

63%

of firms have now **implemented workflow technology** for legal support tasks

58%

are hiring **workflow managers** to oversee the allocation of support work

75%

report a **drop in demand** for legal services

87%

of law firm clients have become far more **cost-conscious**

93%

of firms have made **changes to the support structure** in the last 2 years.

63%

are planning **further changes** in the next 2 years

The Support Services Survey Finds...

Two fifths of firms expect to **lose up to**

40%

of support staff to retirement by 2028.

One third estimate the cost of **replacing these staff** is as much as

\$80k

per head.

83%

of lawyers are still **delegating tasks manually**

50%

of firms are relying on **manual reporting to track** the volume of tasks

91%

of law firm staff claim that **hybrid working** would improve with **better visibility** of workloads