

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

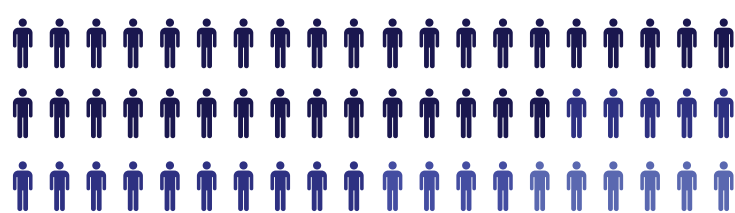
2024

Law firms and legal departments have navigated through monumental changes in technology, talent, and operational strategies in recent years. This evolution has shaped how the legal industry currently operates and impacts how firms will continue to adapt moving forward.

To get a better understanding of what legal professionals are seeing here and now, U.S. Legal Support conducted the second annual Litigation Support Trend survey, engaging a diverse pool of legal professionals to better understand the current state and future direction of litigation support services, legal technology, and more.

1,693

SURVEY RESPONDENTS



**70%** Regional Law Firms

**20%** AmLaw Firms

**4%** Fortune 1000 Organizations

**6%** Other

## Core Litigation Support Services Used

In the dynamic world of litigation, law firms continue to rely on external vendors for specialized litigation support services. In 2023, the top litigation support services that firms used outside vendors for remained consistent with 2022:

COURT REPORTING	INTERPRETING & TRANSLATION	RECORD RETRIEVAL	TRANSCRIPTION SERVICES	TRIAL GRAPHICS
<b>87%</b> 2022 <b>84%</b> 2023	<b>61%</b> 2022 <b>57%</b> 2023	<b>56%</b> 2022 <b>49%</b> 2023	<b>39%</b> 2022 <b>37%</b> 2023	<b>27%</b> 2022 <b>23%</b> 2023

## What Matters to Firms When Partnering with Third-Party Vendors

When it comes to selecting these essential vendors, law firms have clear priorities. They are seeking:

- 1 Responsiveness and speed to delivery** — **81%**
- 2 Fair prices** — **67%**
- 3 Ability to deliver talent/resources when needed** — **55%**

“Litigation is demanding, fast paced, and high pressure. It’s important for firms to partner with a provider who offers both nationwide services and local expertise to help ensure accurate, complete service.”



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

## Data Protection



## Legal Technology Priorities for 2024

Firms understand the need to adapt to the ever-changing legal technology landscape. **32%** said that their investment in technology will increase in 2024.

Consistent with priorities from 2023, the highest priority digital initiatives for firms in 2024 remain:

- 1 Data management/retention strategy** — **60%**
- 2 eDiscovery/document review platforms** — **46%**
- 3 Matter management software** — **46%**
- 4 eBilling/cost recovery software** — **37%**
- 5 Robust cybersecurity posture** — **25%**

## AI Initiatives

With the investment in technology increasing in 2024, AI is becoming an important initiative for firms.

**21%** of firms utilized AI in 2023, and **25%** of firms expect that to increase in 2024

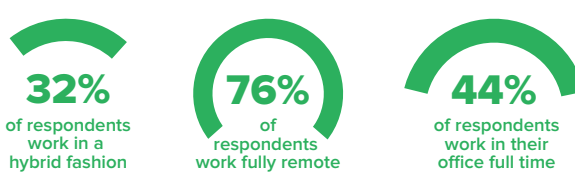
**46%** of respondents agree that AI tools will become mainstream in the legal profession within the next **3-5 years**

### Top 5 uses of AI for law firms:

- 1 LEGAL RESEARCH**
- 2 PREDICTIVE ANALYSIS**
- 3 DOCUMENT MANAGEMENT & AUTOMATION**
- 4 AUTOMATION OF ROUTINE TASKS**
- 5 LITIGATION ANALYSIS**

## Remote Depositions

The use of remote formats for depositions remains prevalent, especially as **32%** of firms have hybrid work policies. The majority of firms (**76%**) expect their use of remote depositions to continue, or increase, in 2024.



### REMOTE DEPOSITIONS ARE ESPECIALLY IMPORTANT FOR:

- Easy user experience**
- Robust functionality**
- Cost savings**

“Using technology-enabled legal services from a best-in-class third party provider can allow law firms to grow rapidly and take advantage of best practices, breadth of offering, scalability, and comprehensive security. This allows firms to focus their time and energy on clients and not on how the legal services will be delivered.”

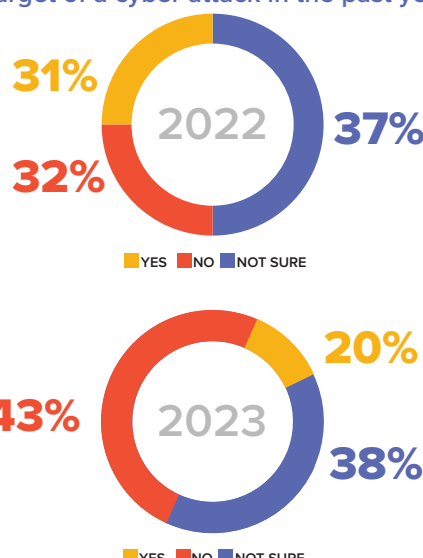
— Lee Wielenga, Chief Information Officer, U.S. Legal Support



## Confronting Cyber Risks Head On

Cybersecurity is still a top concern entering 2024.

Target of a cyber attack in the past year:



**Firms continue to view cybersecurity as a top priority.**

**78%** of firms have data security policies entering 2024.

In fact, data privacy is the most important factor to firms when vetting litigation support service vendors.

## Top 3 Criteria for Vetting Litigation Support Service Providers in 2023

- 1 Data privacy policy**
- 2 HIPAA compliance**
- 3 End-to-end encryption of transmitted files**

# Embracing the Future: Key Insights and Forward-Looking Strategies in the Legal Industry

The legal industry, having undergone significant transformations in technology, talent, and operations, is poised to continue evolving. Legal professionals have a growing reliance on external vendors for core support services like court reporting, record retrieval, trial services, and interpreting, with firms prioritizing responsiveness, fair pricing, and talent availability in these partnerships.

As the legal industry embraces new technologies and responds to emerging trends, the focus on operational efficiencies becomes increasingly crucial. As firms look to the future, their readiness to invest in advanced technologies, including AI and cybersecurity, and adapt to remote working scenarios, particularly in depositions, will be key. This ongoing evolution underscores the importance of confidence in vendor credibility, security, and service quality in 2024 and beyond.

Reach out to  
**U.S. Legal Support**

Have questions about the data or want to know more?  
We'd love to hear you.

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