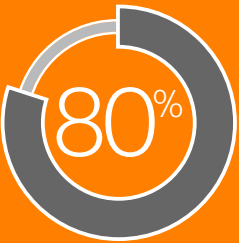


CLIENTS ARE CHANGING THE RULES OF ENGAGEMENT

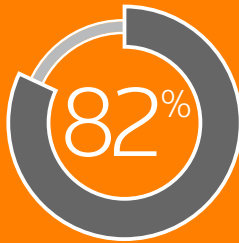


SINCE THE 2008 ECONOMIC DOWNTURN, LEGAL SERVICES IS A BUYER'S MARKET.

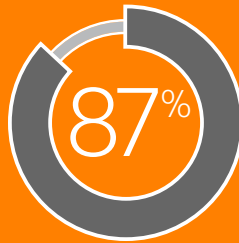
Percent of law firm leaders who expect the following:



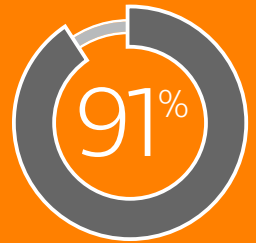
Non-hourly billing



More competition from nontraditional providers



Intense price competition



Increased transparency into the legal process

Source: International Legal Technology Association

CLIENTS WANT FASTER SERVICE



41%

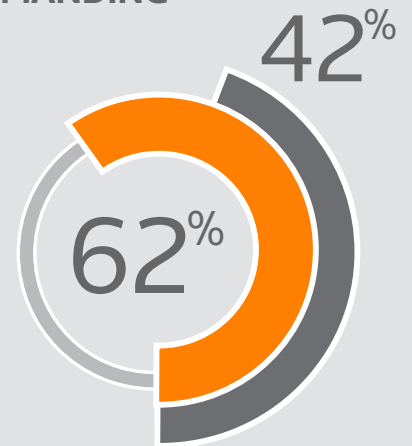
of consumers expect an email response within

6 HRS

Source: Forrester Research

CLIENTS ARE DEMANDING MORE FOR LESS

- 62% of small law firms are challenged with clients demanding more for less or rate pressure from clients.
- 42% of firms are unsure how to respond to these pressures.



Source: 2016 State of U.S. Small Law Firms Study

ONLINE LEGAL SERVICES ARE GROWING

2 million

Number of LegalZoom customers

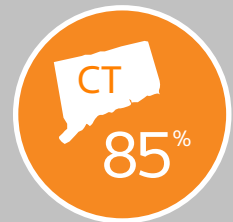


Source: LegalZoom, 2012

PRO SE POPULARITY



In California, two-thirds of people in family court don't have an attorney³



In Connecticut, 85% of divorces are self-represented because the parties couldn't afford attorneys⁴

³ BusinessWire, 2015
⁴ NBC News, 2012

MORE LAWYERS PER CAPITA

IN 1975

216 MILLION
405 THOUSAND

U.S. Population

Attorneys in the U.S.

1 attorney for every 533 people

IN 2015

318 MILLION
1.3 MILLION

U.S. Population

Attorneys in the U.S.

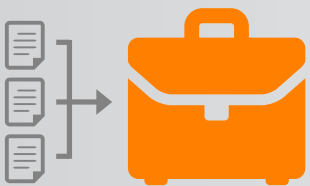
1 attorney for every 244 people

43% OF LAW SCHOOL GRADUATES IN PRIVATE PRACTICE ARE IN SMALL FIRMS



Source: ABA

YOU CAN TURN LESS INTO MORE



Clients will keep all legal work with **one firm** if possible⁵



Communicate and collaborate with clients **anytime, anywhere** through a secure practice management client portal.



Small law firms with practice management systems reduced nonbillable activity **4 to 8 hrs/month**⁶



Overcome client demands and save time and money with Firm Central practice management. Calculate how much time and money your firm could save >>

⁵ BTI Premium Practices
⁶ Blue Hill Research
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