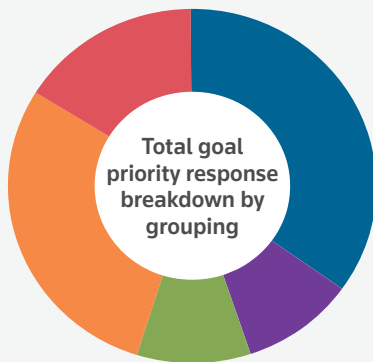


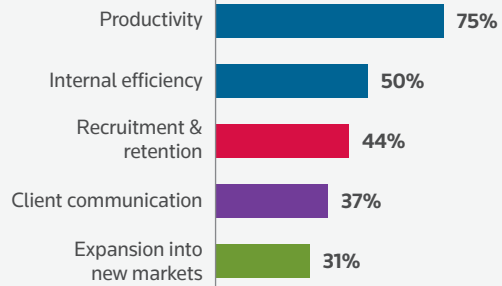
Figure 2: Top priorities for firms and departments

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:

Operations	Productivity, reducing internal inefficiency, and reducing external spend
Client Service	Client communication for firms and internal client service for departments
Enable growth	Expansion into new markets for firms and enabling company growth for in-house professionals
Protect business	Keeping abreast of regulation and legislation, and risk identification and mitigation
Talent	Recruitment, retention, and training and development



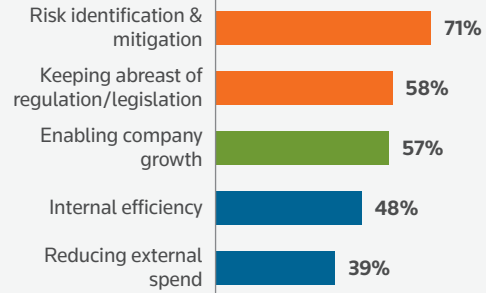
Law firm



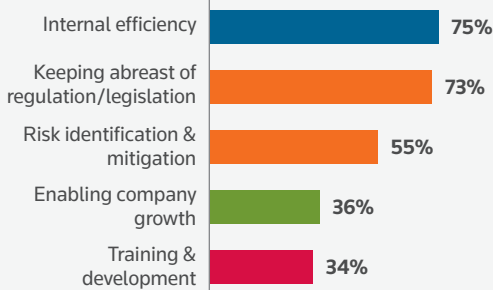
Tax firm



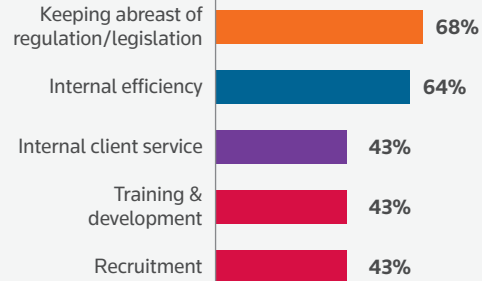
Corporate legal department



Corporate tax department



Government legal department



Source: Thomson Reuters