

# Leading the legal technology change





## Introduction: A sea change in the legal software space

**There have been significantly shifting patterns of IT adoption in the legal industry over the past decade.**

To set the scene, rewind to 2011. Big upfront capital expenditure upon installation, costly perpetual licences thereafter, bulky on-premise servers, time-intensive face-to-face training sessions and widespread cloud reluctance were the norm. The combination of these factors meant that only law firms with strong budgets, generous office space and IT personnel could afford to invest in new legal technology and undergo software change projects. As a result, the sector was becoming highly competitive and SME-sized practices were getting left behind.

Frustratingly, it's these same SME businesses who have the ability to make changes more readily and speedily due to their smaller size, and having less complex infrastructures and technology needs, less data to migrate and less layers of management to break through.

Fast forward to 2021. Today's technology trends comprise affordable one-off expense for data migration support, software-as-a-service (SaaS) pricing to suit even modest budgets, remote training that's time and cost effective, and almost-universal embracing of cloud systems. This sea change has levelled the playing field so that High Street practices can compete on equal terms with their Magic Circle counterparts.

However, this transformation has not been without its challenges. It's because of these challenges that Jayva was born. Since our establishment, we've devoted ourselves wholly to helping law firms overcome these challenges in all their myriad forms.

**In other words, Jayva is leading the technology change.**

In this document, read more about evolving IT trends, the reasons for and benefits of change, Jayva's well-timed inception, and the vital role performed by independent consultancy and training providers like ourselves.



## What's legal technology, anyway?

Before we progress any further, let's first clarify exactly what's meant by the term 'legal technology'. Some readers may think it's the basic process of switching from paper to electronic legal forms whereas others might consider it on mightier terms such as automated workflow tools. Not to mention new AI applications, such as ChatGPT, for legal research, document generation and other purposes - the implications of which are yet unknown.



In truth, it's all these systems plus everything in between. Every piece of software, however seemingly small, is transformational in its own right.

Wikipedia provides a useful definition: 'Legal technology refers to the use of software to provide legal services and support the legal industry. Different approaches and technologies have been used for legal tasks.'

According to this source of truth, options range from the traditional - 'practice management, document automation, document storage, billing, accounting and electronic discovery' - to newer disruptive technologies - 'reducing or in some cases eliminating the need to consult a lawyer or by connecting people with lawyers more efficiently through online marketplaces and lawyer-matching websites'.

In sum, legal technology is wide ranging. Any application that assists lawyers and consumers in the giving and receiving of legal services - that's legal tech.



## Problems of the old school technology models

As set out briefly in the introduction, the approach way-back-when was hosting software and managing data on your own infrastructure, looked after by internal IT staff. The industry regulator, Solicitors Regulation Authority, at one stage recommended this type of set up and warned against cloud systems on the basis of supposedly carrying less risk.

In fact, it's actually the reverse – in-house software poses much greater risk than cloud offerings along with presenting a plethora of other issues, not least:



### Weakened security:

Due to its location and absolute onus on you to perform regular back ups, there's greater susceptibility for data loss and security breaches.



### Limited IT manpower:

SMEs particularly are unlikely to employ dedicated IT managers and directors so lack expertise to manage IT successfully.



### Heavy financial outlay:

A 50-user firm could initially pay up to £170,000 with ongoing 30% perpetual licence costs.



### Fixed storage capacity:

If you outgrow your storage, it's a further infrastructure investment to increase capacity.



### Unavoidable downtime:

If your server suffers a technical glitch, your systems grind to a standstill, interrupting business continuity.



### Unnecessary office space:

Offices come at a cost premium, and many firms are moving to hybrid working so it's not always possible to accommodate a rack or server room.



### Restricted flexibility:

Users can only work on their laptop or PC in the office, and you can't change licences easily in line with staffing adjustments.



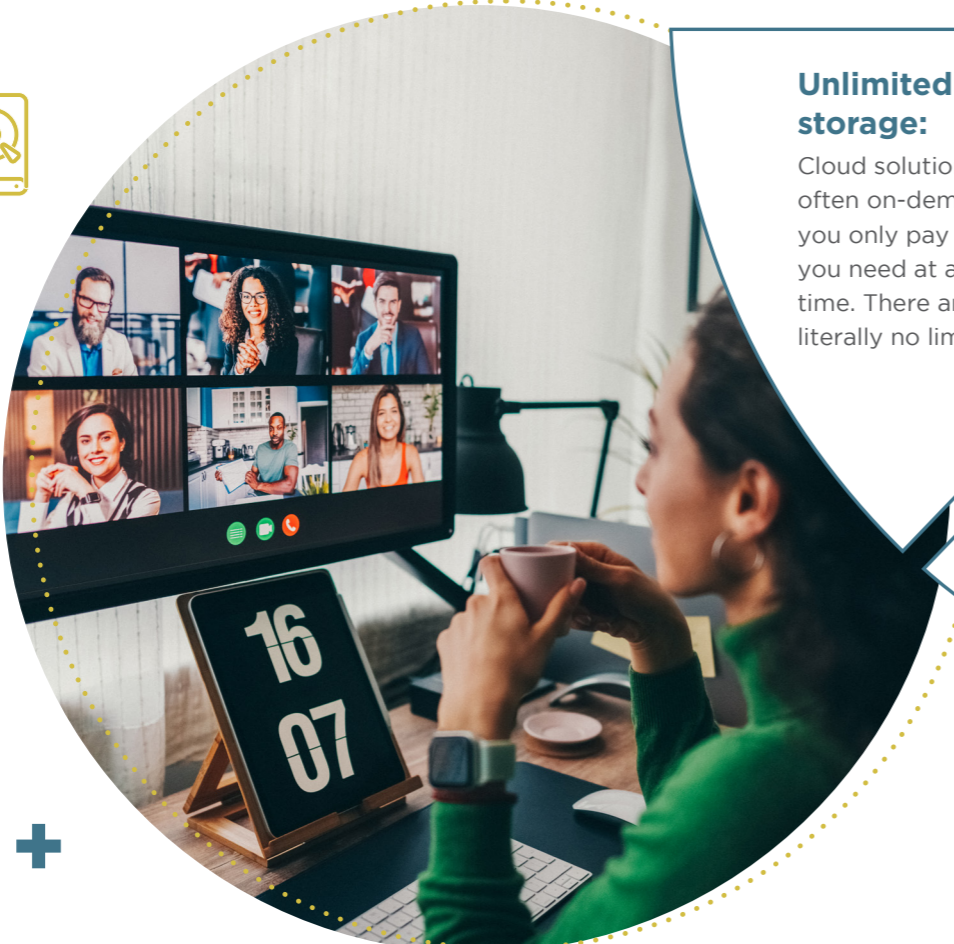
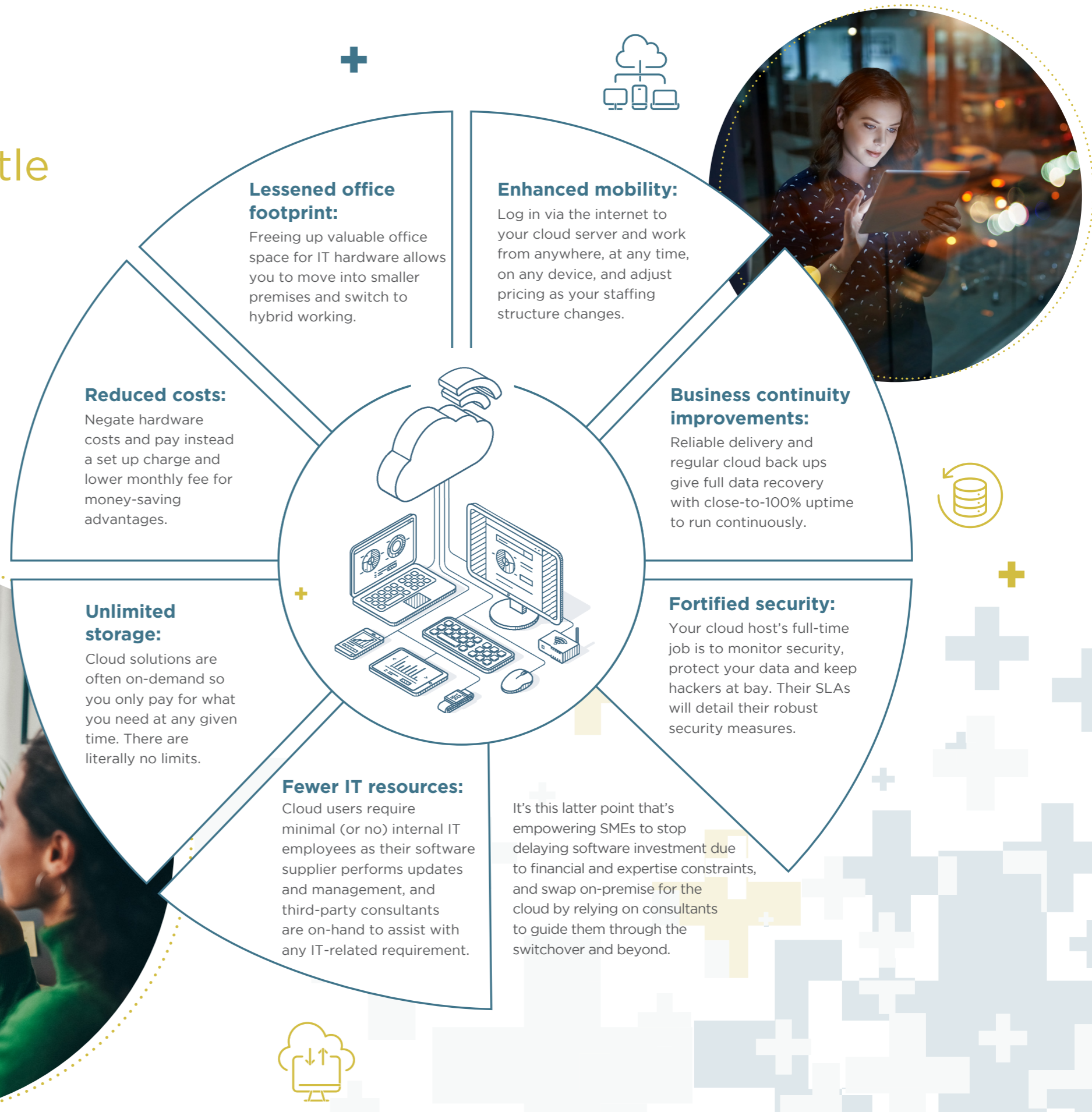
# Cloud migration with a little help from your friends

The status quo now in legal technology in two words? Cloud software.

Whilst our sector hasn't been amongst the earliest cloud adopters, we've definitely overcome our reluctance and nervousness over time, and embraced the cloud globally.

Obviously, this is a generalisation and some doubters and laggards remain. But, speaking from Jayva's viewpoint, we've seen a huge take up on cloud roll-out.

The reasons for the cloud's popularity are the expansive range of benefits realised by using SaaS operating models, including:





## Software project failures and the spawning of Jayva

Having ascertained that SMEs are now keen to buy cloud systems, it's important to note that some software projects still fail. When purchasing new software, there's a tendency to concentrate only on the technology and data. Two absolutely vital factors get neglected, these being people and process.

To put this into perspective, imagine a boutique practice which offers a personal service comprising a series of actions completely bespoke to each client. If the practice purchased an all-singing, all-dancing case and document management system with highly automated workflow which removes human touchpoints and prevents deviation from the defined course, the software will flop.

This is just one example. There are multiple other reasons why software projects are disastrous, such as looking at technology from a single dimension as one user's standpoint only, or instructing consultants who focus solely on being in and out as quickly as possible whilst charging extortionate sums for the privilege, or an avoidance of consultants altogether due to tendencies towards arrogance and condescending attitudes so that practices go it alone despite being without the skills to do so.

It's for these amalgamated reasons along with the aforementioned 2011 challenges and all-encompassing cloud computing benefits that Jayva was established.

Created in 2014, our mission is to guide small law firms, usually up to around 200 users, through their essential software upgrade projects. It's to pull together all the practice's requirements, understand their business and culture, and ensure the software's a perfect fit. It's to look at technology and data, but also people and process, as these four factors operate together, not in isolation. It's to build relationships that stand the test of time through the highs and lows. It's to show we're a different breed of consultants who charge reasonably and act responsibly in a caring way. It's to recognise there is no one-size-fits-all approach to software, despite the ubiquitous overriding rules and regulations that govern us all, and each client's individual needs are catered for. Ultimately, it's to guarantee the best outcomes for clients who, by choosing Jayva, achieve outstanding financial performance and regulatory compliance too.



## How Jayva makes 'project magic' happen

Our goals are summed up in our mission statement: We strive to empower, inform and inspire law firms to harness the power of technology, enabling them to adapt and refocus on the human element, by ensuring the best outcomes for their clients, employees, associates and communities alike.

We know our goals are ambitious, yet we accomplish them day in, day out. We're able to realise our objectives because we employ people with like-minded aspirations to our founder, Nicola Moore-Miller; this being operating with honesty, professionalism, integrity and client-centricity always.

Our team members almost exclusively originate from lengthy legal backgrounds, drawn from every role in practice – paralegals, solicitors / attorneys, secretaries, IT managers, finance directors and bookkeepers. We understand the law. We understand your challenges. Our combined knowledge and skills allow us to tackle projects holistically on a practice-wide basis.

More importantly even, we deliver our consultancy and training services in a personable, collaborative, affordable and accessible method so that it's a positive experience for every client from beginning to end. This refreshing approach to our business and our clients' businesses is what sets us apart from other consultants. We're different and proud of it.

In the intervening years since Jayva was formed, we've...

- Grown from 2 to 25 employees located in three countries.
- Expanded from a Cumbrian start up into a multinational organisation with bases across the UK, America and Ireland.
- Moved from face-to-face to mostly online delivery, driven by Covid, becoming more sustainable and passing cost savings onto clients.
- Aided over 1000 law firms, equating to 8500 people, with their transformational software projects.
- Retained our client-centric stance, community ethos, core mission and industry passion.
- Increased our service offerings to compass three overarching categories - project management services, legal accounting consultancy services and training services.

## Conclusion and summary

While the legal sector has been undergoing a software revolution of sorts, Jayva was launched to the SME market, and continues to lead the changes with regards to IT adoption and usage.

Thanks to the unwavering commitment of our hard-working team, hundreds of law firms in the UK, Ireland and USA have digitally transformed, survived and thrived in some of the most difficult periods ever experienced – including a worldwide pandemic. Despite the numerous pitfalls, our clients have weathered the storm and flourished, never mind the circumstances – with Jayva right by their side. Which is exactly where we want to be.



## Who we help

Law firms  
Law departments

## What we do

### Project management services:

- Implementation management
- Change management
- Business process improvement
- General project management and project rescue

### Legal accounting consultancy services:

- Financial health check
- Accounts rescue
- Legal accounting best practice and cashier mentoring
- Data entry and migration

### Training services:

- Legal accounts, case and document management training
- Microsoft Office training
- Super user training
- Getting the most from remote meetings
- Automation of processes including templates and workflow design/training

## How we can benefit you

Dedicated consultants and trainers for the legal sector.  
Inspiring law firms to adapt, harness technology and thrive.

## Let us help your business

Contact us today:

**US +1 888 563 9342**

**UK: +44 (0)333 20 20 995**

**Ireland: +353 1513 8956**

**info@jayvaglobal.com**

**www.jayvaglobal.com**