

101 Problem Statements:

Challenges & Opportunities
for the Legal Sector

Singapore Academy of Law
Future Law Innovation Programme





101 Problem Statements

FLIP has connected with lawyers, in-house counsels and various users of legal services to find the most pressing issues in the legal sector. Feedback from over 50 consultations has helped us identify the pain points of today's legal sector.

These will serve as a guide for technologists, entrepreneurs and Legal Tech to develop client-centric solutions.

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101 Problem Statements



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General

Access to Justice

Assisting individuals to overcome the many barriers that may limit their ability to engage legal services, will improve individuals' access to justice.

01 Knowledge of Legal Procedures

Many individuals have difficulties understanding legal procedures, such as litigation processes including preparation of documents. This often results in disputes over legal fees and unnecessary court delays. How can we reduce the information asymmetry between clients and lawyers?

02 Transparency in Legal Fees

Due to the billable hours system, clients are not always fully aware of what they have to pay when they hire a lawyer. How can the billing process be made more transparent or altered to be more predictable for individuals?

03 Language Barriers

Individuals who are not proficient in English often face difficulties understanding legal advice and documents. How can we ensure these individuals have a clear understanding of their options and positions when faced with legal issues?

04 Understanding Legal Terminology

Upon receiving legal documents, individuals may be confused by the legal terminology. How can tools and resources be created to assist individuals when reading these documents? Specifically, could checklists and guides to commonly-used legal words and Latin terms be created?

05 Knowledge of Legal Implications

Many individuals are not fully aware of the legal implications of commercial documents and specific terms in contracts. How can we develop a service that enables individuals and SMEs, who do not hire legal counsels on a regular basis, to better understand the content and legal consequences of such documents?

06 **Filing Court Documents**

Individuals face difficulties in completing court documents and forms without legal assistance, due to technical terms and the Rules of Court. How can technology simplify the form-filling process, potentially through an online, plain English, question and answer format?

07 **Finding Lawyers Online**

Individuals face challenges in finding lawyers with the right expertise for their legal matter. Individuals may not be aware that online platform exist. How can existing platforms be improved and publicised to help prospective clients make informed decisions?

08 **Self-Representation in Court**

Individuals may not require lawyers for simple court appearances, but still want guidance on how to go about court procedures. How can individuals access guidelines or starter kits to inform themselves of common court procedures?

09 **Drafting Family Documents**

Lower-income individuals may not be able to afford legal services to plan their family affairs, such as drafting and amending wills or powers of attorney. How can technology be used to develop low-cost services for these types of documents?

10 **Online Dispute Resolution (ODR)**

Online consumers often cannot enforce their rights in cases of online scams from e-commerce platforms and cannot afford legal representation. How can ODR platforms enable consumers an alternative legal resolution?

Consumers often cannot afford legal representation for small claims in cases of online scams. How can ODR enable consumers alternative legal resolution?

11 **Raising Awareness of Individual Legal Rights**

Many individuals are unaware of their legal rights, particularly in preliminary criminal procedures or small scale civil disputes, and struggle to navigate stressful legal situations. How can technology be utilised to raise awareness of legal rights among the public and help individuals navigate encounters with lawyers, law enforcement officials or in preliminary legal procedures?

Collaboration and Communication

Improving collaboration and communication between lawyers and with their clients will benefit both parties through greater time efficiency and stronger relationships.

12 **Streamlining Communication Platforms**

The current reliance on many communication methods, including emails, instant messaging, and conference calls, poses a challenge when consolidating communication records. This is further exacerbated by the frequency of these communications, the numerous software platforms, and the fact that these communications occur both internally and externally. How can existing channels, or other forms of communication, be streamlined to create a more facilitative, one-stop platform for collaboration?

13 **Real-Time Internal Collaboration**

Large documents and projects require multiple revisions from various stakeholders. When the software does not allow for concurrent editing, unnecessary delays occur and the latest edits are mixed up with older versions. Can existing tools be expanded to allow multi-party editing, especially in light of the necessary data protection settings required for these confidential documents?

14 **Communicating Expectations**

Clients are often dissatisfied when their lawyer fails to meet agreed timelines and deadlines. This is often due to miscommunication of expectations between the parties. How can technology enable better client-lawyer collaboration and improve responsiveness?

15 **Improving Communication**

In-house counsels find current modes of internal and external communication inefficient. For instance, conference calls are difficult to coordinate and often lack agendas. Similarly, email threads are difficult to manage, especially when many parties are involved. How can modes of communication be improved through new platforms or add-ons to existing platforms?

16 Consolidation of Documents with External Parties

Consolidating revisions on large documents from multiple stakeholders and third parties (i.e. merger and acquisition agreements or initial public offering memorandums) can be challenging for in-house counsels. How can multiple parties collaborate more efficiently on large documents to avoid repetitive work editing revisions across many versions of the same document, especially in light of the necessary data protection settings required for these confidential documents?

17 Communicating Billable Hours

The billable hours system often results in costs that are disproportionate to the client's perceived value of the work produced. Clients can be frustrated by large bills generated for unnecessary work. For example, in-house counsels often do not require extensive research for short questions that require a fast turnaround. How can technology assist in communicating expectations for billable work and the costs between law firms and their clients?

18 Monitoring Billable Hours for Alternative Fee Arrangements

Many clients negotiate alternative fee arrangements with law firms, such as fixed fee or subscription-based bill structures. To suit these fee structures it would be useful for both parties to monitor the time lawyers' were spending on the clients' file, in order to meet client expectations and manage lawyers' time. How can law firms record lawyers' time and allow clients' real time access to monitor the work under these alternative fee arrangements?

19 **Improving Estimation of Costs**

Inaccurate estimations of the projected cost of legal services result in unanticipated costs to clients. Therefore, SMEs are often reluctant to use legal services, especially if they have limited budgets. How can technology be used to allow firms to create better projections of costs?

20 **Delivering Concise and Practical Advice**

Clients, particularly in-house counsels, often require a quick and clear resolution of legal issues. However, law firms often deliver advice that is too lengthy and impractical for their business needs. How can technology be used by lawyers to deliver advice through multimedia channels making it more concise and practical?

21 **Commercial Advice**

In-house counsels observe that advice produced by law firms often lacks commercial risk awareness or practical suggestions. In-house counsels must then adapt the advice to their business context and undertake their own risk assessment, which is time-consuming. How can practitioners gain a greater awareness of the business risks and corporate needs of their clients?

22 **Legal Expertise for SMEs**

SMEs have expressed frustration with legal services lack of understanding of their common practices and business needs. How can technology be utilised to allow better communication of the day-to-day operational practices of SMEs and for lawyers to better communicate their legal knowledge in a practical way?

23 **Improving Customer Service**

Clients often have simple or administrative questions for their lawyer that can be time consuming for them. How can technology assist lawyers to be responsive and improve customer service to answer these routine queries quickly?

24 **Template Depository for Standard Agreements**

Contract templates are not as widely available for Singaporean legal matters, compared to other jurisdictions such as the United States. SMEs also observe that there is a lack of templates for general business dealings such as supply contracts, service contracts, rental agreements, or employment agreements. How can Singapore-law templates be made more accessible, affordable and relevant to support SMEs?

25 **Clarification with Legal Service Providers**

The legal sector has recently seen many third-party service providers delivering legal advice or assistance to individuals. Clarification of what services these third-party providers can offer, compared to work that requires a qualified lawyer, would be useful for individuals.

Data Analysis

Harnessing data analytics through areas of the legal sector can improve many aspects of management in the legal sector and enable lawyers in certain legal processes.

26 **Managing Work Flows**

Law firms and in-house legal departments currently do not use data analytics to predict the flow of legal work. Data analytics could be leveraged to create a much leaner and more efficient workforce and be prepared for busy periods. How can the legal industry harness this technology to accurately estimate work flows?

27 **Legal Risk Across Jurisdictions**

Businesses face certain legal risks operating across multiple jurisdictions and will have higher risks in some areas compared to others. How can the industry use data analytics to consolidate and highlight high risk areas to assist businesses and law firms to navigate multiple jurisdictions?

28 **Meeting E-Discovery Search Requirements**

Current search tools in e-discovery can be time consuming and fail to find all relevant information. Particularly challenges include filtering legally privileged documents, focusing the search to most relevant documents, and finding search terms when it may be hand written or poorly scanned electronic documents. How can we use data analysis, or technology-assisted review, to improve efficiency when searching through data?

29 **Improve Litigation Strategy**

Lawyers spend considerable time and resources formulating legal arguments and developing litigation strategies. How can big data analytics be utilised to enable lawyers to make data-driven decisions about case strategy?

30 **Corporate Due Diligence**

Due diligence is a time consuming process, that involves collating and analysing large volumes of information. Lawyers must be well informed of information potentially damaging to a merger or acquisition, as well as the source of that information, to protect their negotiating position. How can data analytics be used to assist lawyers in tracking and analysing the information disclosed during the due diligence process?

31 **Legacy Data Removal**

Law firms must comply with retention, legal or contractual obligations before deleting client data. Storing large volumes of data can be expensive, and yet it is a time consuming task to review and conduct risk assessments concerning all data stored by legal teams. How can we leverage data analytics to assist in law firms managing client data? Further, how can artificial intelligence be employed to further assist in identifying additional data that can and should be deleted?

Law firms must comply with retention, legal or contractual obligations before deleting client data. Storage of this client data can be expensive and it is time consuming to continually review the data being stored by legal teams. How can data analytics be leveraged to assist the management of client data?

32 **Detecting Corporate Kickbacks**

Corporate kickbacks can take various forms, rendering it challenging and time-consuming for in-house counsels to locate. How can data analysis be used to assist in detecting and analysing red flags for anti-corruption compliance?

33 **Monitoring of Potential Data Breaches**

Law firms and legal teams face challenges with securing data both externally and internally. How can data analytics be leveraged to assist lawyers and in-house counsels in analysing and detecting possible cyber-security threats and data breaches?

Document Management

Simplifying the management and storing of legal documents, through search functions and smart storage features will be valuable to lawyers in avoiding the challenges of mass document management.

34 **Search Functions and Indexing**

Some firms, particularly small firms, have difficulty accessing or affording repository systems to store large volumes of documents. This is especially evident in due diligences or court proceedings, which have large volumes of document flows. How can we improve access to these documents through keyword search functions and indexing?

35 **Information Location Tools**

There is a lack of tools for in-house counsels to link internal documents, which creates challenges in locating related documents and information. How can we use tools, such as deep and shallow linking, and in-line linking, to improve the accessibility between internal documents?

36 **Caching**

Drafting documents involves multiple parties, both internal and external. Such multi-party collaboration often results in confusion where edits are not tracked or consolidated. How can we record, track and consolidate changes to better enable multi-party collaboration?

37 **Storage**

Many documents are stored on internal or external hard-drives, despite the availability and benefits of cloud storage options. Lawyers remain reluctant to adopt cloud storage because of security and reliability concerns. How can we improve accessibility and convenience by storing these documents on a secure, reliable, centralised server?

38 **Corporate Paperwork**

Corporate teams have to deal with a large volume of data and paperwork, especially during major transactions such as mergers and acquisitions. In-house counsels have to produce many documents, for multiple parties, to comply with regulatory requirements. How can we automate ways to produce, manage and preserve such corporate records for clients and for in-house legal departments?

39 **Collating Knowledge Management for In-House Counsel**

In-house counsels frequently ask the same questions to external counsels because previous advice was not recorded. This is an inefficient use of in-house departments' budget and creates unnecessary delay in waiting for answers already stored in department records. How can we create an accessible repository of advice received from external counsels that can easily be searched and filtered by in-house teams?

40 **Collating Knowledge Management for Junior Lawyers**

Junior lawyers often have to engage in repetitive work because past legal research and advice is not shared throughout the firm. How can knowledge management be improved, through storage and search functions of previous advice and legal research, to assist junior lawyers?

41 **Automate Research**

In-house counsels spend considerable time and resources researching through regulatory websites and legal databases to find updates on market transitions, changes in government regulations and the political climate. How can providers create platforms with to assist in automating research, improving search functions and providing automated alerts for in-house counsels based on specific areas of interest?

42 Automating Billing

The billable hours system is very time-consuming for lawyers to recording time spent on cases after the fact, and therefore the time is not always accurate. How can law firms automate the tracking of billable hours in real time spent for billing purposes?

43 Avoiding Paper Wastage

Excessive paper waste is a key issue for the legal sector as it is heavily reliant on hard copy documents. How can lawyers harness the available technology, such as cloud storage, digital signatures, tablets and flexible working structures to move towards a more paperless workplace?

44 Going Paperless in Litigation

Litigation is an area where the legal sector is particularly concerned about going paperless. Although electronic litigation services are available, there are limitations to these services especially in Singapore. How can technology be leveraged to develop more cost-effective electronic litigation services, as well as ways to integrate them into current court procedures?

45 Allocating Cases for Expertise

Lawyers are sometimes allocated cases that are not consistent with their areas and could be better undertaken by other lawyers in the firm. Within law firms, how can we utilise data analytics to best allocate cases to certain lawyers, or find an external firm to hire for specialised knowledge?

46 **Risk and Prospects of Cases**

Lawyers must regularly make recommendations to clients taking in consideration risks and prospects for a case. How can data analytics be used to assist the risk assessment consideration by analysing similar cases, market trends or other relevant legal information to ascertain probabilities, and advise clients more efficiently?

47 **Determining Fee-Estimates**

Clients become frustrated when fee-estimates are not consistent with market pricing and are substantially different to the final bill. How can data analytics be used to ensure greater accuracy in fee-estimates and are more consistent with market pricing so that clients can be more aware with accurate fee-estimates?

48 **Reducing Legal Costs**

Law firms need a better method of analysing revenue and expenses to assist in reducing the cost of legal services and passing on cost savings to their clients. How can data analytics be leveraged upon to analyse data about how the firm operates, and hence provide insights about profitability and areas to reduce legal costs? For instance, how do different types of expenses vary depending on the month, or the client's characteristics and demographics?

49 **Awareness of Productivity**

Lawyers are often unaware of their productivity because time recording and analysis is not done in real time and may lack accuracy. A greater awareness would allow law firms to analyse areas to improve lawyer productivity and allow improvement on factors that have a negative impact on productivity. How can analysis tools be used to inform lawyers of areas in which they are spending too much time?

50 **Simplifying Data**

Lawyers may struggle to analyse large amounts of data which is not presented in easily understood formats. For example, partners must spend a lot of time working through data from management reporting files. How can analytics be used to simplify and extract simple analysis of such data?

51 **Extending Data Visibility to Clients**

Lawyers manually send legal and commercial updates and information to clients. This is time consuming for lawyers and clients who must read and discern important information or enquire further when relevant about relevant. Giving clients the ability to access required data both reduces the time spent by clients in contacting the firm and increases the timeliness of updates, hence improving satisfaction levels. How can we provide real-time reporting to customers through secure online platforms?

52 **Efficient Case Management**

Client documents are usually compiled across multiple locations, such as emails, spreadsheets and document management systems. This is problematic when the most updated files are confused with older documents or documents are lost. How can existing platforms be utilised for more effective and comprehensive case management?

53 **Personal Injury Claims**

Personal injury claims involve compiling many different documents and evidence from the incident which can be difficult to manage or record, and may not have been gathered at the time of the incident or from medical practitioners who assisted the claimant. How can lawyers better manage all relevant documents from claimant and monitor the progression of the case?

54 Document Review Platform

Lawyers spend many hours working on document review. How can we develop a document review program that can automatically interpret and summarise multiple documents, and further extract and compile necessary data from them?

Productivity

All members of the legal sector have certain limitations on their productivity and efficiency by administrative and low value work. This is the perfect area for technology to enable lawyers increased productivity.

55 **Enhancing Legal Research Analytic Tools**

Current research portals lack sophisticated research analytical tools which makes it challenging for lawyers to find the right case law and legislation efficiently. How can search optimisation technology be improved to reduce the time spent on legal research?

56 **Integrating Legal Research Databases**

Lawyers often have to take the time to conduct research on multiple legal research platforms. How can existing legal research platforms be seamlessly integrated to collate research points and findings?

57 **Automating Research**

Legal research can be a tedious and time-consuming activity. How can artificial intelligence be leveraged to develop a programme to assist lawyers in searching for the most relevant cases? Specifically, how can it not only detect the most authoritative case through citation analysis, but also pick out the key passages and summarise the case's subsequent treatment?

58 **Automating Administration**

In-house counsels are often restricted from hiring support staff because of budget constraints. As a result, administrative work is undertaken by in-house counsels, detracting them from their primary work. How can this administrative work be assisted with process automation?

59 **Managing Contracts**

In-house counsels struggle to efficiently manage numerous contracts made across all departments. Issues arise when contract renewal deadlines are forgotten or file notes recording contract negotiations are lost, especially when the lawyer-in-charge is no longer with the company. How can contract management systems be improved through better recording and alert functions?

60 **Digital Signatures**

While 'wet' signatures are allowed on all contracts executed in Singapore (even for cross-border transactions completed in Singapore), there is still uncertainty about their use. This uncertainty could be clarified in a publicly available industry notice that includes the relevant regulations. This notice could then be used by lawyers when requesting signatures to inform parties that digital signatures are allowed and hence assist lawyers.

61 **Encrypted Signatures**

Lawyers are reluctant to use digital signatures because of privacy and cyber security concerns. How can encryption of digital signatures be improved? Further, how can the encryption process be made simpler and be integrated with existing signature software?

62 **Automating Proposal Review**

In-house counsels regularly review business proposals and must ensure legal risks, including misrepresentation, are mitigated within the business language. As most preliminary revisions follow a set of rules; how can automation be used to conduct preliminary reviews of business proposals?

63 **Automating Bill Review**

Reviewing bills from external counsels by in-house counsels is a time-consuming process. How can bills be automatically reviewed and communicated back to external counsels based on standard processes of review?

64 **Database of Contract Templates**

Lawyers often manually draft standard legal documents from scratch. This is time-consuming and unnecessarily repetitive, given the potential for access to standard templates. How can we collate a database of templates for such standard legal documents?

65 Automating Contract Review Process

Lawyers manually review contracts according to preliminary rules, such as accurate paragraph numbers and party names, and checking for inconsistent contractual terms. This is time-consuming especially since the contract must be reviewed multiple times by different people. How can the contract review process be automated to assist lawyers in preliminary reviews? Furthermore, how can technology be leveraged upon to further improve the contract, such as recommending additional clauses based on similar contracts?

66 Database of Contractual Terms

In-house counsels often manually research and add relevant contractual clauses individually when drafting contracts. How can access to relevant contractual clauses be improved by collating and developing a repository of contractual terms and clauses with industry and keyword filters?

67 Reviewing Commercial Contract Terms

Business departments often make commercial decisions and amend the contract according to the negotiated terms. Each amendment is unnecessarily sent through the legal department for review, despite being purely commercial terms. How can we identify and distinguish legal and commercial clauses in a database, so that business departments can directly add and amend commercial clauses in contracts?

68 Add-On Technologies

Most law firms and their corporate clients operate only on one software platform, the most prominent being the Microsoft Office Productivity Suite. They are reluctant to adopt solutions that fail to integrate with existing platforms. How can new technologies be developed in an 'add-on' or 'plug-in' style, rather than as new independent software programs?

69 **Managing Intellectual Property Rights**

Most SMEs struggle to maximise the value of their IP rights due to high administrative and legal costs. How can a service provider be created to help SMES better manage their IP portfolio, allowing them to eliminate unnecessary spending?

70 **Intuitive Technologies**

Lawyers are concerned that technological solutions need to be updated seamlessly due to rapidly changing legal and regulatory requirements. How could technologies be easily updated by lawyers, and be made intuitive so that alerts are automatically given when legal or regulatory changes need to be made?

71 **Implementing New Technology**

In-house counsels have difficulties utilising new technology in their workplaces because it does not integrate with existing platforms or is challenging to use. To encourage adoption of legal technology, it is imperative that technology be more user-friendly. How could legal technologies be made more intuitive to allow implementation by lawyers for their legal practice?

72 **Informing Legal Sector about Legal Technology**

In-house counsels are often unfamiliar or unaware of technologies that are available for legal departments. How can unbiased information about available technologies and industry leaders be disseminated, to increase awareness and understanding of technological solutions in the market?

73 **Human Element in Technology**

SMEs remain reluctant to adopt technology-based legal solutions due to the lack of human element that may be perceived as not customer friendly. How could technological solution providers work to develop more customer friendly technologies?

74 Finding Lawyers Internationally

The regionalisation and expansion of SMEs is hindered by existing law firms' inexperience in the regional context and they must engage new lawyers when expanding. How can we support SMEs by developing an online platform to connect them to overseas law firms, along with providing necessary details such as industry experiences to assist SMEs in choosing the right lawyers?

75 Cross Jurisdictional Work

Many international law firms have different offices across jurisdictions. However, due to differing levels of work in each region, firms do not always operate with full productivity. Instead of limiting lawyers to portfolios within their region, firms could allow them to pitch for work across offices. How could law firms use technology to benefit from the wealth of manpower across offices?

76 Fragmented Market

Current technologies in the market target very specific legal solutions and in-house counsels and SMEs must look to multiple solution providers to solve one business need. How can the solution providers work together or come up with a one-stop solution platform that integrates the various technologies?

77 Technology Selection

Lawyers may not be familiar with the subtle differences between some of the technologies which provide similar solutions. How can the technology providers better differentiate themselves and simplify explanations of their technologies?

78 **Efficient Completion of Standard Forms**

Lawyers often manually fill out administrative, standard forms which are regularly used. This is unnecessarily repetitive and time-consuming. How can technology be leveraged upon to automate the process of inputting details into commonly-used standard forms?

79 **Administrative and Stylistic Amendment of Documents**

It can be challenging to review and record certain clauses of documents that involve transferring sensitive statistical data sets, transaction numbers, or recording of biodata. How can this process be optimised through technology? Enhanced Optical Character Recognition (OCR) technology could be developed and made accessible to law firms.

80 **Access to Previously Completed Work**

Junior lawyers are unable to easily access previous research or projects for similar tasks, which could shorten their research time. How can we encourage the sharing of knowledge and resources within a firm? How can intelligent search systems be implemented to assist locating relevant documents?

81 **Meeting Professional Development Requirements**

Lawyers often lose track of continuing professional development requirements and commitments. How can a service be created that provides automated reminders, and information regarding the required courses and the relevant continuing professional development points?

General

Understanding the general problems with existing trends and business models within the legal industry will be helpful to improving the legal landscape and general experiences with legal service providers.

82 Law Firm Relationships

Law firms all have different specialised expertise, especially smaller law firms. Partnerships between smaller law firms could be an opportunity for smaller law firms to engage better with their clients and assist them with various legal issues. How could law firms attempt to capture different areas of expertise through partnerships?

83 Training of Lawyers

Law firms and in-house departments are often reluctant to allocate time and resources to train lawyers to use new technology to make their work more efficient. How can training be made more cost-effective and less time-consuming for lawyers?

84 Client Management

Each corporate client has their own corporate risk and business concerns. How can tools be generated for firms to automate the clients' unique profiles, analyse corporate risks based on industry and regional trends?

85 Improving Business Metrics for Better Business Operations

Law firms often face pressure to lower costs and improve predictability in their pricing to remain competitive. How can a system be created that informs law firms of the Client Acquisition Cost (CAC) and Lifetime Value (LTV), enabling them to devise tailored client solutions and pricing strategies?

86 Client View Billed Hours

Billing hours are not recorded in real-time and lawyers have to update the client regularly. Clients want to be able to keep tabs on the billing status to manage their monthly bills. How can lawyers meet this need and provide real-time billing information to clients efficiently? Specifically, could a secure portal for clients to check the bill, rather than awaiting updates from lawyers?

87 Encouraging Client Feedback

Client feedback can be used to improve the quality of legal services and bolster the lawyer-client relationship. However, obtaining feedback is currently not common practice. How can technology aid the collection of constructive feedback for law firms?

88 Process Management Systems

Many malpractice claims are largely due to simple, avoidable mistakes such as missed deadlines, improper calendaring, and lost files. How can we implement a task management system to encourage systematic workflows and organisation, and reduce such mistakes?

89 Management of Customer Experience

Individuals often expect lawyers to offer value-added services such as incorporating cross-disciplinary perspectives in their legal advice. How can technology be used to enhance customer experience and manage client expectations?

90 Embracing Legal-Tech Solutions

Lawyers are hesitant to adopt certain legal-tech solutions because firms are concerned about breaches of privacy or contravening certain regulations. How can rules and standards regarding legal-tech be better communicated to lawyers?

91 Tailoring Insurance to Legal Services

Law firms have large overhead costs, one main cost is the insurance required for lawyers. Insurance is usually not tailored to the activities of an individual firm, but could be reduced in some situations such as when clients indemnify their lawyer. How can insurance costs be tailored to firms and lawyers, to reduce overheads and pass on lower costs to clients?

92 **Countering Data Leaks**

There is a risk of a data leak if the client's data are transferred onto multiple communication and storage platforms. How can technology be harnessed to ensure the transfer of such data remains secure and encrypted?

93 **Integration of Technology**

Law firms are resistant to the implementation of new technology that cannot be simply integrated with their current processes or systems. Some firms have enough resources with IT departments to do this integration, but small and medium sized law firms will struggle with the resources to implement technologies. How can solutions be simply integrated by law firms to encourage adoption of technology?

94 **Reducing Overhead Costs of Law Firms**

Law firms are still using outdated communication channels to communicate with each other, a notable example being the fax machine. As a result, law firms incur extra costs such as maintenance and repair costs for out of date technology. How can new systems be implemented and developed to lower costs?

95 **Improving Flexible Working**

Lawyers often lack a good work-life balance, affecting their general productivity. How can lawyers be enabled, through technology, to work flexibly from outside the office and keep a positive work-life balance?

96 **Digital Assets Management**

Individuals today have an increasing online presence. However, existing contract drafting services fail to consider new and emerging forms of digital assets. How can existing service providers devise product offerings that considers current trends and developments?

97 **Platform to Connect Lawyers**

Clients tend to find lawyers based on word of mouth. Consequently, there is sometimes a mismatch between lawyer skills and client needs. There is a need to connect clients with lawyers who have the appropriate area of expertise. How could a social networking site be created to connect lawyers and clients, drawing from the Facebook and LinkedIn models?

98 **Closer Networks with Other Industries**

Lawyers are often disconnected from the various industries of their clients. How can lawyers be better engaged in the industry, networking with potential clients and gain a better general understanding of the business processes of that industry. How can technology be used to facilitate the networking process?

99 **Finding Expert Witnesses**

Lawyers often face difficulty in finding expert witnesses to testify in court, partly because they are unable to assess the credibility and qualification of expert witnesses. How can expert witnesses' profiles be consolidated, allowing lawyers to gain access to and better evaluate the suitability of expert witnesses?

100 **Reconstruction of Destroyed Evidence**

A key obstacle in criminal cases is that evidence is often quickly destroyed or lost, and photographs may not provide enough for proper investigation. How can technology be utilised, specifically 3D printing, to reconstruct destroyed evidence and provide more accurate visualisations?

101 Validating Credibility of Electronic Evidences

There is a legal presumption that in producing electronic records, the device or process accurately communicated the electronic record. Yet, there is a risk of such electronic records being manipulated. How can service providers offer technologies to verify the accuracy and reliability of electronic evidences?

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