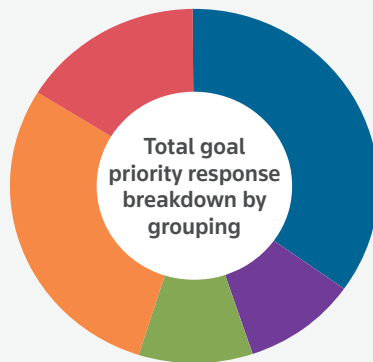


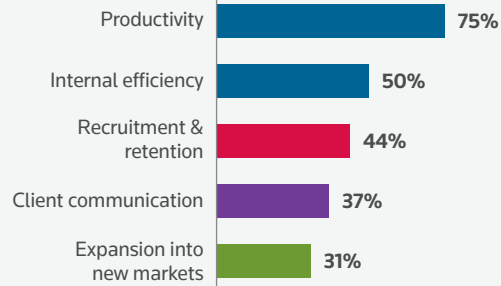
Figure 2: Top priorities for firms and departments

While specific priorities vary from firm to firm and department to department, professionals' top goals in the coming 18 months all fall under the same five groupings:

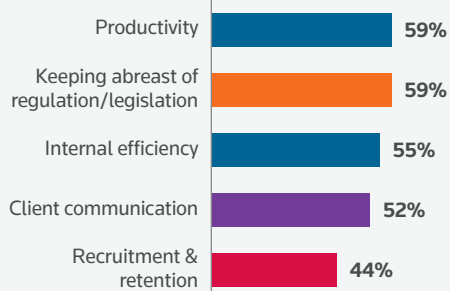
<span style="color: #005596;">■</span> <b>Operations</b>	Productivity, reducing internal inefficiency, and reducing external spend
<span style="color: #800080;">■</span> <b>Client Service</b>	Client communication for firms and internal client service for departments
<span style="color: #808000;">■</span> <b>Enable growth</b>	Expansion into new markets for firms and enabling company growth for in-house professionals
<span style="color: #FF8C00;">■</span> <b>Protect business</b>	Keeping abreast of regulation and legislation, and risk identification and mitigation
<span style="color: #DC143C;">■</span> <b>Talent</b>	Recruitment, retention, and training and development



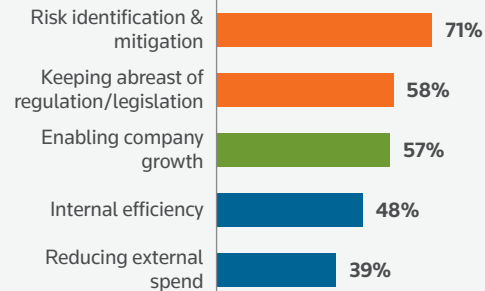
#### Law firm



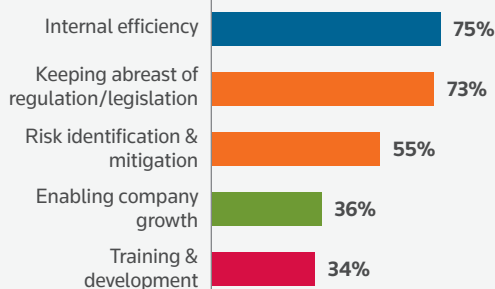
#### Tax firm



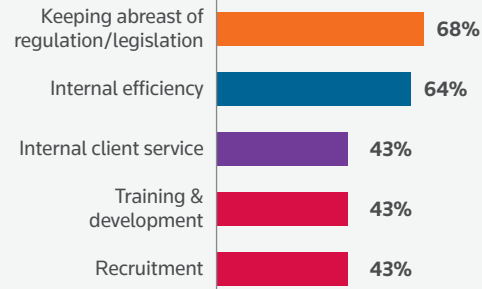
#### Corporate legal department



#### Corporate tax department



#### Government legal department



Source: Thomson Reuters