

Introduction

Thank you for participating in LACCA's latest technology survey.

This survey will focus on what company legal departments use legal technology for, as well as their experience of this usage and its impact on their function. It will also explore the use of certain disruptive technologies.

The survey will take no more than 20 minutes to complete. The deadline for completing the survey is **Friday 21 May**.

At the end of the survey, you will be asked to provide your email address in case you wish to be contacted by our editorial team to comment on your answers. Individual responses will be kept confidential and only presented in aggregate in our follow-up report.

Demographics

In this first section, we would like to ask a few questions about you and your organisation.

1. Which of the following best describes your position at your organisation?

- In-house counsel
- Sole in-house counsel
- Sole regional counsel
- General counsel/head of legal
- Chief legal officer
- Other (please specify)

2. In which industry does your organisation operate?

- Agribusiness & food
- Banks
- Chemicals
- Consumer & retail
- Energy
- Healthcare
- Hospitality & leisure
- Infrastructure
- Insurance
- Media
- Natural Resources
- Pharmaceuticals
- Professional & environmental services
- Technology
- Telecommunications
- Transport
- Other (please specify)

3. Where is the office you typically work out of based?

- Argentina
- Bolivia
- Brazil
- Chile
- Colombia
- Costa Rica
- Dominican Republic
- Ecuador
- El Salvador
- Guatemala
- Honduras
- Mexico
- Nicaragua
- Panama
- Paraguay
- Peru
- Uruguay
- Venezuela
- North America
- Europe
- Asia
- Other (please specify)

4. Approximately what is your organisation's annual revenue in USD?

- Up to \$0.5 million
- \$0.5 million - \$1 million
- \$1 million - \$10 million
- \$10 million - \$50 million
- \$50 million - \$100 million
- \$100 million - \$500 million
- More than \$500 million

Usage and experience

The next section will ask you about what you most commonly use legal technology for, and what your experience using these tools has been like. Legal technology is defined as software and technology used by company legal teams and law firms to facilitate their processes and improve their effectiveness.

5. In the last 12 months, what have you used legal technology regularly for? Identify any that apply.

- Accounting
- Billing
- Contract management
- Data and contract analytics
- Digital forensics
- Digital signatures
- Document automation
- Document storage and management
- Electronic discovery
- Legal research
- Matter and case management
- Team collaboration
- Workflow management
- Other (please specify)
- None of the above

6. Looking forward over the next 12 months, what do you anticipate using legal technology regularly for? Identify any that apply.

- Accounting
- Billing
- Contract management
- Data and contract analytics
- Digital forensics
- Digital signatures
- Document automation
- Document storage and management
- Electronic discovery
- Legal research
- Matter and case management
- Team collaboration
- Workflow management
- Other (please specify)
- None of the above

7. Over the last 12 months, how has your department's use of legal technology changed?

- Significantly increased
- Increased
- No change
- Decreased
- Significantly decreased

8. Looking forward, how do you expect your department's use of legal technology to change in the next 12 months?

- Significantly increase
- Increase
- No change
- Decrease
- Significantly decrease

9. To what extent are the legal technology tools you use integrated into a single package from a single vendor?

- All tools are integrated into a single package from a single vendor
- Most tools are integrated into a single package from a single vendor
- Some tools are integrated into a single package from a single vendor
- Few tools are integrated into a single package from a single vendor
- None of our tools are integrated into a single package from a single vendor

10. Would you like the legal technology tools you use to be integrated into a single package from a single vendor?

- Yes
- No

11. To what extent do you agree with the following statement: “I have encountered difficulty or challenges in the inter-operability, budget, risk or efficiency of the legal technology I use”

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

12. To what extent do you agree with the following statement: “The legal technology we use helps me do my job”

- Strongly agree
- Agree
- Neither agree, nor disagree
- Disagree
- Strongly disagree

13. Have you or your company designed your own legal technology solutions?

- Yes
- No

Impact

This next section will ask you questions about the impact of the legal technology you use on your organisation's work processes, performance and budget.

14. Does your organisation measure the performance of the legal technology you use?

Yes

No

15. To what extent has your use of legal technology allowed your department to handle workloads?

Significantly increased the volume of work handled by my department

Increased the volume of work handled by my department

No change in the volume of work handled by my department

Decreased the volume of work handled by my department

Significantly decreased the volume of work handled by my department

16. To what extent has your use of legal technology allowed your department to improve the quality of its work?

Significantly increased the quality of work handled by my department

Increased the quality of work handled by my department

No change in the quality of work handled by my department

Decreased the quality of work handled by my department

Significantly decreased the quality of work handled by my department

17. Has your department's use of legal tech tools resulted in lawyers spending more time on sophisticated, high-level tasks?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

18. How much does your department currently spend on legal technology (as a percentage of your total budget)?

- Less than 10%
- 11% to 20%
- 21% to 30%
- 31% to 40%
- 41% to 50%
- 51% to 60%
- 61% to 70%
- 71% to 80%
- 81% to 90%
- More than 91%

19. How has the amount your department spends on legal technology, as a percentage of total budget, changed in the last 12 months?

- Significantly increased
- Increased
- No change
- Decreased
- Significantly decreased

20. Looking forward, how do you expect the amount your department spends on legal technology (as a percentage of total budget) to change in the next 12 months?

- Significantly increase
- Increase
- No change
- Decrease
- Significantly decrease

21. How has your department's use of legal technology impacted your external counsel spend?

- Significantly increased
- Increased
- No change
- Decreased
- Significantly decreased

Disruptive technologies

This section will ask you about your department's use of several key disruptive technologies – namely, 5G, artificial intelligence, blockchain, cloud computing, data analytics, the Internet of Things, machine learning and smart contracts.

22. Does your department use the following disruptive technologies? Identify any that you currently use.

- 5G
- Artificial intelligence
- Blockchain
- Cloud computing
- Data analytics
- The Internet of Things
- Machine learning and smart contracts
- My department does not use disruptive technologies
- Other (please specify)

23. Identify the functions you currently use disruptive technologies for.

Corporate finance/M&A

Crisis management

Employment

Litigation

Operations

Policy

Regulatory

Tax

Other (please specify)

None of the above

24. Looking forward, do you expect your department to use the following disruptive technologies over the next three years?

5G

Artificial intelligence

Blockchain

Cloud computing

Data analytics

The Internet of Things

Machine learning and smart contracts

Other (please specify)

None of the above

25. Do you expect your department's use of disruptive technology to increase within the next three years?

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

26. Identify the functions you expect to use disruptive technologies for within the next three years.

- Corporate finance/M&A
- Crisis management
- Employment
- Litigation
- Operations
- Policy
- Regulatory
- Tax
- Other (please specify)

- None of the above

27. Over the next three years, to what extent do you expect the amount of work that your organisation sends to external counsel to change because of the adoption of disruptive technologies?

- Significantly more
- More
- No change
- Less
- Significantly less

28. Does your team contain individuals qualified in using disruptive technologies, such as engineers and data analytics experts?

- Yes
- No

29. Please provide any further comments on your experience of legal technology. If you are happy to be contacted for an interview, please provide your email address here.