Exploring Global Innovations in the Delivery of Legal Services

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#LawFest2019
Around the World Tour
A Tour
(what works and what doesn’t)
DISCLAIMER
>England & Wales

#LawFest2019
Legal Services Act
2007
KEY FINDINGS

~ INCREASED PRESSURE FOR FIRMS TO USE OR ENHANCE LAWTECH

~ SIGNIFICANT BARRIERS REMAIN: BILLABLE HOURS/PARTNERSHIP MODEL; RISK; VARYING LEVELS OF AWARENESS/CONFIDENCE

~ LAWTECH IS LESS DISRUPTIVE THAN OTHER FORMS

~ BUSINESS-TO-BUSINESS MOST MATURE; BUSINESS-TO-CONSUMER LAGS

~ UK LAWTECH IS THRIVING WITH RISE IN # OF LAW TECH COMPANIES THOUGH ADOPTION LAGS
Figure 8: Technology adoption maturity by legal market segment
LESSON?

~WE ARE ONLY SEEING THE BEGINNING PHASE OF INNOVATION IN LEGAL SERVICES, ESPECIALLY LAWTECH
United States
DO YOU NEED A LAWYER?
LEGAL SERVICES AT VERY REASONABLE FEES

- Divorce or legal separation—uncontested (both spouses sign papers)
  $175.00 plus $20.00 court filing fee
- Preparation of all court papers and instructions on how to do your own simple uncontested divorce
  $100.00
- Adoption—uncontested severance proceeding
  $225.00 plus approximately $10.00 publication cost
- Bankruptcy—non-business, no contested proceedings
  Individual
  $250.00 plus $55.00 court filing fee
  Wife and Husband
  $300.00 plus $110.00 court filing fee
- Change of Name
  $95.00 plus $20.00 court filing fee
  Information regarding other types of cases furnished on request

Legal Clinic of Bates & O’Steen
617 North 3rd Street
Phoenix, Arizona 85004
Telephone (502) 252-8838
METHODOLOGY

• Website advertising
  • DWI defense
  • Car accident victims

• Austin, TX, Jacksonville, FL & Buffalo, NY

• Coded 60 variables for 1064 websites
“He was amazing, professional and really knew what he was doing. Even the judge on my case said that Carlos had taught him NEW law and he had been a judge 30 years!” - (Former Family Law Client)

“was up to date with the latest procedures”

“was amazing, professional and really knew what he was doing”

The Austin Expunction Attorney

I have nothing but gratitude for PQ. He helped me expunge an arrest for Public Intoxication that had been dismissed. I chose him because of his blog post on the changes to expunction law that became effective on Sept. 2011. As soon as I talked to him, you could tell he was up to date with the latest procedures to get an expunction sooner than the two years your normally have to wait.

Paul was the consummate professional. He is also very approachable. He always returned my calls or emails within a few minutes. He was also hip to texting when the communication needed was short messages, e.g. confirming appointments and such. He also accommodated to taking my payment with a credit card. I am very grateful for his kindness. You can absolutely tell that PQ is truly interested in helping YOU and that you’re not just another client, another number.

He kept me informed throughout the whole process. I was always aware where we were on the case and what was the next step. I would not hesitate hiring him again. Stop reading reviews. Get PQ.

See What My Happy Clients Are Saying
Past Victories – 34%

Head-on Collision with .20 blood test—NOT GUILTY. After causing a serious, head-on, collision and failing field sobriety tests, APD’s DWI Enforcement Team procured a search warrant to draw our client’s blood. His blood alcohol came back at over .20. We took this case to jury trial and our client was found NOT GUILTY.

Notable Wins

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COST – 10%
Readability Score – 11th grade

(50% of adults read at 8th grade or lower, 20% below 5th grade)
Images

89% White
11% Hispanic, Black, Asian, Indian
0% Native American

77% No Women
LESSON?

~ TECH INNOVATIONS NEED TO BEGIN WITH CLIENT-EXPERIENCE
“TO MAINTAIN THE REQUISITE KNOWLEDGE AND SKILL, A LAWYER SHOULD KEEP ABREAST OF CHANGES IN THE LAW AND ITS PRACTICE, INCLUDING THE BENEFITS AND RISKS ASSOCIATED WITH RELEVANT TECHNOLOGY ... .”
“To maintain the requisite knowledge and skill, a lawyer should keep abreast of changes in the law and its practice, including the benefits and risks associated with relevant technology ... .”
American Bar Association
Model Rule 1.1 Duty of Competence, Cmt. 8

“To maintain the requisite knowledge and skill, a lawyer should keep abreast of changes in the law and its practice, including the benefits and risks associated with relevant technology ... .”

✓ 35 states have adopted
How Big Data Analytics is Changing the Legal Profession (Perspective)

Questions Unanswered by Lawyer Ethics Rules

Access/Ownership. Who owns the original data — the individual source or the holder of the pooled information? Who owns the insights drawn from its analysis? Who should receive access to the data compilation and the results?

Anonymity/Identity. Should all personally identifiable or sensitive information be removed from the data? What protections are necessary to respect individual autonomy? How should individuals be able to control and shape their electronic identity?

Consent. Should individuals affirmatively consent to use of their personal data? Or is it sufficient to provide notice, perhaps with an opt-out provision?

Privacy/Security. Should privacy be protected beyond the professional obligation of client confidentiality? How should data be secured? The ABA called upon private and public sector lawyers to implement cyber-security
LESSON?

~ PROFESSIONAL REGULATION CAN FACILITATE ETHICAL INNOVATION, BUT MORE NEEDS TO BE DONE
The SCT offers businesses and individuals

- fast resolution - an average of 90% of cases have been settled within four weeks
- private and confidential proceedings
- reduced costs – trained mediators help both parties to sum up a dispute and to highlight what is important to them to reach a settlement.

Hearings take place without lawyers in a private, informal setting, leading to more amicable – even friendly – resolution of disputes. With our emphasis on settlement, many disputes are decided early in the process, maximising the possibility of maintaining a good business relationship.
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LESSON?

~ AFFORDABLE, EFFICIENT JUSTICE IS POSSIBLE (PERHAPS WITHOUT LAWYERS)
Australia
>Australia (via Singapore)
INNOVATION IN-BOX
LESSON?

~ REGULATORS CAN FACILITATE INNOVATION IN LAWTECH & BEYOND
Canada
A 2017 survey by Deloitte of the Canadian legal landscape found that the majority of law firms surveyed considered adopting new forms of technology between 2017-2021.
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That same year, a study by Canada’s McGill University revealed a major disconnect between law firm leadership and associates on innovation.

84 percent of senior managers and partners agreed that innovation was of the highest strategic priority. 23 percent strongly agreed. None disagreed.

Only 42 percent of associates agreed. None strongly agreed.
LESSON?

~ WHAT IS INNOVATIVE TO ONE GENERATION MAY BE BUSINESS-AS-USUAL FOR THE NEXT
New Zealand
LESSON?

~ OPEN YOUR MIND TO EVERYTHING ABOUT LAWFEST NEW ZEALAND
I need to hear from you:

https://www.surveymonkey.com/r/YRNNBMC

Follow me on Twitter; I’ll send the Innovation Survey link!
@reneeknake
Recap

1. We are only in the beginning phase of legal tech innovation
2. Start with client-experience
3. Affordable, efficient justice is possible (tech helps, perhaps without lawyers)
4. Regulators can facilitate innovation
5. What is innovative to one generation may not be for the next
6. Embrace #LawFest2019
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Survey: 

#LawFest2019