

# Litigation Support Trends: Today's Stats. Tomorrow's Strategies.

Today's litigation landscape looks vastly different than just a few years ago. Law firms and legal departments have faced seismic shifts—in technology, talent, and operations. Nearly three years post-pandemic, the industry continues to evolve.

## The who: Legal professionals

To understand what's happening right here, right now, U.S. Legal Support asked legal teams to share their insights on litigation support.

1,173

SURVEY RESPONDENTS



## The definition: What is litigation support?

Litigation support services are the outsourced parts of litigation that help keep the wheels of justice turning. Anything from remote depositions, court reporting, interpreting, transcription, retrieval of important records, trial consulting and more.

70% Regional Law Firms

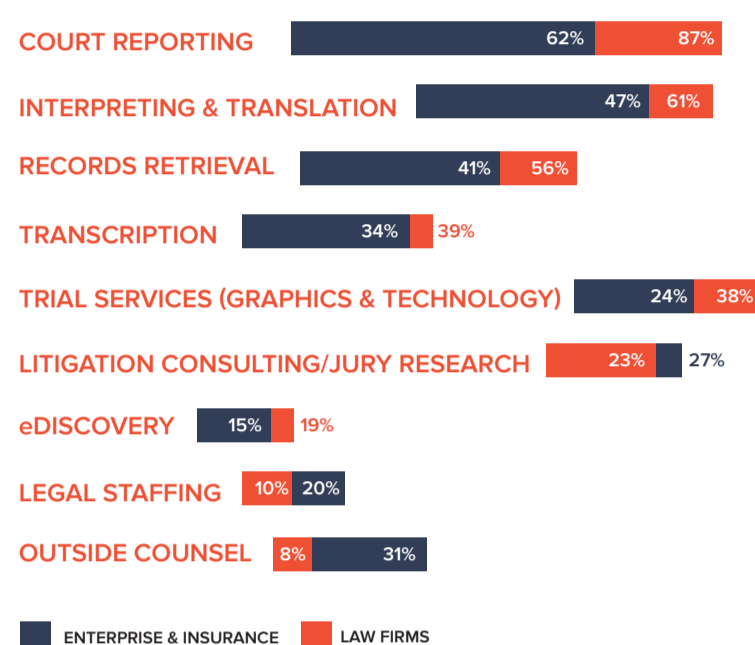
14% AmLaw Firms

16% Insurance Carriers Business Enterprises

## The what: Support services used

To assist in the growing volume and complexity of litigation, you need outside partners at the ready. According to survey respondents, the most outsourced area for litigation is court reporting.

### The Most Outsourced Litigation Support Services



## Five key reasons to use third-party partners:

When legal deadlines and decisions are on the line, every step in the litigation process counts.

- 1 Immediate access** to a specialized expert network
- 2 Extra capacity** for strained in-house resources
- 3 Ensures coverage** for variable support needs
- 4 Built-for-purpose programs** and tech tools
- 5 Ability to focus** on high-value, high-margin work

## 2023 Predictions

Striking a balance between ample court reporting coverage and vendor control is a common challenge. The sweet spot for the number of outside vendors is two to four.

19% Expect to **SPEND** more on vendors

13% Expect to **USE** more vendors

“As firms grow, they should consolidate—rather than expand—their vendor cohort. A national partner with local resources delivers significant economies of scale.”

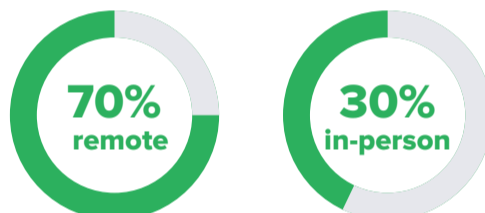


— Jimmie Bridwell, Chief Executive Officer, U.S. Legal Support

## Staying remote post-pandemic: Are you prepared?

Remote proceedings are here to stay. They're more timely, less expensive, and highly flexible. Just make sure your tech and your team are up to the task.

## How depositions get done today



“Our industry is falling behind in terms of technology. The pandemic forced us to adapt but there is still more work to be done. Many lawyers do not have adequate laptops, tablets, mics, and/or webcams for remote work.”

— Law firm survey respondent

## Top tech priorities for law firms in 2023

Respondents were asked to rank their top 3 priorities. Here's what they said:

- 1 Data management/retention strategy** 48%
- 2 eDiscovery/document review platforms** 46%
- 3 Matter management software** 39%
- 4 eBilling/cost recovery software** 34%
- 5 Robust cybersecurity posture** 33%

## Tech in the spotlight

Digital transformation goes beyond compliance to a rethinking of operating models.

More than half (57%) say their firm is technologically innovative, even though just 49% say the legal tech roadmap is aligned to core business goals.

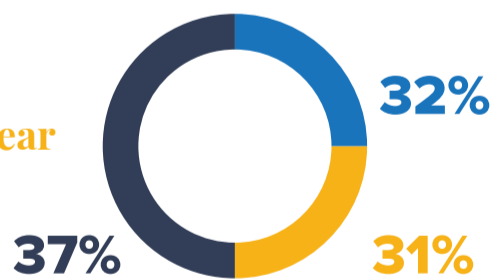


## Warning! Cyber risk ahead

Cybersecurity remains a top-of-mind concern in 2023. More than two-thirds (69%) say their firm is adequately protected, but are they suffering from a case of wishful thinking?

## Target of a cyber attack in the past year

■ YES ■ NO ■ NOT SURE



## Supplier risk factors

Partnering with a vulnerable provider can compromise your cybersecurity strategy putting client data at risk. Intensive risk assessment of outside vendors is a necessity, not a nice-to-have.

“With 61% of respondents reporting an incident or lack of knowledge around one, it is imperative legal professionals understand cybersecurity risks and how to protect themselves.”

— Lee Wielenga, Chief Information Officer, U.S. Legal Support

## Top cybersecurity assessment factors

Respondents were asked to rank their top 3 priorities. Here's what they said:

- 1 Data privacy policy** 55%
- 2 HIPAA compliance with audit** 42%
- 3 End-to-end encryption of files** 39%
- 4 Cyber liability policy/insurance** 34%
- 5 Disaster recovery plan** 25%

## Choose wisely

Making the most of your litigation support partnership can take you beyond resource optimization to true differentiation. Start with rigorous vetting and performance management.

## Top criteria for vetting litigation support service providers

Respondents were asked to rank their top 3 priorities. Here's what they said:



## The big takeaway

As the legal industry adopts new technology and responds to trends, your ability to realize operational efficiencies comes into focus. The more confidence you have in your outside vendors—their credibility, their security, and their service—the better prepared you'll be for 2023 and beyond.