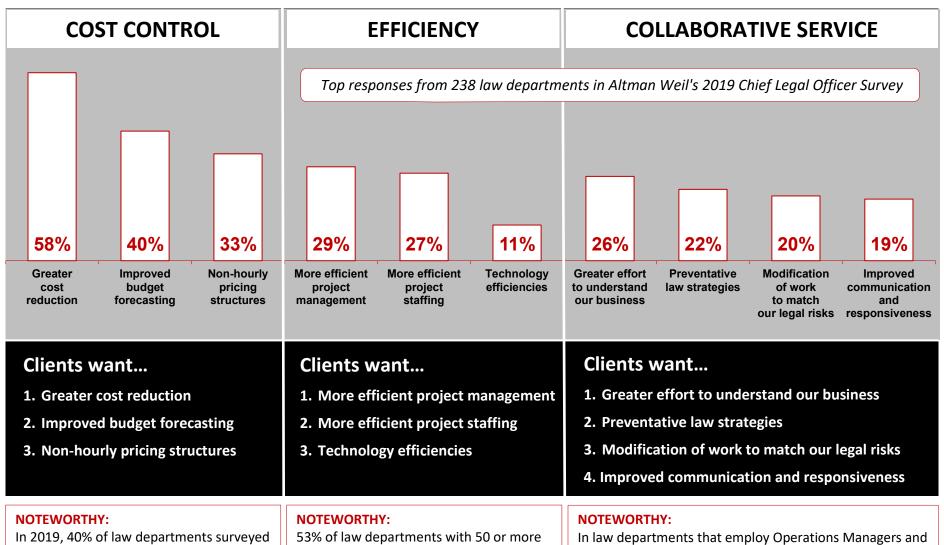
## Law firm improvements and innovations

## ...that clients want most from their outside counsel



In 2019, 40% of law departments surveyed shifted a portfolio of work worth \$50K or more to a new law firm to get lower fees.

53% of law departments with 50 or more lawyers want 'more efficient project management' – their number one choice.

In law departments that employ Operations Managers and teams, 65% have established valuable collaborative relationships with operational peers in outside law firms.