



Today and Tomorrow: Building a Case for Law Firm Efficiency

UPS® surveyed nearly 250 attendees at the 2015 Association of Legal Administrators (ALA) Annual Conference to uncover the most pressing business and operational challenges facing law firms today and to identify key focus areas for the future.



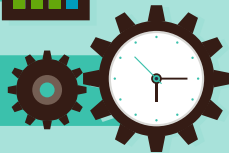
WHERE LAW FIRMS STAND TODAY

TOP THREE CHALLENGES

1 Managing costs and expenses



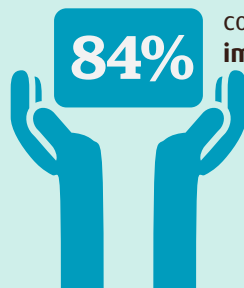
2 Time management



3 Office inefficiencies and technology issues



SHIPPING AND DELIVERY



consider reliability and delivery when promised as **the most important factor** related to shipping documents.

68% of legal documents shipped overnight are either:
Very Urgent (delivery by 10:30 a.m.)
Extremely Urgent (delivery by 8:30 a.m.)



MARKETING AND BRANDING

44%

find **printing their firm's logo or branding** on express shipping envelopes as beneficial.



TOP FIRM PRIORITY

79% identify **client service** as their top priority.



WHERE LAW FIRMS WILL BE TOMORROW



49%
Client service



44%
Cost management



40%
Business development



35%
Marketing and branding

KEY FOCUS AREAS

PAPER VS. DIGITAL

Over the next two years, contracts and client proposals are the least likely to move from paper to digital formats.



STRATEGIES FOR GROWTH



54%

indicate their firms plan to invest in new technologies.



44%

plan to invest in marketing and branding to increase competitiveness and grow their business.

Ready to make your practice more productive?

UPS can help. Learn more at ups.com/lawfirms.

