hangouts for interactions and Google Docs for real time editing. Online invoicing, signatures and ID checks will all be done electronically. In this day and age it shouldn't be done any other way.

MM: I think that is lot more forward thinking than a lot of firms!

MM: How would you say the legal market is in the UK at the moment?

LD: In my opinion I think there is still this emphasis on traditionalism. The legal profession needs to understand that there will be new players disrupting the market changing and shaking things up, like Rocket Lawyer. The market needs to embrace that rather than being fearful. This is absolutely key. The legal profession needs to leverage technology, instead of relying on traditional approaches.

RR: The market will dictate the how legal services will be delivered. There will always be a place for traditionalists. Multinational corporations aren't going to come to Rocket Lawyer. We aren't going to service them. Whereas the small businesses, mums and dads, your family members, yourself, will. In terms of diversity in the profession, the SRA are changing the rules and we are really excited about the lawyer exam (SQE).

MM: Speaking of qualification, Lauren I know that you are hoping to qualify through the Equivalent Means route. Is that supported by Rocket Lawyer?

LD: We are not a law firm so Rocket Lawyer isn't able to provide training contracts so Equivalent Means is the only way for me to qualify (until the SQE comes in). I'm hoping to do the same thing as you when you qualified through this route and help others make it too.

MM: That's good to hear. I think there will be plenty of people out there working in-house that would be keen to hear your story. How are you finding the equivalent means route so far?

LD: It's a lot of work! I'm sure you know better than anyone how much time and energy does go into it and you need to be speaking to the SRA all the time to seek clarification on what they mean by particular outcomes and how to fulfil them. However, I know that by the time I get to the end of it and qualify I'll definitely be able to show my tenacity and determination!

MM: Last but not least what do you both consider to be the lawyer of the future?

LD: Someone that embraces and is passionate about technology and who uses it to its full advantage. I think now the market is embracing those lawyers that are savvy and who can code. There are a lot of courses out there that for trainee lawyers wishing to get involved in the tech sphere, including coding courses. When we joined Rocket Lawyer we had to learn how to write in HTML. I believe the future lawyer will also need to embrace the liberalisation of legal services.

RR: The future lawyer has to be passionate about their clients. Without clients you can't lawyer.

MM: Thanks both for taking the time to come and talk to me. I'm sure our readers will be very interested to know how Rocket Lawyer is disrupting the market. Traditional firms beware!

Wanted: Contributors

We are always on the look out for article contributors interested in legal technology or the future of law.

If you would like to feature in the next edition of The Legal Technologist please don't hesitate to contact marc@legaltechnologist.co.uk.

LAWYER OF THE FUTURE

#3

"The future lawyer will utilise technology for the delivery of services while being able to concentrate more on practicing the law. Young generation of lawyers will be much more open to trying and adopting new technologies to support their daily work, just the way they use technology in their private lives. The question will not be anymore "why should I use legal tech solutions" but "which legal tech products I will use".

Drafting will be quicker with help of technology, when majority of the text can be produced from automated content and only last 5-20% will be done manually, if at all, in repetitive cases. Lawyers also interact with their clients faster, much on-line, as any other service nowadays.

The lawyers who can best make their services conveniently available for their clients with sensible pricing, will be the winners. With the help of machine learning much of the lawyers' know-how will be better accessible when working on assignments.

One could even think that the future lawyer will again become the craftsman, where experience, strategical thinking, good networks, emotional intelligence as well as argumentation and negotiation skills – interaction between people - are essential, rather than time spent behind screens or piles of paper.

Most valuable lawyer will not be the one that possesses him/herself most knowledge (because knowledge will be better available for all) but the one who is able to apply the above mentioned capabilities to deliver the best advice to the clients.

For future lawyer him/herself it means that the lawyer is able to do what is interesting and what is right.

Technology enables scaling of the work which means that more clients benefit from lawyer's expertise and the lawyer is able to serve the community better."

Kaisa Kromhof
Co-Founder and CEO
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