

2015 ILTA/InsideLegal Technology Purchasing Survey

The International Legal Technology Association (ILTA), in partnership with InsideLegal, developed and administered the 2015 ILTA/InsideLegal Technology Purchasing Survey. The 2015 survey marks the 10th edition of this annual ILTA/InsideLegal collaboration and includes 184 unique ILTA member firm responses. The 34 question web-based survey was distributed to 1,282 ILTA member law firms and garnered a 14% response rate.

The 2015 survey has been enhanced to include a more comprehensive breakout of past and future technology purchases; legal technology budget and purchasing influence questions; updated information on participants' social media, publication and blog preferences; an in-depth analysis of mobility trends including tablet usage and governance; a closer look at cloud computing; and the role of technology consultants and industry/research analysts in legal.

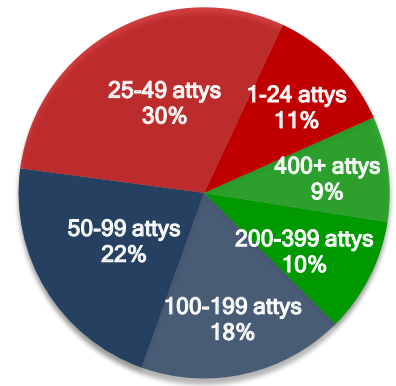
Notables and Quotables

- Small Firms (1-49 attys) represent 41% of all responses; Medium Firms (50-199 attys) 40%; Large Firms (200+ attys) account for 19%.
- 83% of respondents are from the U.S., 11% from Canada, and 6% a mix of the U.K., Europe, Australia, South America and the Caribbean.
- 63% of all respondents are C-Level or Director-Level executives, while 36% are managers.
- 81% either make the final tech purchasing decisions or serve on the purchasing committee.
- 57% of all respondents spend 2-4% of total firm revenue on technology. Within this range, Medium Firms represent 49%, the largest percentage.
- 77% of survey respondents spend less than \$17,000 on technology per attorney including 100% Small Firms. 86% of Large Firms spend more than \$17,000 per attorney.
- 2015 top 5 tech purchases: laptops/notebooks (67%); desktop hardware (60%); network upgrades (51%); printers/multifunctional devices (49%); and antivirus/antispam software (40%).
- Last year, 13% purchased Microsoft Office 365 (new category). 11% plan to purchase within the next year.
- Firms utilizing big data tech prioritized business intelligence/analytics (34%); predictive coding (25%); pricing/managing legal spend (22%); and competitive intelligence/analysis (19%).
- 2015 top 5 legal/legal tech publications: ILTA White Papers (86%), Peer to Peer (83%), Legaltech News (50%), Legal IT Today (21%) and ABA Journal (19%).
- 72% of all survey respondents outsource website design/services followed by printer repair/maintenance (49%) and spam/virus filtering (40%).
- Most firm BYOD policies cover smartphones (71%) and tablets (59%), while only 28% cover laptops. 28% indicated they don't have a BYOD policy.
- 92% of respondents said they use outside technology consultants (up 2% from 2014 and 11% from 2013).
- For the first time in 8 years, email management was not named the biggest challenge facing legal IT departments ... replaced by security management.
- Security is a hot button issue in the 2015 survey. Security software/security assessments ranked 6th in what firms purchased last year and 5th in planned purchases for next year.

PART I - FIRM DEMOGRAPHICS

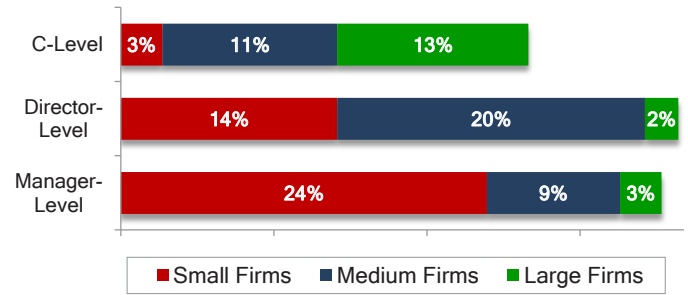
What is your firm size?

Firms with 1-49 attorneys (referred to as Small Firms) represented 41%; firms with 50-199 attorneys (referred to as Medium Firms) 40%; and firms with 200+ attorneys (referred to as Large Firms) 19%. The single largest response, 30%, came from firms with 25-49 attorneys, followed by the 50-99 attorney segment with 22%.



What is your position at your firm?

63% of all respondents are C-Level or Director-Level executives, while 36% are managers. Manager-Level survey participation is up 9% from 2014. Similar to 2014 results, Director-Levels represent the highest segment (36%).



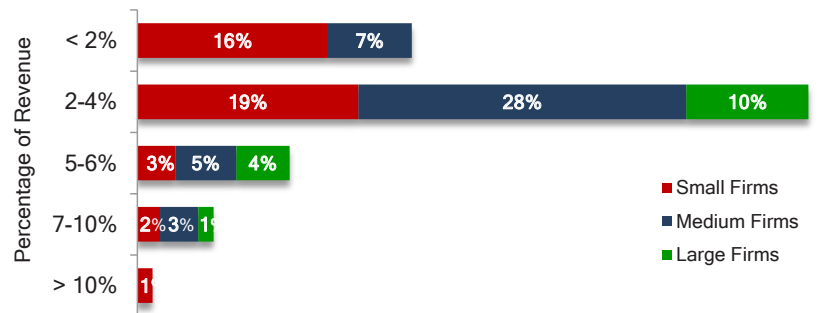
PART II - IT BUDGETING AND PURCHASING

What role do you have in your firm's technology buying decisions?

81% of total survey respondents (up 4% from 2014) either make the final purchasing decisions or serve on the purchasing committee. The largest percentage of participants (42%) serves on the final decision-making committee.

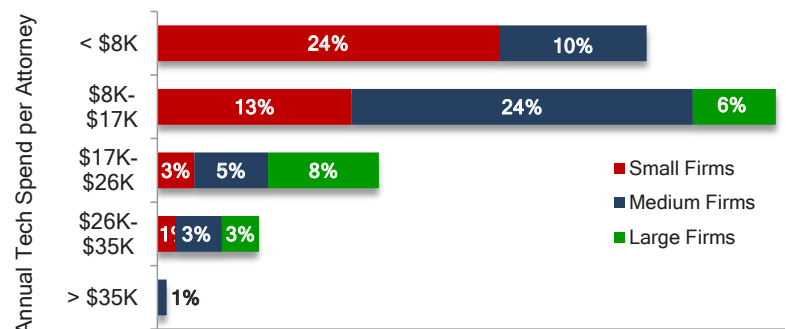
What approximate percentage of total firm revenue do you spend on technology? (excluding IT staff salaries/benefits and training)

Overall, current firm technology budgets are at comparable levels with 2014. Specifically, 57% of all respondents spend 2-4% of total firm revenue on technology. Within this range, Medium Firms represent the largest percentage (49%) compared to 42% in 2014. Add in all firms who spend less than 2% on technology, and the total respondents spending less than 5% is 80%. This year, none of the participating Large Firms spent less than 2% of revenue on technology compared to 15% in 2014. The biggest change in technology spend based on revenue was among Large Firms within the 5-6% range (35%), up from 18% last year. While only 6% of all respondents cited technology budgets within the 7-10% of total revenue range, half of those came from Medium Firms.



What is your annual technology spend per attorney? (including software, hardware, support maintenance, etc.)

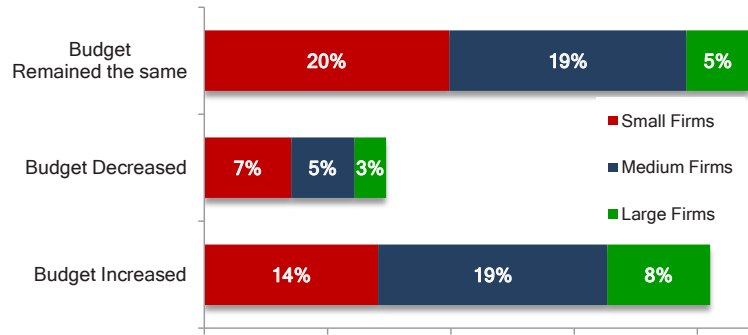
77% of survey respondents spend less than \$17K on technology per attorney. While this total is in line with 2014 figures, the \$8K-\$17K spend per attorney range shows the biggest gain this year, 43% versus 38% in 2014. 86% of Large Firms spend more than \$17K on technology per attorney compared to 100% of Small Firms that allocate less than \$17K.



Did your technology budget increase, decrease or remain the same from last year?

2015 technology budgets are all about keeping the ‘consistency’ status quo. 44% indicated that budgets remained the same, the highest percentage since the inception of this survey in 2006.

While 41% of all responding firms stated their technology budgets increased in 2015, 8% less than last year, only 15% (versus 16% in 2014) had a smaller technology budget to work with. Among Large Firms, 51% reported larger budgets in 2015, a 10% uptick over 2014.



PART III - TECHNOLOGY PURCHASES & USE: PAST AND FUTURE

What major technology purchases have you made in the LAST year (12 months)? *(see table on next page)*

For the second survey year in a row, three of the top five technology purchases made last year by survey respondents are computer and office hardware-specific indicating that purse strings for staple PC hardware/equipment are loosening considerably compared to previous years. Also, like in 2014, antivirus/antispam/spyware and printers/multifunctional devices made the top five purchases.

The top five purchases in 2015 include: laptops/notebooks (67%); desktop hardware (60%); network upgrades/servers (51%); printers/multifunctional devices (49%); and antivirus/antispam/spyware software (40%). The ‘top ten’ purchases are rounded out by security/network security/security assessment software & services (38%); DR/BC software & services (34%); cloud storage (33%); smartphones (33%); storage area networks (32%); and dictation software (31%).

New to the master list of purchases this year were Microsoft Office 365 (13%) and news monitoring/news aggregation service/software (3%). Three application areas that registered higher demand this year versus 2014 included imaging/scanning/OCR (up 6%); cost recovery/expense processing (up 5%); and accounting systems (up 10%).

The Microsoft Office ‘cooling off’ period cited in last year’s report continues to an extent with demand for Microsoft Office add-ons (macros, templates, etc.) further declining to 6% (from 12% in 2014). Microsoft Office upgrades/purchased licenses stayed level at 18% and Office 365, a new category, was purchased by 13% of survey respondents.

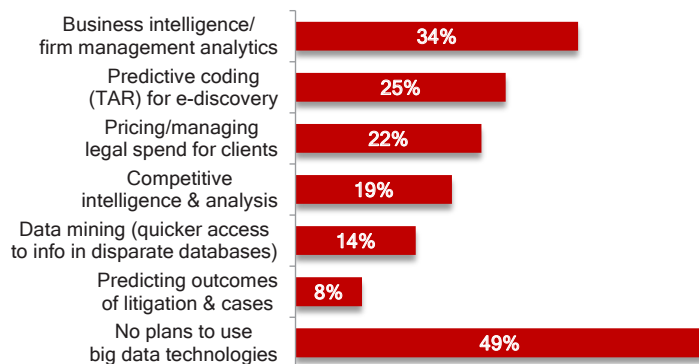
There are certain ‘past 12 months’ purchases that are most popular among Small and Medium Firms. These include accounting software (Small and Medium Firms account for 83% of new purchases); antivirus/antispam (79%); dictation hardware (82%) and software (75%); imaging/scanning (94%); printers/multifunctional devices (80%); and security/network security (72%). In contrast, Large Firm favorite purchases include wireless networks; video conferencing; KM software; business intelligence software; and workflow automation.

What technology purchases will you make within the NEXT year (12 months)? *(see table on next page)*

The top five planned purchases for next year include: laptops/notebooks (55%); desktop hardware (52%); security/network security/security assessment (32%); network upgrade/servers (31%); and printers/multifunctional devices (30%). A few application areas show consistency between actual and planned purchases. These include workflow automation; videoconferencing; training/eLearning; security/network security/security assessments; helpdesk applications; and desktop hardware and accounting systems.

How will your firm utilize big data-related technologies?

49% of all respondents said they had no plans to use big data technologies. It’s noteworthy that only 4% of Large Firms mentioned this compared to 57% of Small Firms and 38% of Medium Firms. The firms intent on utilizing big data technologies mentioned business intelligence/analytics for firm management (34%); predictive coding (25%); pricing/managing legal spend (22%); and competitive intelligence and analysis (19%).

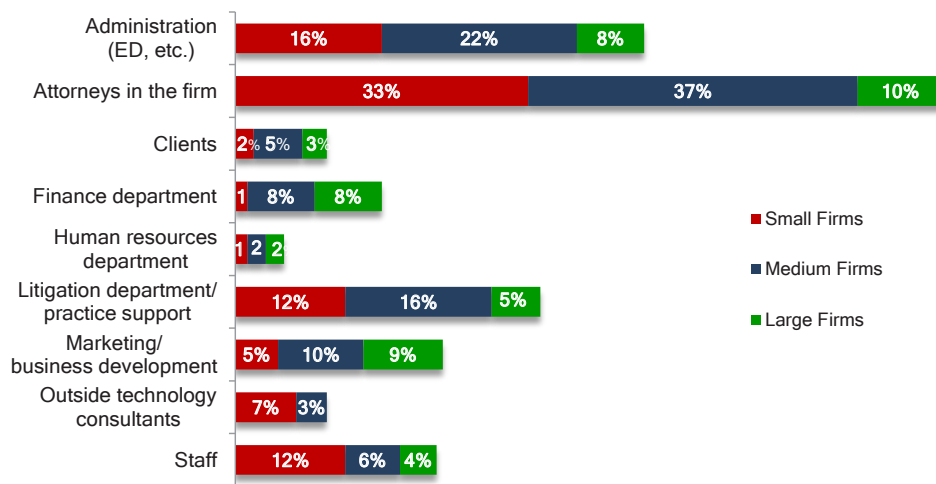


2015 Results		Past & Present Law Firm Technology Purchases	2014 Results	
Purchased LAST 12 mos	Planned Purchases NEXT 12 mos		Purchased LAST 12 mos	Planned Purchases NEXT 12 mos
20%	16%	Accounting system	10%	13%
6%	8%	Analytics software	9%	10%
40%	15%	Antivirus/antispam/spyware software or service	41%	10%
5%	5%	Budgeting software	3%	4%
10%	8%	Business intelligence software	8%	9%
10%	8%	Case management software	13%	7%
33%	16%	Cloud storage (e.g., Dropbox, Box, ShareFile, OneDrive)	35%	17%
1%	3%	Collections software	6%	3%
11%	6%	Cost recovery system/expense processing	6%	5%
6%	4%	Courtroom technology/trial presentation software	12%	5%
11%	10%	CRM/contact management software	11%	10%
18%	10%	Database systems (e.g., SQL, Oracle)	14%	10%
60%	52%	Desktop hardware (e.g., PCs, monitors)	63%	50%
27%	10%	Dictation hardware	29%	12%
31%	12%	Dictation software	31%	10%
34%	27%	Disaster recovery (incl business continuity) software/services	34%	26%
12%	10%	Docketing/calendaring software	11%	9%
6%	7%	Document assembly/document automation software	6%	10%
9%	3%	Document comparison software	10%	7%
10%	10%	Document mgmt (DMS)/enterprise content mgmt (ECM)	12%	11%
10%	6%	Electronic discovery software	13%	12%
3%	5%	Electronic/digital signature software	4%	4%
14%	6%	Email add-ons (e.g., Outlook plugins, productivity enhancers)	16%	11%
10%	5%	Email archival system (email storage outside of main system)	13%	10%
6%	6%	Email system (e.g., Microsoft Exchange, Lotus Notes)	9%	7%
2%	5%	Enterprise search system	4%	6%
10%	10%	Helpdesk applications	9%	11%
10%	10%	Human resources management	9%	11%
22%	13%	Imaging/scanning/OCR	16%	13%
10%	14%	Intranet/extranet system or solution	11%	15%
5%	5%	Knowledge management software	3%	5%
67%	55%	Laptops/notebooks	64%	49%
19%	12%	Litigation support software	26%	22%
10%	3%	Metadata scrubbing software	14%	9%
6%	5%	Microsoft Office add-ons (macros/templates, numbering, etc.)	12%	5%
18%	14%	Microsoft Office (purchased licenses)	18%	16%
13%	11%	Microsoft Office 365 (subscription service)	<i>new category</i>	
10%	13%	Mobile device management (MDM) solution	14%	14%
51%	31%	Network upgrade/servers	50%	33%
3%	2%	News monitoring/news aggregation service/software	<i>new category</i>	
16%	18%	Offsite backup system	16%	13%
20%	8%	Onsite backup system	16%	8%
19%	16%	OS upgrade (e.g., Windows upgrade)	19%	6%
6%	3%	Patch management software	11%	5%
24%	12%	Photocopiers	24%	14%
49%	30%	Printers/multifunctional devices	47%	34%
4%	3%	Project management software	4%	3%
3%	9%	Records management software	2%	7%
18%	11%	Remote access technology	17%	12%
38%	32%	Security/network security/security assessment	27%	31%
7%	5%	SharePoint	8%	9%
34%	26%	Smartphones	36%	23%
32%	16%	Storage area network (SAN)	40%	18%
19%	19%	Tablets	24%	19%
21%	20%	Telephone systems/upgrades (VoIP)	30%	25%
1%	2%	Telephone systems/upgrades (non-VoIP)	2%	3%
18%	7%	Time entry/remote time entry software	12%	18%
18%	16%	Training/e-learning	17%	8%
6%	5%	Unified messaging	7%	8%
21%	21%	Videoconferencing	24%	18%
5%	7%	Virtualization (desktop-based)	11%	10%
19%	7%	Virtualization (server-based)	28%	16%
6%	5%	Voice recognition	5%	3%
25%	12%	Wireless network	30%	18%
10%	11%	Workflow automation	8%	13%

PART IV - IT PURCHASING INFLUENCES

Who most frequently requests technology purchases outside of the IT department?

This question focuses on purchase requests that don't originate from IT to get a better sense of where internal demand begins. Based on respondents top five, 80% of all technology purchase requests come from attorneys in the firm followed by administration (46%), litigation department/practice support (33%), marketing (24%) and staff (22%). The biggest increase compared to 2014 came from outside technology consultants (10%) which previously garnered less than 6%. Of interest is the tech request discrepancy between firm sizes. Within Large Firms, the most technology requests come from attorneys followed by marketing, finance and administration. In Small Firms, the most technology requests come from attorneys, administration, staff, the litigation department and outside technology consultants.



What legal/legal technology publications do you read?

According to 2015 survey participants, the top five favorite legal/technology publications are ILTA White Papers (86%), ILTA's Peer to Peer (83%), Legaltech News (formerly Law Technology News) (50%), Legal IT Today (21%) and the ABA Journal (19%). Legal IT Today, Legal IT Professionals' quarterly magazine, showed the biggest readership increase, 21% versus 13% in 2014, while Legaltech News and ABA Journal had the biggest decreases (both down 7%). Top five Large Firm reads include ILTA White Papers, Peer to Peer, Legaltech News, The American Lawyer and Legal IT Today. Among Medium Firms, the top five included ILTA White Papers, Peer to Peer, Legaltech News, ABA Journal, The American Lawyer and Legal IT Today (tied for fifth). Small Firms are reading the same top three but mentioned TechnoLawyer (4th) and Legal IT Today (5th).

2015 %	Publications Legal/Legal Technology	2014 %
19%	ABA Journal	26%
5%	Corporate Counsel (ALM)	7%
86%	ILTA White Papers	86%
1%	Inside Counsel (ALM)	3%
6%	Law Practice (ABA LP)	10%
6%	Law Practice Today (ABA LP/LTRC)	n/a
18%	Legal IT Insider	17%
21%	Legal IT Today (Legal IT Professionals)	13%
18%	Legal Management (ALA)	24%
17%	Legal Technology newsletter (ALM LJN)	19%
50%	Legaltech News (ALM, formerly LTN)	57%
3%	Managing Partner (Wilmington)	3%
83%	Peer to Peer (ILTA)	80%
18%	TechnoLawyer	18%
16%	The American Lawyer (ALM)	17%
2015 %	Publications Non-Legal, Technology	2014 %
46%	CIO/cio.com	57%
26%	Computerworld	35%
19%	eWeek	25%
15%	Information Management	15%
36%	InformationWeek	47%
21%	InfoWorld	15%
5%	KM World	6%
20%	Network Computing	22%
35%	PC Magazine	29%
13%	Redmond Magazine	13%
30%	Wired	30%

What non-legal technology publications do you read?

The top five favorite technology publications are CIO/cio.com (46%), InformationWeek (36%), PC Magazine (35% - up 6% from 2014) and Wired (30%) and Computerworld (26% - down 9% from 2014). While Large Firm readership closely mirrors the overall results, Medium Firms also prefer InfoWorld, eWeek and Network Computing. Among Small Firms, the top five favorites include Wired, PC Magazine, InformationWeek, Computerworld and InfoWorld/PC Magazine (tied for 5th).

What blogs/online communities/sites do you follow?

In 2015, 91% of all survey respondents indicated they follow a blog or online community. Legal IT news aggregators, online sites and especially ILTA-specific online communities and communication channels continue to thrive. The respondent's top five favorites were: ILTA's Connected Community (59%); ILTA blogs (52%); PinHawk Law Technology Daily Digest (31% - up from 25% in 2014 and 17% in 2013); Above the Law (22%); and Engadget (20%). In addition to the blogs/sites mentioned above, Large Firms also prefer TechCrunch and Reddit; Medium Firms prefer Reddit and Gizmodo; and Small Firms cited Law Technology Today, Google News, and Ars Technica. In fact, Ars Technica, a new entry for 2015, received an 18% response rate.

2015 %	Blogs/Online Communities/Sites	2014 %
17%	3 Geeks and a Law Blog	22%
22%	Above the Law	26%
18%	Ars Technica	n/a
4%	Dennis Kennedy	6%
20%	Engadget	24%
16%	Gizmodo	20%
20%	Google News	23%
52%	ILTA Blogs	53%
59%	ILTA Connected Community	59%
9%	InsideLegal.com	8%
13%	Law.com	23%
17%	Law Technology Today (ABA LTRC blog)	14%
4%	Lawyerist	n/a
17%	Legal IT Insider	7%
12%	Legal IT Professionals	19%
5%	Legal Support Network	4%
17%	Lifehacker	15%
31%	PinHawk Law Technology Daily Digest	25%
19%	Reddit	n/a
10%	Slashdot	9%
2%	Slaw	3%
15%	TechCrunch	15%
18%	Wired	20%
9%	None	7%

How do you use Twitter?

Of the 54% of survey respondents who use Twitter or at least have a Twitter account, 22% use it mainly to track, follow and monitor topics, while only 4% mentioned posting frequently.

What social media sites do you use for professional purposes?

LinkedIn is still the overwhelming professional connectivity tool of choice for legal professionals with an 88% response rate across all firms. 52% use ILTA's Connected Community while 18% rely on Twitter followed by Facebook (16%) and Google Alerts (9%).

2015 %	Social Media Sites/Services	2014 %
16%	Facebook	13%
8%	Google+	8%
9%	Google Alerts	4%
52%	ILTA Connected Community	50%
88%	LinkedIn	85%
6%	Podcasts	n/a
18%	Twitter	22%
5%	None	11%

Which of the following has influenced you to make an IT purchasing decision last year?

Internet research, peer recommendations and ILTA conferences are the top three influences when it comes to making legal IT purchasing decisions. ILTA e-groups and consultant recommendations round out the top five. Large Firms' top five include peer recommendations, ILTA conferences, internet research, analyst recommendations and articles in legal tech publications. In contrast, Medium Firms indicated that ILTA Conferences, internet research and ILTA e-Groups took priority over peer recommendations. In comparison, Small Firms place less emphasis on ILTA conferences and e-Groups but are more receptive to consultant recommendations (3rd highest rank). Overall, ILTA vendor product briefings gained in influence (7% increase from 2014), especially in the Medium Firm segment.

2015 %	What has influenced you to make an IT purchasing decision in the last year?	2014 %
31%	Analyst recommendation	30%
36%	Articles-legal tech publications	34%
13%	Articles-other publications	19%
21%	Attorney recommendation	29%
48%	Consultant recommendation	50%
1%	Direct mail	0%
57%	ILTA conferences	39%
52%	ILTA e-groups	41%
25%	ILTA local meetings	19%
32%	ILTA vendor product briefings	25%
20%	Industry surveys	18%
65%	Internet research	51%
20%	Market research & rankings	15%
7%	Non-legal technology conferences	n/a
8%	Other legal conferences	8%
3%	Other listservs	3%
60%	Peers/other firm recommendations	50%
2%	Podcasts	2%
32%	Product demos	38%
14%	RFP responses	14%
6%	Social media	5%
4%	Targeted e-newsletters	2%
22%	Vendor-specific websites	23%
25%	Webinars	27%

PART V - TECHNOLOGY TRENDS AND IT CHALLENGES

What is the most exciting technology or trend you have seen?

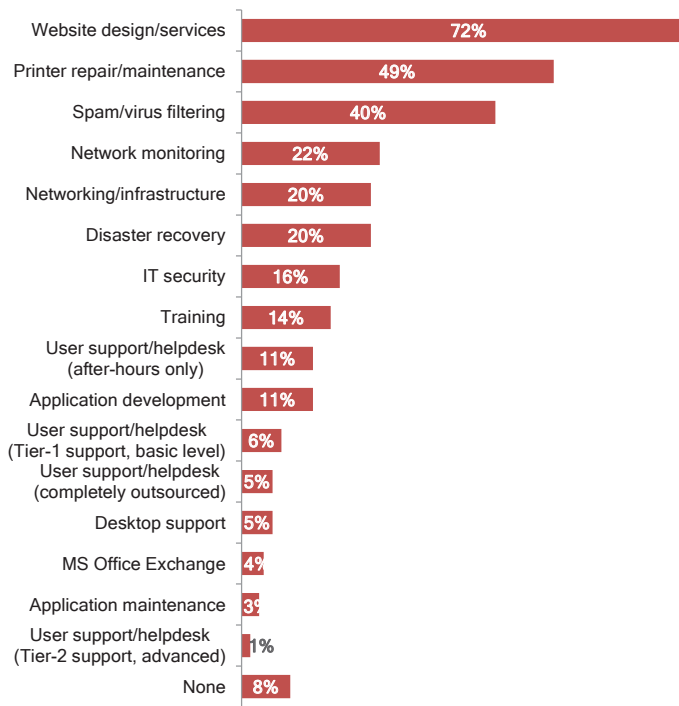
Our open-ended query seeking the most exciting technology or trend revealed the following (as written):

- Cloud computing: Cloud services; collaboration capabilities in the cloud; DMS in the cloud (NetDocuments); cloud-based, platform-agnostic e-Discovery processing and analytics solutions; cloud-based Office (Office 365)
- Mobility: Use of tablets as desktop replacements; mobile device management; virtual mobile computing; ability for attorneys to connect remotely and perform work without issues
- Security: 'Next generation' firewalls (Palo Alto Networks); sandboxing/threat emulation; threat prevention (URL scanning); Mimecast phishing protection
- Virtualization: Virtual Desktop Infrastructure (VDI); Hyper-Virtualization; Unidesk management console
- Artificial Intelligence: AI applications like IBM Watson; autonomous cars
- Apple Watch: Smart watches with multi-functions for business and personal life
- Big data/big data analytics: Improvements in predictive analytics

Other cool technologies mentioned by survey participants included virtual reality (HoloLens); 3D printing; advancements in voice recognition (Amazon Echo)/voice dictation; Manzama; BlackBerry Enterprise Server 12 (BES12); drone technology for personal/professional use (and impact on future litigation): Microsoft Windows 10; and Cisco MX videoconferencing.

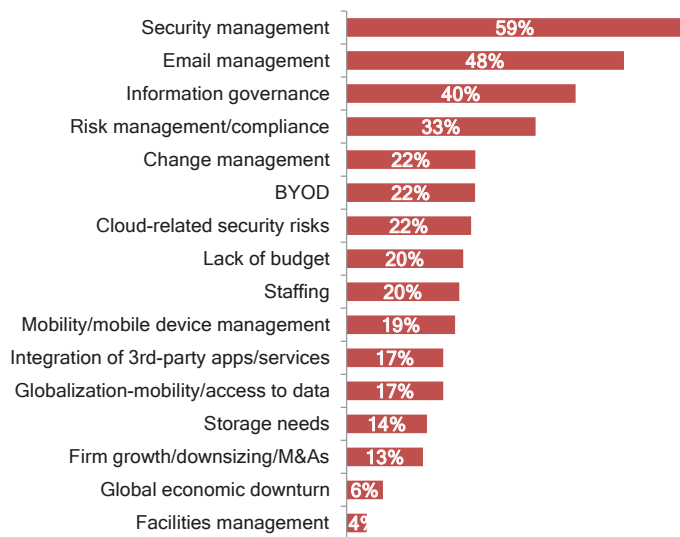
What aspects of your technology infrastructure do you currently outsource?

72% of all survey respondents outsource website design and services (up 5% from 2014), followed by printer repair/maintenance (49%) and spam/virus filtering (40%). New categories in 2015 included network monitoring and expansion of the helpdesk questions to better determine what aspects of user support firms are outsourcing. Medium Firms led the way in outsourcing website design/services with 44% compared to only 17% for Large Firms. Of all the respondents to outsource training, 81% came from Small Firms.



What is the biggest issue or challenge facing your department?

For the first time in 8 years, email management was not named the biggest challenge facing legal IT departments. 59% of all respondents identified security management as their top IT challenge followed by email management (48%), information governance (40%), risk management/compliance (33%) and a tie for BYOD, cloud-related security risks and change management (all 22%). Based on response totals, pressing Small Firm issues include BYOD, change management, email management, integration of third party applications/services, lack of budget, and storage needs. Medium Firm IT challenges include BYOD, cloud-related security risks, email management, globalization, information governance, mobility/mobile device management, risk and security management and staffing. Primary Large Firm IT issues include security management, risk management, information governance, email management and cloud-related security risks.



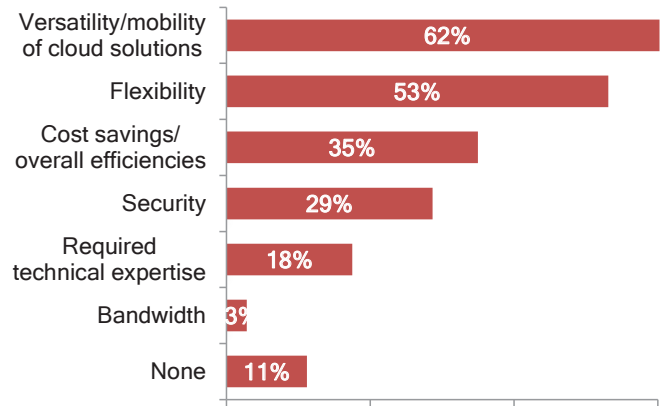
How are you addressing users' technology competence and proficiency? NEW

We added this question in 2015 due to all the recent attention focused on attorneys' technology proficiency and the overall desire to have a more tech savvy and 'tech prepared' law firm user base. Survey respondents are primarily addressing user technology proficiency (or lack thereof) by offering additional application-specific training (61%) as well as new training models and delivery mechanisms to better suit user needs (44%). 24% indicated they are not addressing the issue at all with 63% of those responses coming from Small Firms. Additional responses to the question (labeled 'other') included developing in-house professional development accreditation; hiring additional in-house trainers; evaluating third party vendors to provide web-based and eLearning solutions; and linking tech proficiency to compensation.

PART VI – CLOUD COMPUTING

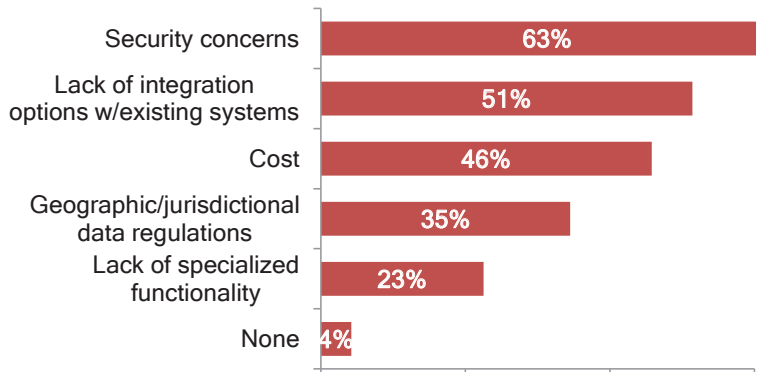
What are the most compelling reasons to embrace cloud computing/cloud-based technologies? NEW

Cloud computing continues to be one of the hottest topics in legal IT. Law firms of all sizes are embracing the cloud, some on an application-by-application basis, others with an 'all-or-nothing' approach. Survey respondents cited the versatility/mobility of cloud solutions as the most compelling reason to embrace the cloud (62%), followed by flexibility (53%), cost savings/overall efficiencies (35%) and security (29%). Medium Firms who represented the highest response rate to this question are particularly interested in the cloud because of the required technical expertise, security and cost savings/overall efficiencies.



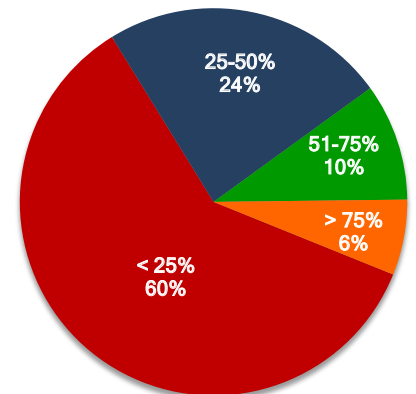
What are the most compelling reasons to avoid cloud computing/cloud-based technologies? NEW

The interesting phenomena about cloud computing is that arguments for the cloud are often also arguments against it. The survey responses provided here are no exception. 63% cited security concerns as the main reason to avoid the cloud while in the previous 'pro cloud' question, 29% mentioned security as a compelling reason to consider cloud computing. The same goes for cost – 46% thought cloud computing might be too costly while in the previous 'pro cloud' question, 35% highlighted the cost savings/overall efficiencies of cloud models. Other major cloud concerns include lack of integration options with existing systems (51%) and geographic/jurisdictional data regulations which might limit or even prohibit the use of hosted cloud solutions. Large Firms cited security concerns, lack of integration options and jurisdictional data regulations as the top three concerns.



What percentage of your firm's software and service offerings could be cloud-based within the next 1-3 years? NEW

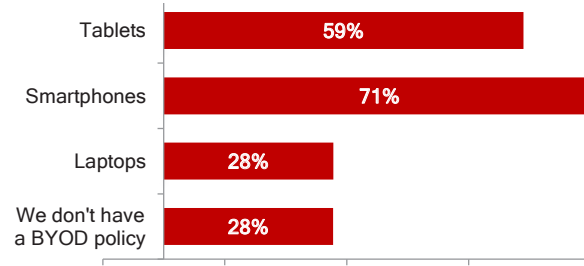
Adoption of cloud computing by law firms depends on individual firm strategies and client demands/requirements. With that said, 60% of all survey respondents indicated that less than 25% of firm software and service solutions could be cloud-based within the next 1-3 years. 24% answered 25-50% and 16% of all respondents stated that more than 51% of firm applications could be cloud based in 1-3 years.



PART VII - MOBILE TRENDS & POLICIES

What does your firm's BYOD policy cover? **NEW**

According to survey respondents, most firms' BYOD policies cover smartphones (71%) and tablets (59%) with only 28% covering laptops. Of the 28% that indicated not having a BYOD policy, 53% of them are from Small Firms.



Which smartphones (by operating system) are purchased by your firm?

In 2012, we added a question about what specific devices ILTA members are purchasing for their firm and were surprised that 49% of all respondents still purchased BlackBerry devices. This year, 26% indicated purchasing BlackBerry phones, 62% iPhones, 43% Android phones and 15% Windows phones. Among Large Firms, iPhones, BlackBerry and Android represented the top three smartphone purchases.

2015 %	What smartphones are purchased by your firm?	2014 %
43%	Android	39%
26%	BlackBerry	28%
1%	Fire	n/a
62%	iOS	63%
15%	Windows	9%
32%	None	36%

2015 %	What tablets are purchased by your firm?	2014 %
17%	Android	10%
4%	BlackBerry	1%
0%	Fire	2%
47%	iOS	44%
29%	Windows	23%
42%	None	52%

Which tablets (by operating system) are purchased by your firm?

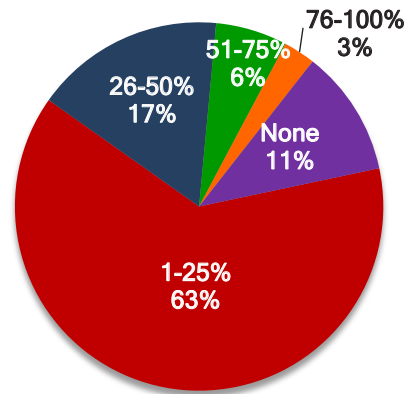
42% of all respondents did not purchase new tablets while 47% chose iOS devices followed by Windows (29%) and Android devices (17%).

Does your firm have a formal security policy when it comes to mobile devices?

86% (same as 2014) indicated that they either have a formal mobile device security policy in place or are establishing one. 67% said they already have a policy (up 2% from 2014), while 15% don't have one. Of those respondents that don't have one, 67% are from Small Firms.

What percentage of your firm's attorneys use tablets in their day-to-day work?

89% of surveyed firms' attorneys use tablets as part of their day-to-day work. When asked what percentage of the firm's attorneys use tablets in their daily work, only 9% indicated more than a half, while 80% indicated less than half and 11% responded that none of their attorneys use tablets daily. Of the 11% that indicated not using tablets, 69% came from Small Firms versus 0% from Large Firms.



PART VIII-BUSINESS PARTNERS & OUTSIDE CONSULTANTS

Does your firm use outside technology consultants?

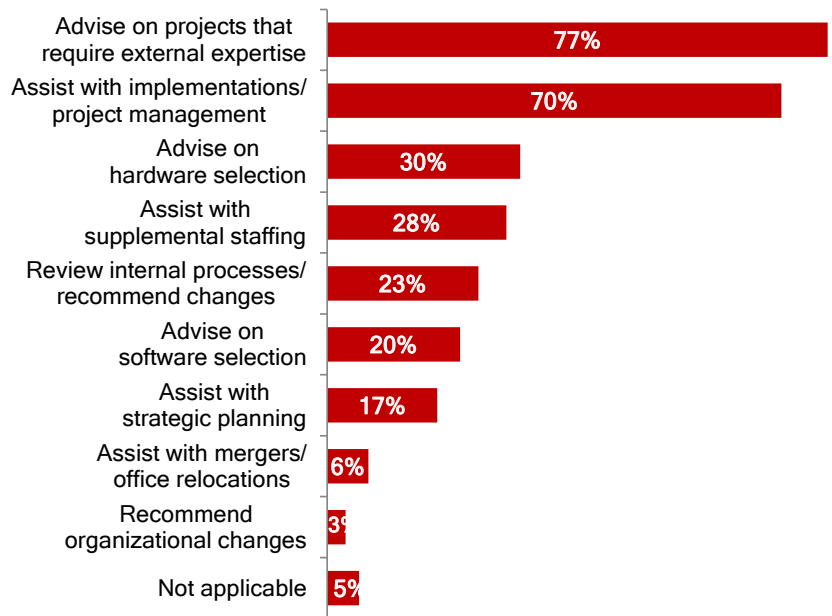
92% of this year's respondents reported that they use outside technology consultants to assist with some aspect of firm operations, technology and infrastructure. This represents a 2% increase from 2014 and an 11% surge compared to 2013.

What industry/research analysts have you worked with?

While 78% of respondents have not worked with an analyst, Gartner is by far the most frequently engaged firm (12%) followed by Info-Tech Research Group (9%), Forrester (4%), IDC (3%) and Aberdeen Group (3%).

Why do you hire outside technology consultant?

According to the 2015 survey results, the top three reasons law firms hire outside consultants are to advise on projects requiring external expertise (77%); assist with implementations/project management (70%); and aid in hardware selection (30%). Also, 28% indicated they retain outside consultants to assist with supplemental staffing. Based on survey results by firm size, Small and Medium Firms in particular, also look to outside consultants to review internal processes, assist with software selection and assist with strategic planning.



What technology consultants have you worked with?

This open-ended question yielded 96 unique responses (listed below) with the top row receiving the most mentions (at least 7 each). *Note: This question addresses which consultancies ILTA member firms have worked with only. It is not an endorsement or ranking based on service or quality of experience.*

CDW • HBR Consulting • Kraft Kennedy • Project Leadership Associates

- Accenture • Accudata Systems • Acrowire • Adaptive Solutions • Advanced Legal Systems • Advisex • All Covered • Animate • Aurora Consulting • Aurora North Software • BlackBox • Chesapeake NetCraftsmen
- Cisco • Compuquip Technologies • Computer Packages Inc. • Core BTS • Cornerstone IT • Datalink • Dell
- Dimension Data • DTI Global • eDocs • EIM • Electronic Evolutions • Elegrity • En Pointe • Ethan Group
- Fulcrum GT • GCS Technologies • GDT • HP • HP Autonomy • HQ Network Solutions • HSV Consulting Group • ICorp • IDS • Information Services Group • Innovative Computing Systems • Interlink Cloud Advisors • IPM • IronBrick • ISC Consulting • iTeknique • iVision • Keno Kozie • Kernek Consulting • Lloyd Group • LockNet • McGladrey • MCPc • MGNSYS • Microsoft • mindSHIFT • MNP • Negsa • NetGain
- Netrix • NSG • Olikka • Onward Tech • Optimal Networks • Peer Integrations • PhillyCom • Presidio • PwC • QED Inc. • RBRO Solutions • Respond Communications Plus • Rightpoint • RKON Technologies • Sagiss • Savvy Training • SHI • Softchoice • Stratuspeer • SyCom Technologies • Synergy • Tech Heads • Techlaw • The Harding Group • Tier 4 Advisors • Tikit • tmg-edia • Traveling Coaches • Vaits • Varrow • Vertigrate • VLCM • Vox Mobile • WAMS • Waypoint Business Solutions • Younts Consulting •

What legal vendors have provided exceptional customer service to you last year?

Every year we include an open-ended question about technology vendors that provide exceptional customer support. 101 different vendors were mentioned this year (listed below) with the first row receiving 7 or more write-ins each.

CDW • Dell • Mimecast • NetDocuments

- AAC
- Accudata
- Aconsulting Ltd.
- Acrowire
- Adaptive Solutions
- Aderant
- Advanced Legal
- AdviseX
- AirWatch
- American River International
- Aquipt-SSINET
- Aurora North Software
- Auto-Docs
- Autonomy
- Avaya
- BEC Legal
- BigHand
- Case Data
- Chesapeake Netcraftsmen
- Cisco
- Citrix
- CommVault
- Complete Computing
- Computech
- Comstar Technologies
- ContactEase
- Core BTS
- CornerStone
- Crowther
- Datalink
- DocAuto
- Docs Corp
- EIM International
- Elite
- Esquire Innovations
- Ethan Group
- FlexPrint
- Fujitsu
- Geocent
- Hartman Executive Advisors
- HBR Consulting
- HQ Network Solutions
- iConect
- Infoware
- InOutsource
- Intapp
- Integrated Data
- Intelliteach
- IPM
- IPRO
- Iridium
- IT Simplify
- iVision
- Keno Kozie
- Kraft & Kennedy
- Kroll
- Laser Options
- LegalAnywhere
- LexisNexis
- Litera
- LogicForce Computing
- Matrix Logic
- Microsoft
- mindSHIFT
- Netrix
- Network Solutions
- NSG
- Nuance
- OpenText
- PayneGroup
- Project Leadership Associates
- RBRO
- Respond Communications Plus
- Ricoh
- Savvy Training
- Semaphore Corp.
- SHI
- Sigma
- Softchoice
- Soundpath/Global Meet
- Stratuspeer
- Synergy
- Tech Heads
- ThomsonReuters
- Tikit
- Total Networks
- Traveling Coaches
- Unitrends
- Veritrak
- Vertigrate
- viDesktop
- VLCM
- WAMS
- Westlaw
- Winscribe
- World Software Corporation
- Younts Consulting



About ILTA

ILTA is the premier peer networking organization, providing information to members to maximize the value of technology in support of the legal profession. For more information on ILTA, visit ILTA's website or contact Peggy Wechsler at (512) 795-4662 or peggy@iltanet.org.

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Survey Methodology

This survey was commissioned by ILTA and administered among its membership. InsideLegal was responsible for development of the survey instrument, data analysis and final presentation. The 2015 survey marks the 10th edition of this joint ILTA/InsideLegal collaboration and included responses from 184 ILTA member firms with 1-49 attorneys (referred to as Small Firms); 50-199 attorneys (referred to as Medium Firms) and 200+ attorneys (Large Firms). The 34 question web-based survey was distributed to 1,282 ILTA member law firms and garnered a 14% response rate. Unless otherwise noted, response percentages are based on total responses per question, not overall survey participation.

To download/link to the survey visit InsideLegal.com