



WHITE PAPER



One Call, That's All:

The Advantages of Unified Legal
Technology Solutions

Consolidation in the legal technology marketplace is the new normal, and for good reason.

Legal technology providers have found new ways to use technology to improve returns, benefiting customers by giving them everbetter solutions to their problems.

In short, tech consolidation enables customers and clients to obtain higher quality, more comprehensive services, access new geographies and verticals, and control costs—all at the same time.

But as the legal technology market changes, lawyers are finding that they, too, must change the way they work. As a result, many individuals, companies, and law firms find themselves at a crossroads.

Impediments to Change

Over the last several decades, lawyers have become accustomed to a world of fragmentary technological solutions.

Reliance on a poorly integrated combination of legacy software programs, outdated onsite data servers, and newer cloud-based applications throws up roadblocks to a smooth workflow.

This traditional, fragmented way of doing business has created headwinds that impede, rather than aid, lawyers. To be fair, individual software applications have successfully solved a few discrete problems.

But these programs have never connected smoothly with one another.

To use these tools, law firms have been required to work with multiple vendors, each with its own narrow focus of product expertise.

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This resulted in a fragmented tool set of technological solutions that worked together poorly, if at all. Instead of fulfilling the promise of useful technological solutions, this divided approach wastes time, introduces needless risks, reduces the quality of the final work product, and generates stress.

Lawyers trying to juggle multiple tools and approaches cannot engage in creative thinking, focus on the high-value work that really matters, or purposefully improve their client communications and relationships.

This approach is no longer good enough.

A New Direction

With the crucial services it provides to clients, the legal profession is a cornerstone of every major business operation. As such, law firms deserve cohesive enterprise solutions that can help them deliver a concentrated value set to their clients—a tailwind that enhances, rather than impedes, their progress.

Integrated software suites work better than separate products for at least two reasons:

First, a unified solution considers the lawyer's workflow as they work on documents — at Litera Microsystems we call this workflow the '**document drafting lifecycle.**' Lawyers are increasingly calling for a single unified approach that addresses disparate drafting needs across every stage of document creation, checking, and collaboration.

Second, customers can call a single tech vendor for unified support. Additionally, when those customers call, they're reaching someone who's familiar with the full product suite, so they can get the answers they need.

Customers also only need to learn how to use the product's interface once—climbing a single learning curve and taking time for just one product training.

By working together, partners can deliver comprehensive solutions to their customers faster than ever while making bigger leaps in creative development and innovation.

The Mathematics of Change

Doesn't fewer solutions mean fewer choices?

Won't consolidation drive up costs or reduce the diversity of technologies and products lawyers can choose from?

This fear results from an arithmetic mindset, where the combination of two separate solutions results in a higher charge for the same old solution—a "1 + 1 = 2" outlook.

But that simply isn't what happens.

Rather, the new entity generates new value, with solutions, innovations, and products that didn't exist before. As costs are controlled through consolidated support and product development, solutions are more costeffective for vendors to provide.

This makes pricing straightforward, so it's easier for law firms to budget and control costs.

The goal is not to do more with fewer resources or to charge more for delivering less. Instead, the goal after consolidation is to establish new value via cohesive integrations and interactions that had been heretofore inaccessible.

The end result is a win for everyone.

You don't have to do the math to realize that vendors can now exponentially improve the solutions available.

For law firms, the mathematics of consolidation work out to an economy of scale, where the consolidated cost is less than the previous aggregate spend for multiple vendors — and that's before considering the speed benefits of a single point of contact, streamlined technical support, and faster implementation.

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Together, these benefits deliver adoption, realization rates, and return on investment faster and more efficiently.

Looking Forward

By consolidating vendors, firms can select a single technology supplier that will deliver a unified solution that simplifies relationships and purchasing while driving adoption and improving the lawyer's workflow.

Many lawyers may feel as if they are facing a choice: embrace the latest technology, or be subsumed by the coming wave of young attorneys who enthusiastically adopt new workflows and technologies.

This is, in fact, no choice at all. There is only one path forward.



About us

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