

News release

How has technology helped you get ahead?

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Firms have made great strides in using new technology to improve the delivery of legal services over the last few years. The pandemic further accelerated this process.

We are creating a library of case studies to help the sector understand how technology can support improved legal services. And we want more of you to come forward and share your experiences.

These case studies will showcase good practice use of technology and innovation to help deliver safe, secure, and effective legal services, with a particular focus on smaller firms. This is important because it could improve:

- outcomes and the experience of clients
- business processes at law firms, saving them time and money while delivering quality legal services.

One firm for example told us how it used easily obtainable off-the-shelf IT systems and adapted their own working methods to fit them, rather than more expensive, tailor-made systems. This saved money and made the firm more client-focused.

Another firm joined forces with a local university, creating a public body that could bid for government funding for new developments. A grant was secured and the firm has used this to develop a system where the client can drive administrative tasks (completing basic forms), allowing their solicitor to focus on the expert-reliant parts of the work.

If you are using technology or innovative ways of working to help clients and/or improve your own business processes, then we'd like to hear from you. Email us at innovate@sra.org.uk [<mailto:innovate@sra.org.uk>].