

RE-ENERGIZE

YOUR LAW FIRM

5 Technologies That Can Catapult Your Productivity!



Technology is changing the landscape in which law firms operate, bringing both **new challenges and new opportunities**. Law firms that embrace technological change have a lot to gain, but this change isn't **without risk or disruption!**

Whether it's the drive toward remote and virtual law services, the ever-increasing IT complexity required to do business in general, or the growing cybersecurity risks (including ransomware and malware attacks, phishing and spear-phishing, and more), the risks are real — **and require real solutions.**

But on the flip side, today's law firms can accomplish more with less thanks to ever more powerful and intelligent IT systems that enable the surfacing of information in an **instant!** And lawyers can do this from anywhere thanks to the move many firms have made to the **cloud**. And that's to say nothing of the emerging field of generative AI technologies, which may eventually play a **legitimate mainstream role in the field...**

5 POWERFUL TECHNOLOGIES

to Catapult Productivity at Your Firm

#1



Virtual and Remote Capabilities — With a Warning

Much of the field of law went virtual during the pandemic, and some of it **stayed that way**. Some attorneys today operate **100%** virtually or close to it! You don't want technology limitations to be the reason your firm misses out on a high-quality attorney, so it's essential to put the infrastructure in place to support virtual and remote work.

But be careful as you do so: because of the field of law deals with **numerous regulatory requirements**, it isn't always a good idea to grab whatever software you see others using. Software that's geared toward consumers **may not be compliant off the shelf**.

The good news is that there are plenty of tools available today that are **HIPAA compliant** (relevant if you work on medical-related cases) or **SOC 2 certified**!

Finding the right mix of tools that gives you the capabilities you need without risking compliance violations can be tricky, **but we can help you work through this process!**



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Working with a Managed Service Provider

Too many lawyers are forced to **become their own IT professional**, troubleshooting any number of IT issues as they crop up. At many firms (especially smaller firms), staffing an IT department is regarded as an unnecessary expense. The thinking goes something like this: **lawyering has been around for centuries without employing IT staff, so why change now?**

The reason change is needed now is because the industry landscape is **changing so rapidly**. You can't lawyer today without a range of technologies and tools!

Even still, many law firms shouldn't hire directly and staff up a full IT department. Doing so doesn't play to your strengths as a law firm — **because then you're in the people management business, too**. One tech-forward solution is to work with a managed service provider to set up your IT infrastructure, handle whatever IT needs come up, and serve as your helpdesk when things aren't working as they should. By taking this route, **your law firm can get focused IT expertise without having to worry about staffing, training, and so on.**

We highly recommend this approach:

we are an MSP, after all! But as you explore this option, don't go with just any MSP. **Make sure you choose a provider that specializes in law.** You'll want your MSP to share your vocabulary and understand your industry at least at a high level.

Plus, MSPs that focus in your industry will be able to help you navigate the **compliance concerns** unique to the industry.



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Backup and Disaster Recovery (BDR)



As the industry has gone digital, the way law firms think about document preservation is changing. Decades ago, we might've been discussing what would happen if a wall of filing cabinets got destroyed in a flood or fire. While this is still a conversation worth having (those filing cabinets haven't completely disappeared), **it's well past time to start formulating a plan for the digital equivalent!**

What would happen if your law firm lost access to a server or a secure cloud storage location? What if every client file on that server (or in that cloud drive) was suddenly, irrevocably gone? How would you recover? **Could you recover?**

Many law firms, especially smaller firms, assume that they aren't at risk of a cyberattack. The bad guys would have bigger paydays by going after bigger targets, after all...

But ask any run-of-the-mill thief whether they'd be more likely to knock off a convenience store or rob a bank: **many times, the lower-risk target is the easier and more attractive option.**

The point here: whether due to natural disasters (servers are neither fire- nor flood-proof), cyberattacks, ransomware attacks, or other causes, your digital assets are not immune to disaster!

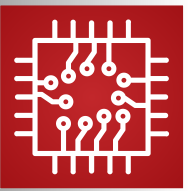
The good news is that there's a relatively simple solution: with robust backup and disaster recovery policies and solutions in place, your firm can effortlessly back up and duplicate any and all digital assets. Whether your server bites the dust or your paralegal falls prey to a phishing scheme, you can breathe a sigh of relief knowing that you have **additional archival copies of that data.**

We can help your firm set up resilient BDR processes and technologies. **Reach out to our team to start the conversation!**

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Automated Hardware Reporting

Computer hardware doesn't run perfectly forever. Eventually every piece of hardware will encounter some kind of problem. Left unaddressed, these problems will eventually cripple that piece of hardware (and by extension cripple whatever functions depend on that hardware).

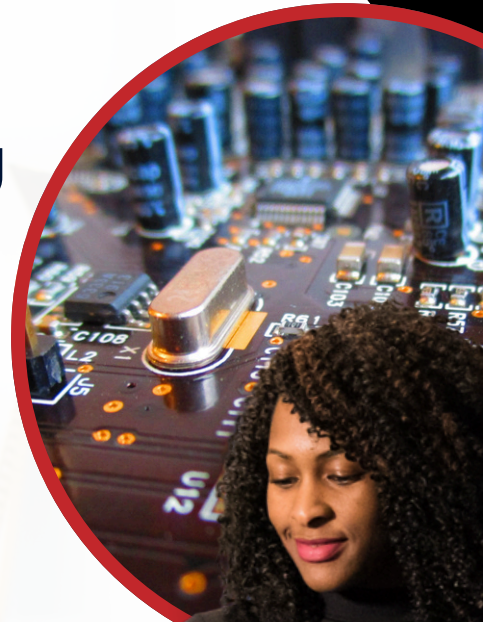
Just like the “check engine” light on your car’s dashboard alerts you that something needs addressing, most modern pieces of hardware contain **internal reporting tools** that identify issues with hardware before they turn into performance problems or downtime.

But here’s the thing: **millions of drivers see that “check engine” light and just keep on driving!**

It’s not enough for the hardware to report that something’s amiss: **those reports must be received, understood, and acted upon.**

We can work with your firm to set up this kind of **automated hardware reporting** and build processes and systems that turn these reports into action plans.

In many cases, automated hardware reporting is sufficient for optimal fault detection. Additional remote monitoring may be necessary in some cases, allowing your firm to proactively address a hardware fault from a distance **before that fault turns into a business problem.**



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Project Management and Knowledge Sharing Tools

One way to increase efficiency and productivity is to **standardize the processes that can be standardized**. When every attorney is following his or her own workflow, it's easy for details to get missed, and support staff will spin their wheels trying to keep track of all these branching workflows, exceptions, and unwritten rules.

Modern software tools for knowledge management, knowledge sharing, and project management can work together to improve efficiency and outcomes!

While no two cases are identical, most should follow some level of predictable process, where the same steps happen in the same order. Project management software is ideal for building out and **templatizing** these processes so that you're not freestyling each and every time a similar case comes along. Knowledge management tools (like a wiki or intranet or content management system) provide a related capability, **ensuring every attorney and staff member has access to the same information**.

Implementing these tools well will help to reduce information siloing along with the **"newbie penalty,"** where institutional knowledge is tied to longevity and the only way to get faster and better is to work at a firm for a long time.





Your Law Firm's Partner in Technology Transformation

As your law firm rises to the challenge of technology transformation, **REDARROW TECH** is ready to partner with you! Our team takes a multi-layered cybersecurity approach that helps **protect your firm from a wide range of digital threats.**

We also understand the need for remote flexibility and have supported many law firms in that transition!

No matter what your law firm's IT needs look like, **we have the experience and skill to serve you.** From backup and disaster recovery solutions to IT Help Desk services, **we're ready to help!**

