LAWYAW®
part of Clio®

TIPS FOR MANAGING

REMOTE AND HYBRID LAW FIRMS

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INTRODUCTION

Has there ever been a point in history when the term "unprecedented" was used more than it has during the COVID-19 pandemic? We can't imagine one. The pandemic's impact was so significant that it caused a large swath of the legal industry to reevaluate its relationship with technology. It sparked a substantial increase in technology adoption among a cohort who dutifully resisted the onset of digitization for years — at least a decade longer than many other professional service sectors.

One example of the unprecedented changes we've endured is the shift to remote work. The transition from regular weekday office schedules to remote, virtual or hybrid work environments alters nearly every facet of what we thought we knew about professional life: office culture, knowledge management, staff meetings, accessibility, file sharing, client meetings, security, holiday parties, collaboration, etc. **It's hard enough to stay on top of the rapid changes reshaping the modern practice of law, let alone trying to solve for a total realignment of your firm's day-to-day operations.**

In this eBook, we've tried to compile some of the tips and best practices identified from our conversations with thousands of legal professionals during the last few years. Unfortunately, we cannot promise that this eBook will address every challenge raised by law firms' shift to remote or hybrid operations. There are too many jurisdictional specificities and areas of expertise to make that a realistic target. But, we hope you find it helpful in framing up solutions to the myriad adaptations required to operate successfully in this new world.

You can find more resources like this on **our website.**

I. Tips for Managing a Hybrid Law Firm: Balancing Remote and In-Person Teams

Even before the pandemic, law firms were beginning to see the advantages of a hybrid office blending work from home and in-office work hours. Since real estate is one of the highest costs for a firm (after salaries), it made sense to reduce costs. Hybrid offices are increasingly popular in a post-pandemic environment as more firms adopt work-from-home policies.

Working from home **has many benefits** for workers, including saving up to $4,000 US per year in travel, parking, and associated costs, as well as gaining back 11 days (or more) of time without the commute. Employers save up to $11,000 US annually per employee due to increased productivity, reduced rent, less turnover, fewer sick days, and having their talent pool unrestrained by geography. A good policy will combine the best of both worlds.

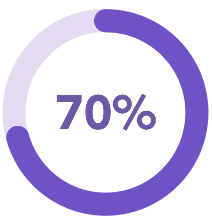
Working at an office has advantages, too. Caregiving duties, inadequate home-office space, and poor internet aren't as common at an office as they are at home. It is also easier to secure a workplace from vulnerabilities threatening corporate data integrity, among other risks. Plus, when everyone is in an office, employees feel more connected to each other and the organization.

Like firms across the globe, you too might have been forced to experiment with work-from-home policies. And if remote work is now part of your routine, here are a few tips to avoid common pitfalls in this new world of work.

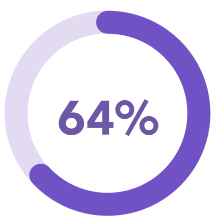
Invest in IT Security

Maintaining proper security at remote and on-site locations is critical. According to a **2021 report** from the American Bar Association's Legal Technology Resource Center, 25% of law firms have experienced a security breach while moving to virtual workplaces. Lack of strong security tools could contribute to the problem, and law firms have additional considerations unique to their industry — responsibilities related to ethics, legal liability, and attorney-client confidentiality. Outsourcing IT services is one way to safeguard data security while keeping employees equipped with the necessary tools. If you're more into DIY fixes, solutions like VPNs, password vaults, and similar tools have become less expensive and are relatively simple to implement.

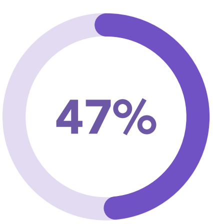
2021 study by the American Bar Association finds:



of firms were using mandatory passwords to improve document security



of respondents don't have an Incident Response Plan to combat a data breach



of firms don't have a policy to manage data retention

Other best practices:

- Direct staff to use firm-approved IT equipment and to abstain from personal usage of those devices.
- Provide trustworthy and secure services, such as a single cloud storage provider, rather than leaving employees to "pick their own".
- Train employees to recognize phishing scams and other common data security threats.
- Review security terms and settings with your technology partners and cloud-based tools to understand security for stored data. Examine additional actions you can take within those platforms to enable two-factor authentication or similar account protections.

Cultivate Inclusion

Making the work environment inclusive can be a big challenge within a hybrid setting. Employees need to feel like they matter, and how leaders demonstrate this will be unique to each firm. It is necessary to consider factors like which roles have the privilege of working from home and which don't. Do those who work in the office get better visibility and opportunities with their bosses? Here are a few steps to reinforce remote and hybrid inclusivity:

- Conduct one-on-ones with employees to check their work-life balance and how they are doing.
- Ensure meeting requests have virtual access links for staff working remotely.
- Encourage in-person attendees to hop on the virtual side to maintain equity between all parties during a meeting.
- Avoid proximity bias by supporting all remote, hybrid, and in-office employees to share their thoughts, input, and expertise during events such as meetings and huddles.

Promote Employee Engagement

Loneliness can be a major struggle for remote workers. Remote team members can feel isolated without the opportunities for shared lunches, watercooler conversations, and small talk. To promote employee engagement:

- Host virtual events such as games (trivia!), lunches, etc., to boost team interaction, mental health, and morale.
- Earmark a little time for personal updates and conversations at the beginning and end of team meetings.
- Dedicate an instant message channel for friendly office chit-chat.
- Initiate practical steps to eliminate a ‘them and us’ culture between virtual and in-person staff and bolster team spirit.

Embrace New Tools for Improved Solutions

A plethora of tools are available, and more are on the way for knitting teams together across the globe. Be open to exploring options as you optimize for better communication, organization, and building a tech stack that enables your team to work efficiently from anywhere. Also, consider if you need to reconfigure any existing tools? Perhaps there are features you’ve never used before that would be helpful now.

MORE HELPFUL TIPS

Here's a helpful article about managing the **process for improving your firm with technology,** if you're interested.

For example, one common pain point for law firms in this new landscape is document management across a distributed team. When the pandemic hit, many firms had staff drafting legal documents from Word document templates stored on local drives or accessing court forms from an office server that wasn't remote-accessible. Providing secure access to up-to-date versions of necessary documents was disrupted when the pandemic shut down offices.

Focus on Impact, Not Productivity

Sometimes, the most significant impact an employee can have is attending an in-person meeting, even if it means less time for other discussions in the day because of the commute. Other times, what's impactful might be a quick Zoom conversation that gets the job done and allows more time for other things (whether that's more actual work or letting someone leave early for a vacation and increasing employee satisfaction). Quality meetings are most certainly better than quantity. Understanding when circumstances should decide where and how a conversation takes place can ensure the best possible outcomes.

No one can predict the impact of the pandemic on our future workplaces. But we know that staying flexible can make the difference between adapting to unforeseen circumstances or falling behind. A renewed focus on what remote, hybrid, and in-office environments offer will help you design policies that suit your firm and employees.

II. Virtual Collaboration for Remote Law Firms, Part 1: Internal Processes

Between high office rent, long commutes, and improved technology, many law firms are embracing the opportunity to reduce fixed costs and employee strain by going remote or balancing in-person and virtual modes to create a hybrid model. Whether you've got a team in different locations collaborating across a distance or have given up brick-and-mortar offices altogether, this new set of circumstances brings benefits and challenges.

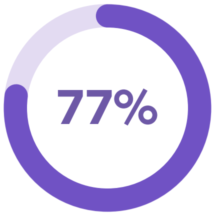
What remains vital for success is that remote law firms adapt to new collaboration methods and team-focused interactions.

Solving Communication and Project Management

Virtual services are still a relatively new concept in the legal space (with the exception of outsourced answering services). Numerous jurisdictions limited virtual practice before the COVID-19 pandemic but made quick progress revising those rules. For some areas of virtual practice, this meant a lack of solutions for the legal industry. But that's not necessarily a problem.

Everyday management challenges like team communication or project management might be easier to solve with a cloud-based solution. Get to know technologies that have gotten traction across many industries: Slack, Microsoft Teams, and project management tools like Trello and Asana may be solutions worth considering.

Be mindful as you adopt the system. If your law firm needs advanced encryption and other security options beyond a basic solution, consider how the software will protect confidential documents during your evaluation process.



of 700 legal professionals reveal that internal tools that help cope with increased volume and complex data will have the biggest impact on their organization in the next three years.

Onboarding Co-Workers is Key

None of your tools will increase your ability to collaborate remotely unless you get everyone to participate. That means you'll need to design processes for those resistant to change.

Begin with the understanding that some resistance to change is normal and often due to fear of the unknown, not being consulted, lack of skill to use new tech, a threat to expertise, etc. To get past these factors, try to analyze why your employees might be reluctant to use new tools before introducing them. Better yet, actively consult them during the research stage. It will help you lead from an empathetic position and adopt strategies that address staff's concerns and reservations.

So how can you onboard team members to new types of collaboration?

Start by thinking about your team. Who will learn quickly and can help support adoption across the wider team? Make them your allies. Who are the ones that will need more attention? Make sure your plan accommodates everyone's needs.

Customize your plan for the people at your firm. Sally might be savvy and will only need access to a couple of how-to videos to get the hang of things. John might be a different learner than Sally and need some extra time. Define where your team members are now, where you want them to be in a period of time, and build a realistic roadmap to get there. Avoid sticking with a one-size-fits-all approach when it comes to helping your team familiarize themselves with a tool. Making sure everyone is comfortable enough to use a solution is a big part of whether or not the investment of time and money is worth it in the long run. You're going to have to invest time to save time.

If you have a large enough team, consider identifying your most passionate tech teacher and training them as a superuser. Once someone is familiar with all of the features in the new tool and has used them to their full potential, encourage this person to host team training sessions. This strategy can create momentum that brings colleagues along.

The Culture of Going Virtual

Going virtual is both a top-down and a bottom-up process. You can't simply dictate changes from a virtual mountain. To sustain engagement and collaboration virtually, you'll need to consider your firm's culture.

Firms face two common challenges while establishing a virtual work environment: meeting fatigue and an absent work-life balance. Make a plan to address those realities. It can have a higher impact than new software in some instances.

How, for example, do you keep from becoming a law firm whose primary product is video meetings? What project management techniques can you incorporate to encourage an agile workspace? To tackle these issues better, establish guidelines for what kind of conversations require a meeting versus a Slack or Teams message or an email.

Having clear guidelines will get everyone on the same page operationally and reduce risks of issues like lengthy video meetings for minor, one-off questions that would've been better

in chat. If you're using a tool like Slack, create separate spaces for different types of topics (including some for random, non-work subjects). That can help prevent important things from being missed in a stream of remote watercooler banter.

What types of collaboration should be eliminated (frequently via emails), and which collaborations are so crucial that they need dedicated focus (often video meetings with a collaborative whiteboard feature). Getting your team aligned on productive communication standards will mitigate inefficiencies that might hold you back. The goal is to develop a rhythm with your team where daily communication is optimized for outcomes rather than abstract best practices.

As with communications, you'll need to set expectations for when people are on and off. Working remotely can result in functioning around the clock if you're not careful.

If employees install every communication and collaboration app on their phones, they'll be tempted to jump at every notification. As a leader, you'll have to actively redefine that culture to keep people from burning out. Unless you specify policies that respect your team members, they'll risk losing a sense of balance. Appreciate them enough to teach them how to maintain a balance. Define break times, create no-message hours or no-meeting days, and block time for deep work. It may also help to add some time before or after regular team meetings for some non-work banter. One thing that's harder to foster remotely is a sense of belonging to a team, but that can be a key part of inspiring great results from staff.

The Opportunity of Virtual Connections

Killing the commute and reducing office expenses sounds like a dream, but you'll need to problem-solve deliberately to avoid a nightmare. The right technologies and mindsets can help you serve your team and clients better than ever before. But you'll need to be ready for the challenge. It's not enough to give everyone an instant messaging tool and expect your firm to work the same way it did when everyone was working in the office. Keeping everyone connected is more than just paying for a video conferencing solution.

III. Virtual Collaboration for Remote Law Firms, Part 2: Working with Clients

Collaborating with clients is very different from collaborating with your virtual team. You'll have less control and no compulsion. With a virtual team, you can choose one piece of technology and get everyone to use it. But your clients won't be as easy to convert. Some will want to use Google docs, others may still insist on faxing something to you, and there will always be that one client that calls you instead of using a simple client portal to find what they need.

It can be difficult to communicate effectively with clients when working remotely. There were already firms with issues returning phone calls or replying to emails before the pandemic. Making work remote adds a fresh challenge to keeping things running smoothly at your firm.

There are many ways to solve client communication, but you'll want to think about the most realistic solution for your clients' needs. A new piece of technology might not always be the best fit. That decision will come down to the specific problems you want to solve and what seems realistic for your clients because no technology provider knows them as well as you do.

Put yourself in your client's shoes for a moment: if your dentist told you that you needed to create an account with a software you'd never heard of, and that was the only way to schedule an appointment or receive updates, would you be thrilled? The technology itself isn't as important as the potential convenience for clients. They want to know that you'll send emails or texts with case status updates — not how you will automate that process. They want to know that you'll be communicating with them regularly. That's part of being client-centered.

Start with Familiar Tools

Often, the biggest challenge is getting clients to adopt new technology on your behalf. Tech-savvy clients can resist adding another login to their routine, mainly if the processes aren't intuitive. That's one reason why firms that are just turning remote might find less friction choosing technology that is already widely used.

Google Meet and Zoom are probably the most familiar video conferencing solutions for your clients, making them an easy starting point for solving virtual meetings challenges. You can screen share to review documents line-by-line with clients. You can also track document revisions using Google Docs by turning on 'Suggestions' to review changes before incorporating edits. Enabling asynchronous collaboration through shared documents can save time and make processes convenient for you and your clients.

You can keep clients engaged via a few key touchpoints by starting with familiar technology. As part of your intake process, you could consider better understanding their communication preferences if that's not something you're already doing. Then you'll be able to identify tech-savvy clients who are more likely to adopt technology if it offers them convenient access to information.

GETTING TO THE NEXT LEVEL

It may be best to consider tailored platforms if you've been working with remote tools but require sophisticated solutions to specific pain points. For remote-friendly ways to save time and avoid errors with routine legal drafting and standard court forms, check out **Lawyaw.com.**

Know Your Technology Well

Before engaging with clients via new technology, ensure your team feels up to the task.

It's not enough to know the basics of the tools — you need to know how to use the software competently. When technology is integrated into your practice, understanding those tools is part of the job (even if it's not your job, it's someone else's).

Do you know how to allow your client to screen share? Do you know how to screen share without it becoming a distraction? This might seem obvious, but it's an example that's true for any client-facing tool you're going to use — you should be comfortable enough to inspire confidence from your clients.

Client Portals: Pros and Cons

While several platforms offer collaboration with clients through secure portals, you should examine each with a critical eye.

Client portals sound like a good collaboration solution—everything is in one place. Your team can efficiently work within the system to get your client what they need, communications are secure, but be aware of any new processes you're imposing on the client. Are you asking them to learn an entirely new system that's only relevant to one legal matter? Depending on your clients, you might consider centralizing long-time clients with regular work in a portal but leave smaller projects out of it to relieve the pressure of onboarding them to a tool they'll only need once.

LAW FIRM AUTOMATION

91% of legal organizations relied on technology to deliver client services during the pandemic, even though only 30% were prepared to make the transition to supporting clients remotely at the start.

– The 2021 Wolters Kluwer, Future Ready Lawyer

Here are some key features to look for in a client portal

Security to ensure information can be securely transferred between you and the client. Data security is paramount to adhere to client confidentiality, especially when virtual interactions are becoming increasingly common.

Document sharing for easy and secure access to documents for clients and law firms.

Task allocation makes it easy to share documents and complete tasks such as online signature, document review, etc.

Practice management software integration ensures that all case information flows seamlessly and securely across the different systems that your firm uses.

Getting clients to use a portal can be trickier than getting your team to adopt new technology. Some clients might reasonably wonder why they can't just email or call you instead. Be sure you and your team can communicate the specific value in terms that they'll appreciate (it's a solution that should benefit both of you at some level). And if you expect them to use your technology, be prepared with ways to onboard them to make them comfortable with the tool.

Supporting Client Success

If you want your clients to use your technology, you'll need to support them initially. You might solve that by creating a one-page document covering the essential things clients will need to know. Or, you could consider making short training videos with a screen-recording.

V. Take Time Back — Strategies and Tools for Time Management

Billable hour or flat fee, in-house or solo attorney, the one thing we all have in common is the need for more time. The tired adage of "time is money" is more true in the legal profession than anywhere else, and yet (perhaps because of the billable hour model), most lawyers still practice the same way preceding generations did.

Whether you want to focus on time savings or productivity, there are many tools that can help you increase your output per hour and buy back more time for yourself and clients. Sometimes, there might be a learning curve, but evolving better habits and more efficient processes can pay off exponentially for your firm.

Strategies to Take Time Back

Block time

The most common and easiest time-preserving strategy that you will hear in the Outlook-driven workforce is simply blocking time on your calendar. Mark an hour or two per day as "busy" and guard it with your life. Use it to catch up on work that requires concentration.

WORK HOURS

Lawyers have been working an average of 53 hours per week during the pandemic.
– *Bloomberg Law's Attorney Workload and Hours Survey*

Assuming they are clear and quick, a one-pager or short video can relieve pressure from your support staff and empower clients who'd rather not engage in a troubleshooting session. Info on how to log in, what kind of documents they can expect to see, what forms they need to fill out, and screen shares of the process can help. Ask technology providers for any resources they might have on hand that would also help.

If you're dealing with higher-end clients, you might also consider hiring a technical writer and a graphic designer to help you build high-quality materials branded to your firm. However, it's easy to DIY some of those materials using tools like Microsoft Word or Google Docs.

Always make learning your firm's tools easier than you think it should be. Few clients will understand their incentives to change if the process has a lot of friction.

Explain the Benefits

Whether you use a client portal or Google Docs, or something in-between, explain the benefits of these tools to your clients. If the technology you use allows you to save time or operate more efficiently, that has a tangible benefit to doing business with you rather than competitors.

If you are billing clients hourly, let them know where technology enables you to deliver work faster, saving them money. Explain the convenience of your electronic payment solution as keeping them from having to drive to your office to drop off a check. Whatever benefits your firm achieves by adopting new technology, make sure to communicate that in terms that your clients can appreciate!

IV. Communicating Value to Clients and Prospects

To succeed in retaining existing clients and converting prospects, you need to understand your value and communicate it clearly.

Clients aren't necessarily looking for the best rate — they want the best value. What quality of service will they receive in return for what they're paying? How does your firm distinguish itself from competitors through a combination of expertise and technology to provide a unique client experience?

Unfortunately, clients have little context and few reliable tools to help judge the quality of one firm over another. That's why your firm's communication will play a key role in a client's decision to work with you — but only if you communicate value effectively.

Client Experience and Expectations

One way to start on the right foot with a prospect or new client is to set expectations for what it's like to work with your firm.

Do you have efficient processes that you've developed to make your services client-friendly? Will your automated intake form only take 10 minutes to complete and save everyone from having to schedule an in-person meeting and save the billable time associated with that meeting? Not having those specific things isn't the end of the world, but if you can't point to examples of how your firm operates thoughtfully in support of your clients, that's an opportunity to improve your firm.

Does your firm accept electronic payments rather than relying on snail mail and paper checks? Many clients will be happy to learn that they don't have to take time out of their day to drop a payment off at your office. If your firm's processes take seconds instead of hours, that's real value to your clients. Electronic signatures on documents are another example of technology that increases convenience for your clients and helps get work done faster (so you can get paid more quickly).

Everyone feels more comfortable if they know what to expect in a new business relationship, and they'll appreciate that you've been thoughtful in your approach to working with clients. That's a competitive advantage. Once prospective clients know that you've embraced service-oriented technology, it removes the initial barrier of wondering how much work they'll have to do to work with you. If it's convenient to work with you, they're much more likely to choose you over a competitor and more likely to make referrals.

Shrinking Their Bill

If you're using technology to benefit your clients, ensure you're communicating that value as part of your marketing and as an illustration of the value you provide to current clients. That doesn't mean calling every client and telling them how amazing you are (even if it's true). For prospective clients, you might include information about your efficient workflows and time-saving technologies as an example of how you provide maximum value and don't overbill.

If you bill by the hour, tell your clients that they are getting unique value from your firm, thanks to the technology and processes that help you work efficiently and deliver high-quality results in less time than other firms. You might find a way to include "time savings" on an invoice to illustrate how much time you saved from billing them, because of the technology stack at your firm. Even if you charge more per hour than someone else, let them know you're ultimately charging them less because you won't be billing for as much time on rote tasks.

Doing so reassures your clients. They've heard horror stories of lawyers drafting everything by hand and charging for every second. Let them know why that's not the case with your firm. They'll feel more comfortable paying your rate when they know you're working efficiently on their behalf.

For flat-fee agreements, you can still explain the value of tech-enabled speed and accuracy. Your clients won't need to wait two weeks for something to show up so that they can sign it and then wait another few weeks for it to be completed. Clients will even make the case for you by asking, "Isn't it all over email these days?" and you can respond with a strong affirmative that they can receive documents electronically and sign them from their phone if that's what they prefer. That type of technology adoption mutually benefits you and your clients.

Communication is Key

Be clear about your firm's communication policies early in your relationship with a new client or prospect and then deliver on the expectations you set.

One common complaint from the general public (**backed up by research in Clio's 2021 Legal Trends Report**) is that lawyers often don't return calls or demonstrate poor communication with clients or prospects.

Legal technology can support easier client communication. For example, consider enabling automation so that when you change the status of your client's case, they automatically receive an email update. This will avoid manual back and forth with the client and make them feel like they're constantly communicating with the firm. As a result, the perceived value of your services increases. It makes the whole process seem more human, even though we often associate automation with being less human.

You might not have time to build out the automation yourself, but you might consider hiring IT support for a project to set up the necessary systems. You can merge data from your CRM with good tools, so the email is personalized to them with specific case information, relevant jurisdictions, court addresses, and other essential information. Then it feels more like someone took the time to send that email and is communicating directly. If clients know that they will receive constant updates on their case, they'll feel confident choosing your firm over another.

If you've invested in improving your firm's productivity with technology and efficient internal processes, you should make sure those are part of your firm's story to clients and prospects. The investments you've made are increasing the value your firm delivers. But your clients can't appreciate that if they don't know what sets your firm apart.

Delivering on the promise of quality work and frequent communication will prove your value and help you win new business and retain current clients.

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Kill multitasking and bundle similar tasks

You have probably felt the effect of switching between tasks, such as trying to dive back into research or drafting after answering a phone call that interrupted your work. Unsurprisingly, psychologists have tested the effect of this "task switching," and indeed, it does **take a toll** on your productivity. One great productivity hack to address this issue is to **bundle similar tasks,** such as doing all of your research in the early morning or dedicating an hour for returning client inquiries in the afternoon, rather than switching back and forth between email and study.

Tools to Take Time Back

Measure time

Check out Toggl or Rize for apps that track what you are doing on your computer. They help you identify your favorite procrastination points or perhaps help you reclaim a billable hour that you forgot to log in when you switched over to Gmail and answered that harried client. As a bonus choice, for the universe of Clio users who are also Windows users, you might want to look at Faster Time (part of FasterSuite), which does a solid job of tracking your tasks and allowing you to assign them to specific clients back in Clio.

Save time on producing client work

That's where **Lawyaw** comes in. We all know that aside from getting stuck on an hour-long phone call with a client, the biggest part of a lawyer's job is paperwork. Most of our paperwork is repetitive. We draft the same forms over and over. These forms must be tailored to each user and case. But there is a huge opportunity for time savings when you can turn that drafting process into minutes rather than hours. Lawyaw's industry-leading document automation features combine a user interface that anyone can learn in minutes with robust document automation features that can power the bulk of the paperwork that comes out of your practice.

Quick replies

Most of us have seen those nice auto-complete features when replying to emails on our phones. What if you had keyboard shortcuts for every frequently asked client question, for repetitive explanations or case updates that you send out each week, and even simple salutations in emails or formal letters? Text Expander is the classic answer to this — a quick keyboard shortcut like "\signature" will insert anything you want, such as your email signature. An up-and-coming alternative is Typedesk, which also adds team features (shared shortcuts with everyone on your team).

Make Sure Everyone's on the Same Page

Curate thorough documentation

This allows everyone to find information via passive communication rather than active. Documented processes and workflows in the form of videos, charts, checklists, templates, written guides, etc., assist employees in accomplishing day-to-day tasks without running into friction. Your employees should be able to access these documents from anywhere and refer to them whenever needed. A tool like Scribe automatically generates step-by-step directions while you work, so you don't have to spend hours designing them. When processes are well-understood and easy to follow, teams can be more productive.

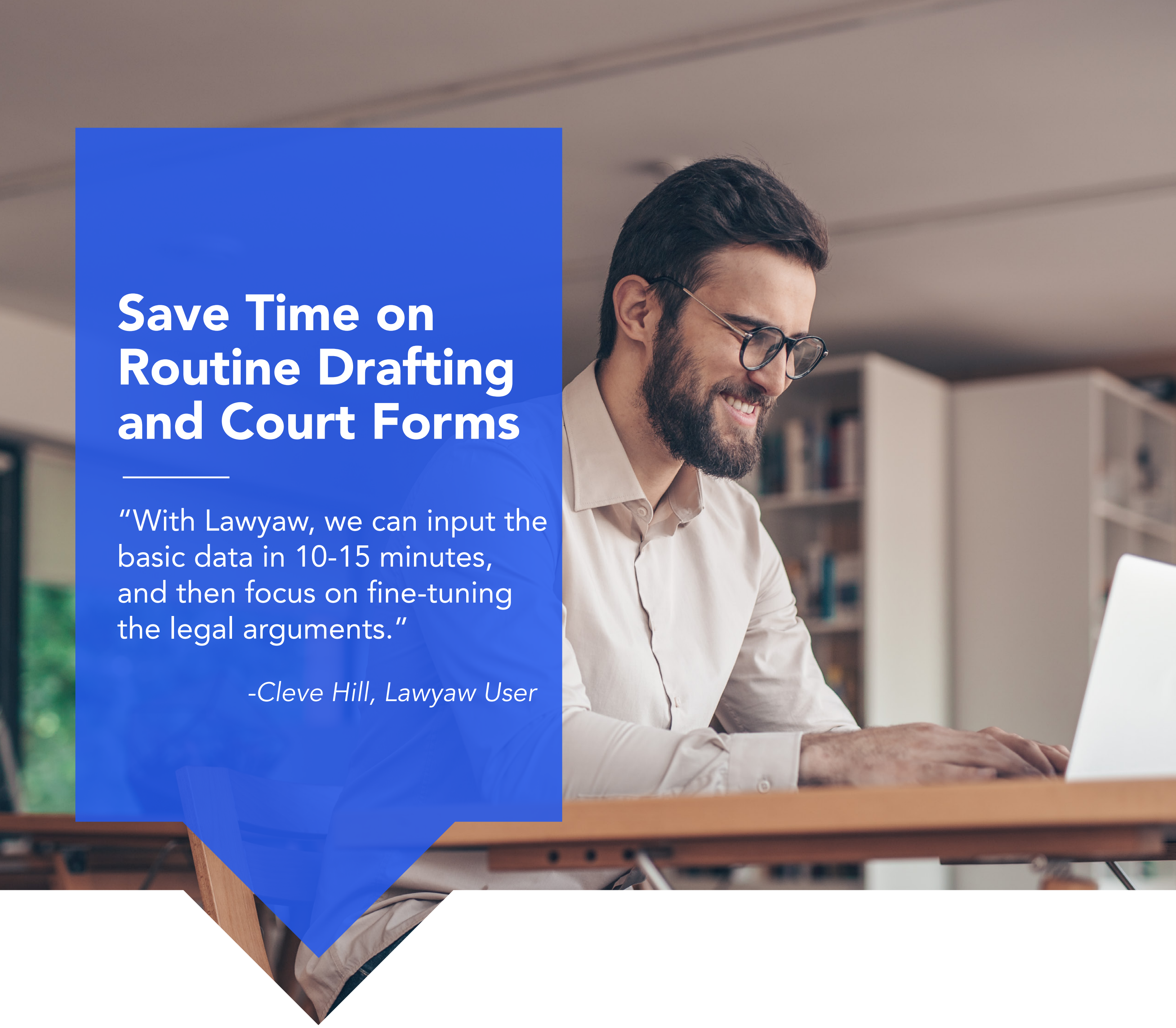
Accelerate time to productivity for new hires

Establishing a productive and seamless remote work experience is equally critical for newly hired employees. In this regard, it is essential to consider the time to productivity metric – the shorter the time to productivity, the faster it makes new hires operational and productive. To get them up to pace, you can start by converting onboarding materials into virtual learning and ensuring they have permission to access these documents. This includes an organizational chart, benefits package, training manuals, employee handbooks, tech stack orientation, and how-to-use guides.

Don’t Be Afraid to Try Something New

We are a productivity-obsessed culture. We deify startup and legal culture, where working long hours in a week makes you somehow a better and more productive professional. We do all this even though, deep inside, we know that quality is more important than quantity.

One of the best ways to increase the quantity and quality of your work output is to adopt a tool that helps you reduce errors and increase production faster. Document automation is that key for lawyers, which is why we centered **Lawyaw** on that concept. By building your documents into repeatable templates, they will be more predictable and less prone to errors. In addition, by automating those documents with data you pull in through intake forms and other sources (rather than manually copying data and making errors), your documents will be produced automatically, leaving you more time to proofread and less time to copy and paste.



Save Time on Routine Drafting and Court Forms

"With Lawyaw, we can input the basic data in 10-15 minutes, and then focus on fine-tuning the legal arguments."

-Cleve Hill, Lawyaw User

Thousands of law firms across North America have generated a combined 2.5 million documents in Lawyaw.
That's at least 472,614 work days' worth of manually cutting and pasting in Word docs saved by our users.

What would you do with more time in your day?

LAWYAW part of Clio | LEGAL DOCUMENT AUTOMATION & CLOUD-BASED COURT FORMS

www.lawyaw.com