

Partner Talk #3: The Attraction of Automation: Identifying Opportunities for Cost and Time Savings Within Law Firms



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Automation: Plugging the Leaks in your Firm's Profitability Pipeline

zerosystems.com

The business of **knowledge** is changing

30%

Avg. time a knowledge worker spends on non-billable tasks

#1

Challenge facing professional service teams in 2021/22 is automating routine tasks

80%

Knowledge workers report that their needs for technology solutions increased as a result of Covid-19

How a Lawyer Spends their Day

- Client Calls
- Legal Research
- Document - Reading
- Internal Meeting
- Email - Writing

- Client Meeting
- Email-Reading
- Document - Writing



Where a Lawyer Wastes Time on Admin

- Client Calls
- Legal Research
- Document - Reading
- Internal Meeting
- Email - Writing

- Client Meeting
- Email-Reading
- Document - Writing



○ Client Engagement Management

- Client Inception
- Conflict Search
- Client Contacts
- Client Care

○ Matter Management

- Matter Inception
- Conflict Search
- Global Matters
- Matter Budgeting

○ Cognitive Loads & Contextual Switching Costs

- Interruptions
- Attention Residue
- Operational Friction
- Revenue Leakage



○ Service Quality & Provision

- Collaboration
- ABA or SAR Compliance
- Accrual & Cash Accounting
- Purchase Cycles
- Budgeting

○ BI & Reporting

- Headcount & KPI Reporting
- Practice Group Reporting
- Preconfigured Cubes & Analytics

○ Time & Disbursement Management

- Desktop, Remote & Mobile Time Recording
- OCG & Billing Compliance
- Cost Capture

How Efficient is a Legal Professional?

700
hours

Avg. annual time wasted on
administrative, non-billable tasks

Where are these Hours Wasted?

18%

Spend 250+ hours per year
tracking & entering time

How Big is the Problem?

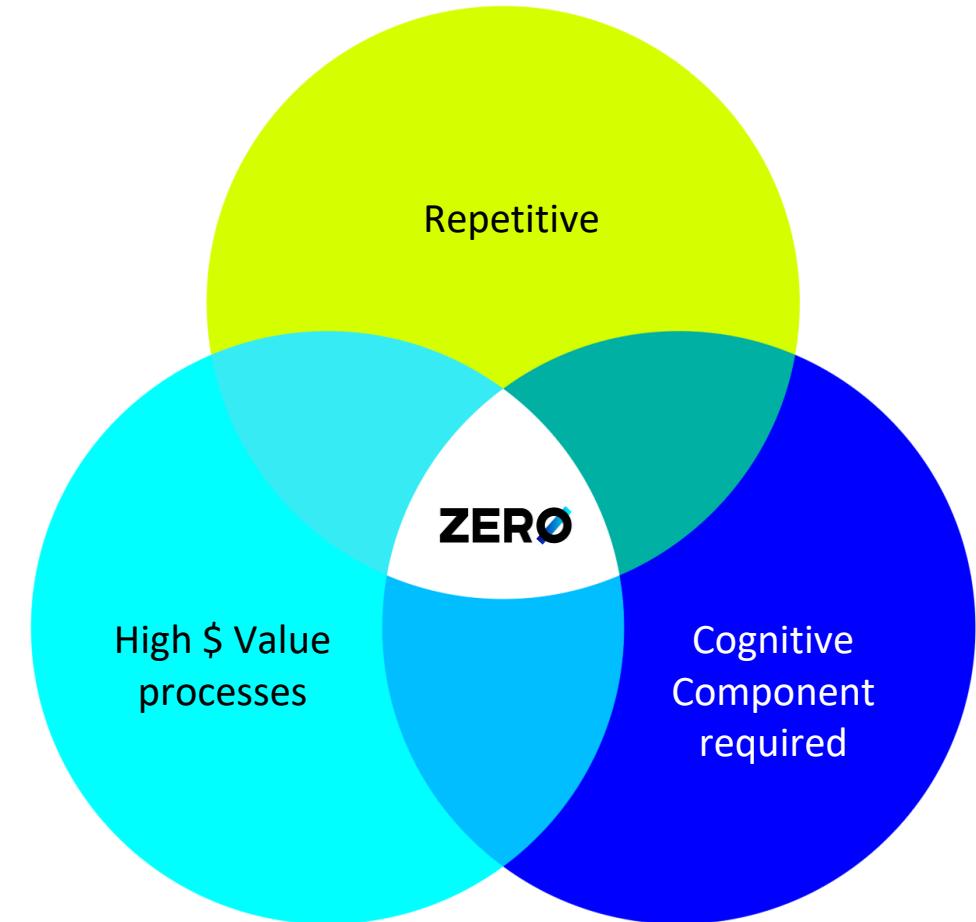
76%*

Timekeepers believe that their firm is
NOT providing them with the
appropriate automation tools

*Compared with only 27% of firm administrators

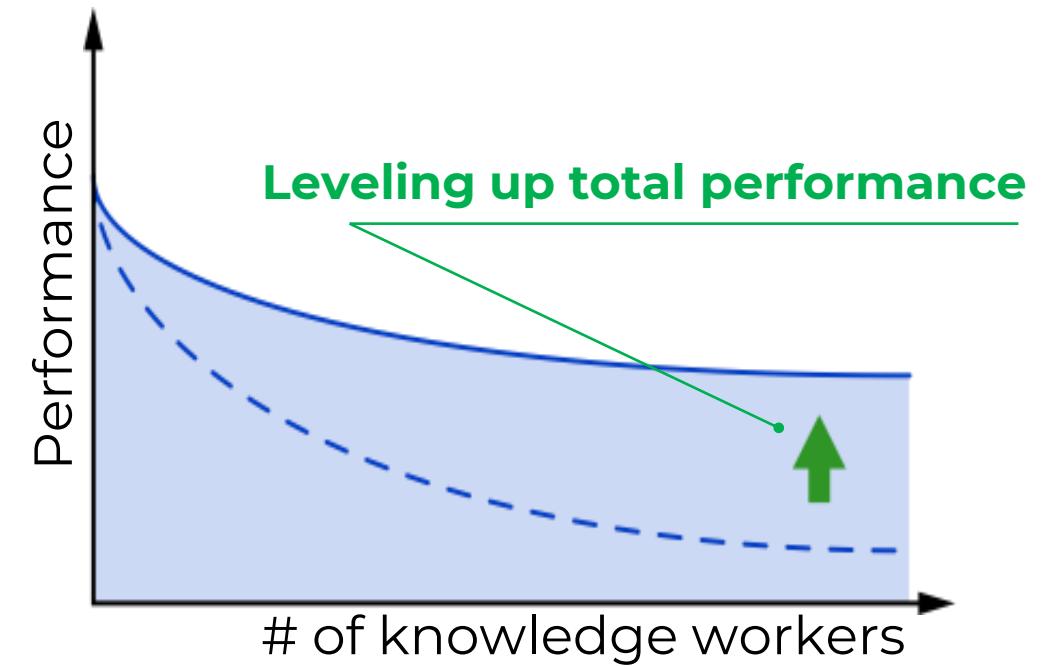
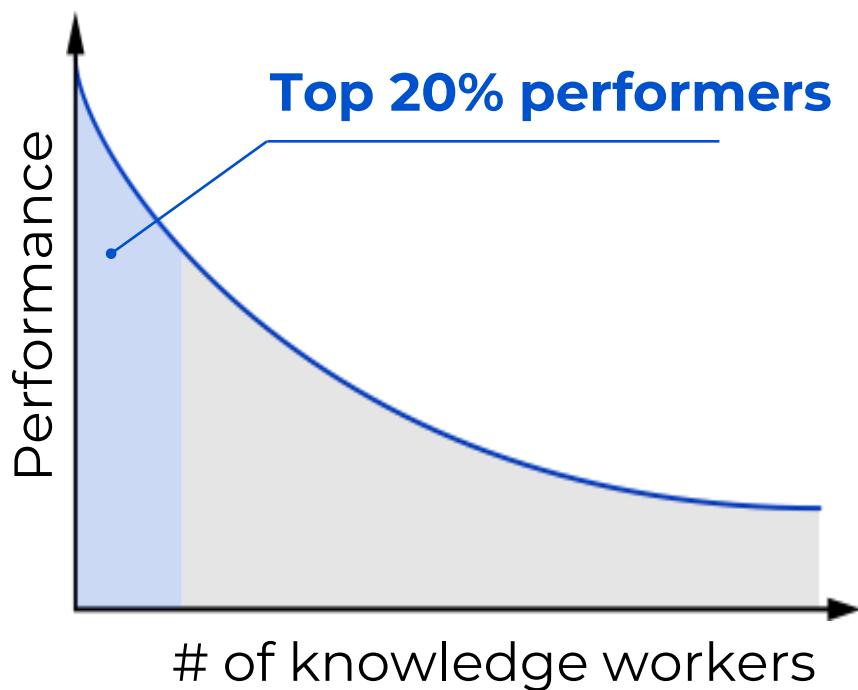
What Does Productivity Automation do?

- **Automate** time consuming, administrative tasks
- **Maximize information security** with wrong recipient detection
- Capture **more billable hours** and high value activities
- **Maintain compliance** with intelligent filing

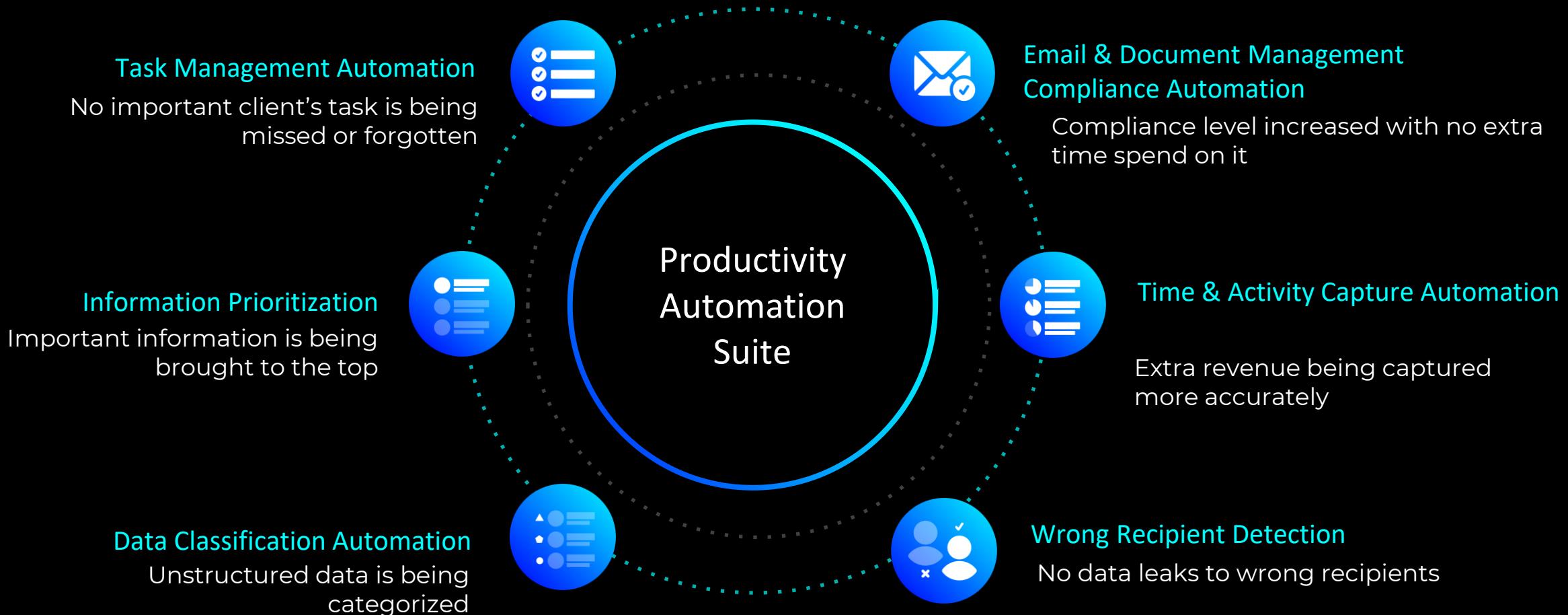


Next Generation of Automation

Every company's efficiency is a sum of individual workers productivity, but only around 20% of the knowledge workforce operates at a high level of productivity while 80% lag behind



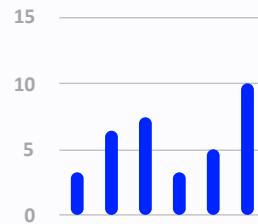
ZERO Product Suite



Case Study

Enterprise law firm added \$21K+ per lawyer annually

1 Billable hours captured by ZERO Mobile



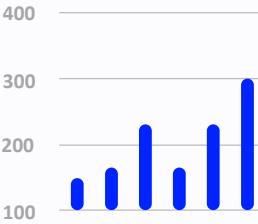
Average billable time captured per lawyer

1,9
hours/month

Profit benefit
Per lawyer

\$9,804
per year

2 Emails Filed using ZERO Mobile



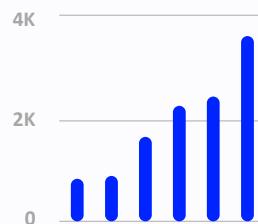
Average non-billable time saved per lawyer

25
mins/month

Time saving benefit per lawyer

\$2,130
per year

3 Emails filed using ZERO Desktop



Average non-billable time saved per lawyer

109
mins/month

Time saving benefit per lawyer

\$9,400
per year

Using ZERO leads to an annual benefit of

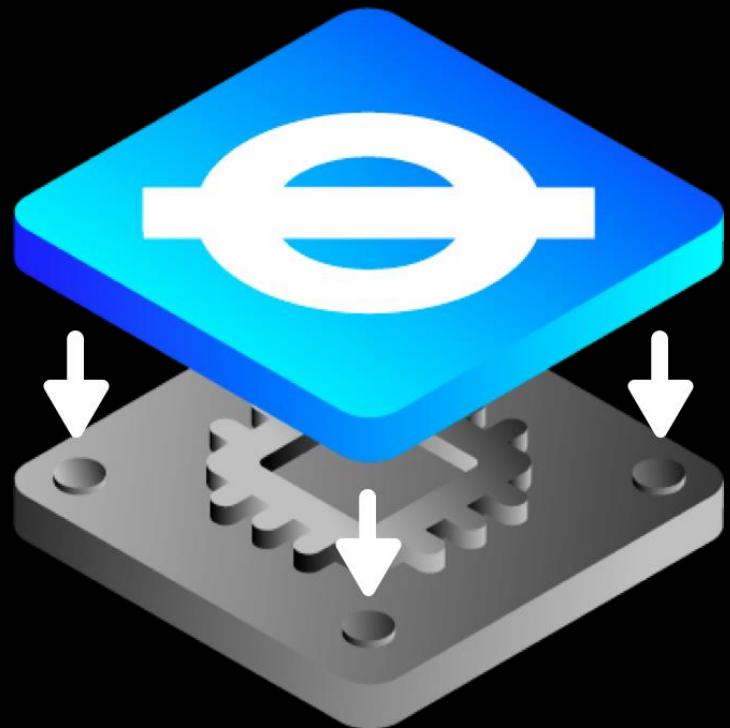
\$21,334

or

49.6 billable hours per lawyer.

The Bottom Line

- A third (700 hours) of time wasted on admin tasks
- $\frac{3}{4}$ of legal professionals are asking for automation solutions
- Poor adoption means wasted money
- You aren't being rewarded for all your efforts and expertise



Big Impact with Low Touch

There is no need to replace existing systems. True automation solution is an intelligent lawyer that sits on top of your existing system making the legacy system intelligent, adaptive, and effective.

Instant Impact

**1. Data always stays inside
client's security perimeter**

**2. No need to replace
existing systems**

**3. Scalable and adjustable to
client's needs**

**4. Immediate ROI with added billable
revenue plus time given back**

Thank you!

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