KNOWLEDGE IS POWER

The Role of Law Librarians in the Future Legal Market

CALL/ABCD 2018
Annual Conference

Halifax • 05.28.2018

Jordan Furlong • Law21

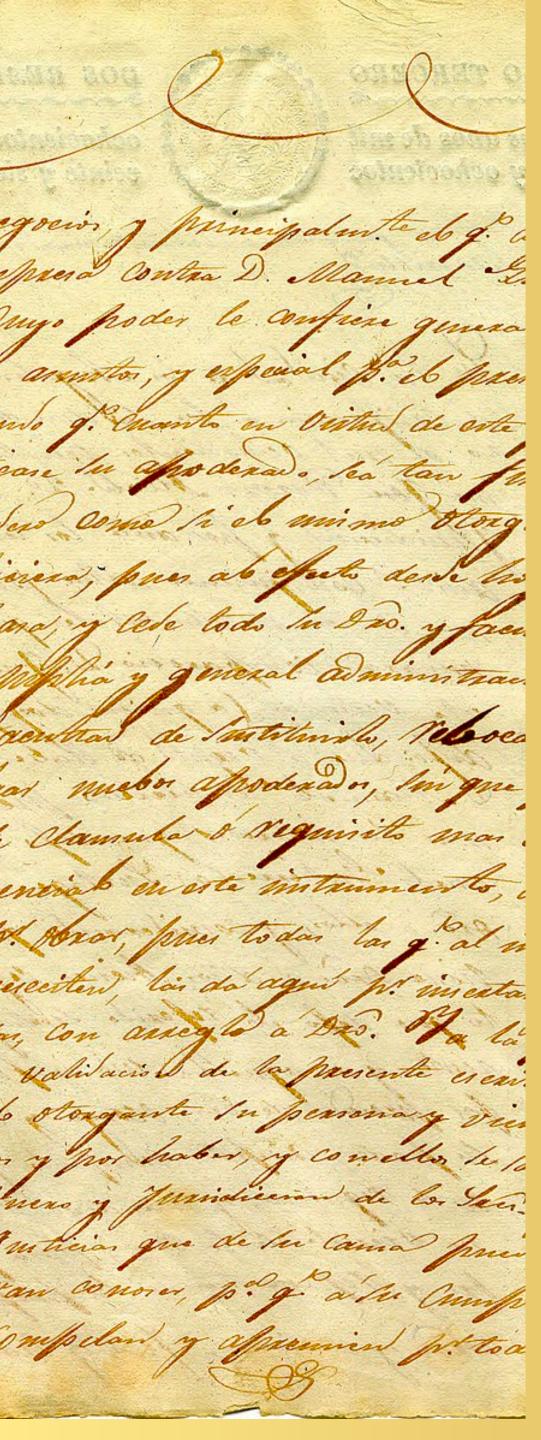






- They want tailored value for fewer dollars in less time.
- Increasingly sophisticated and assertive with legal providers.
- Seeking a new relationship with their legal services providers.

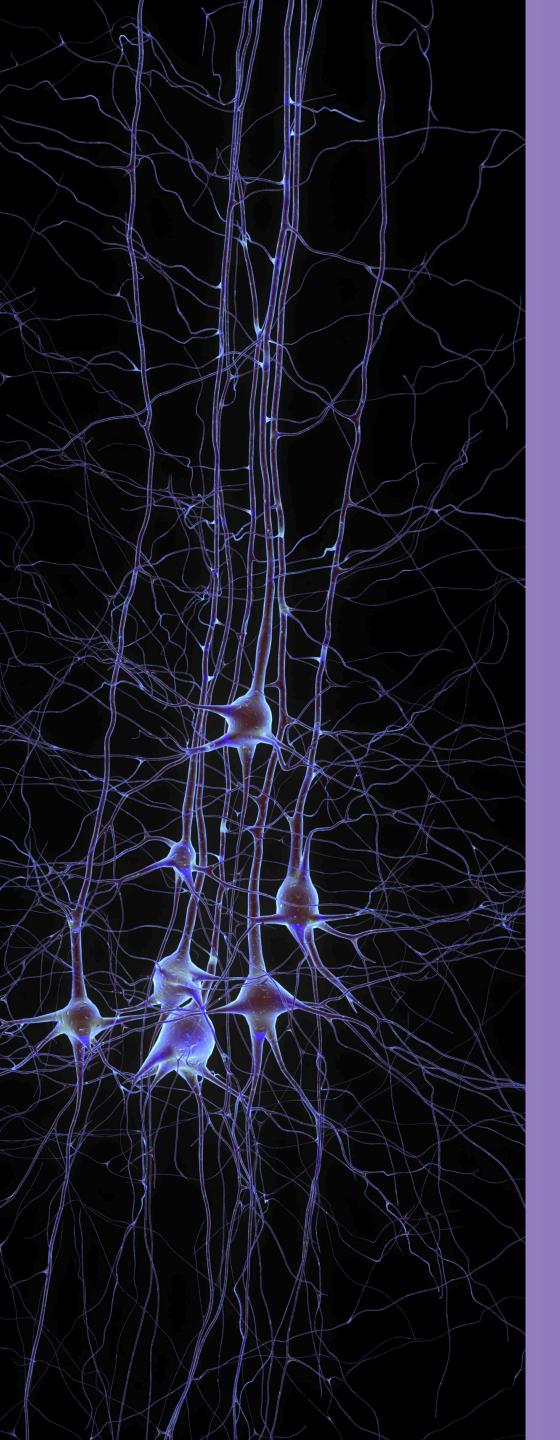




MARKETS

- ▶ ALSPs siphoning low- and mid-level billable hours from law firms.
- Legal technology changing the economics of law practice.
- Differentiators: Client service, relationships, user experience.





LAW FIRMS

- Business model is shifting from lawyer effort to client outcome.
- ▶ Generational transition is triggering a cultural identity crisis.
- Fighting the cult of individuality to forge a law firm enterprise.





GLIENTINIEL

- > Client profiles
- Client matters
- Client activity
- > Client satisfaction







THE LEGAL INTELLIGENCE ERA

- Embed client-facing knowledge personnel with legal teams
- > Build expert applications to answer common questions
- > Sell industry risk analytics and assessments to clients
- Harness machine learning to predict client outcomes



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THANK YOU!

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