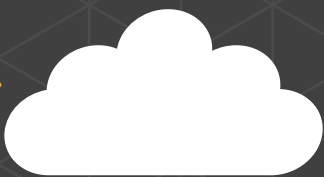




MENA

# Document Automation Done Right

The Essential Guide  
for Law Firms



THOMSON REUTERS®



# Expanding your automation

Over the past 18 months, Managing Partners in the MENA region have faced unprecedented challenges. Lockdowns caused market uncertainty, rapid regulatory change and an upheaval of traditional ways of working with clients.

As legal staff face billing pressures and increased workloads, it's easy to see why the use of technology solutions to improve business efficiencies is critical to successfully deliver 'more with less'.

Automating your document management is the most effective way to turn repetitive document creation into a thing of the past and create a more engaged workplace. Consider the following proof from [Tech & The Law 2022](#):

**Over four in five private  
practice professionals**

**81%**

**regard more efficient  
processes as their most  
valued way of working.**

**Additionally, over a quarter  
of the respondents**

**26%**

**rank document automation  
as having the greatest  
positive impact on their role.**

Busy work does not always equal more value. The bread-and-butter income from contracts and standard form documentation can become supplementary to the business growth potential of delivering more strategic value to your clients. Document automation can help law firms of all sizes reduce time spent on document creation, freeing up time to focus on this higher value work.

In this guide, we share market insights and real user experiences to reinforce the importance of getting on board with document automation right now. We put a spotlight on the key benefits of document automation for you as a legal professional, for your firm and for the overall client service you provide.



# This guide will cover:

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# All aboard the automation express

Law firms that are already on board with document automation understand how integral adoption is to mitigate practice challenges, whether it's around lawyer time management and engagement or end-to-end document consistency, accuracy and transparency.

Private practices have been ramping up technology adoption since the onset of the pandemic, with...

Nearly three in five firms

**59%**  
increasing their investment in digital solutions.<sup>1</sup>

This trajectory will continue with

**45%**  
of firms prioritising operations and workflow in the coming year.<sup>1</sup>

# Choosing technology that solves the problem

It all starts with you. Deciding what problems you want to solve, what gaps you want to fill or what goals you want to reach are all important criterion when considering a document automation solution.

Technology in the legal landscape has advanced to support the speed and efficiency required for business continuity, to remain competitive and maintain profits.

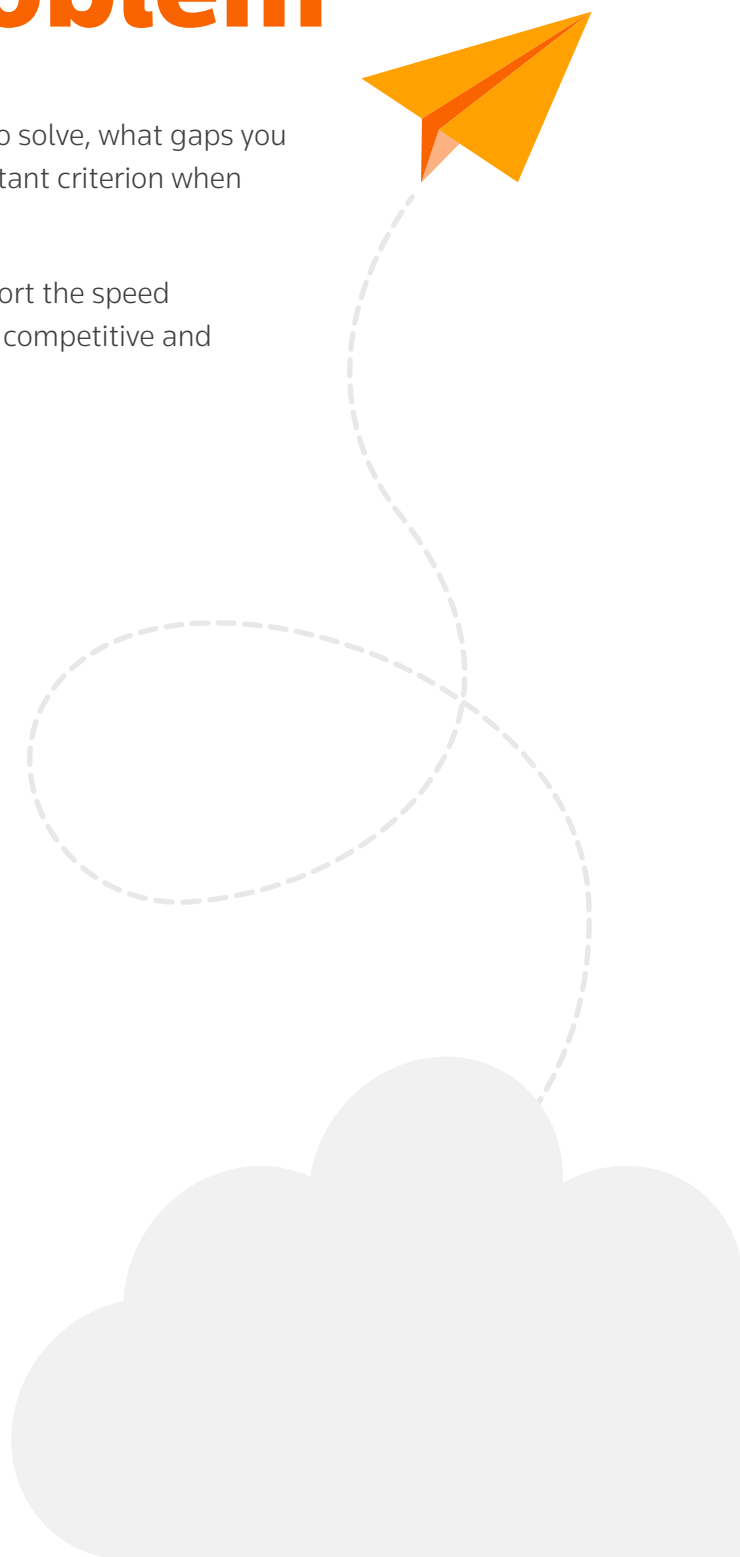
## For your talent

One of the rising issues facing the legal profession is talent retention, with

**50%**

of private practice professionals citing lawyer retention and attraction as their firm's biggest challenge.<sup>1</sup>

The use of document automation tools allows for time consuming, low value or routine tasks to be automated, empowering fee earners with the flexibility to deliver greater impact, which leads to improved lawyer engagement and job satisfaction.



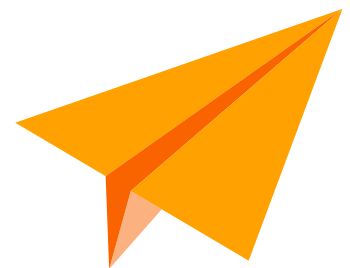


*“Better, not more technology is the answer to growth, profit and improved engagement”<sup>2</sup>*

## For your firm

Investing in appropriate legal technology solutions such as automation can reduce the cost of inefficiencies associated with traditional methods of drafting, legal requests and client onboarding.

By embedding workflows, processes and auto generation of templates, lawyers will spend less time on standard document creation and step into more advisory roles where they can deliver more strategic value, resulting in higher billables.



## For your clients

Clients are also demanding “more for less” and many are savvy to the tools and technology available, which means there’s pressure for lawyers to be more efficient in their delivery of services.

Over 3 in 5 law firm professionals

**64%**

are prioritising client retention and growth for the year ahead,<sup>1</sup> making it crucial to create more innovative ways of working to stand out as a top service provider.

# Key benefits of document automation

## 1. Reduced errors

The number one benefit that document automation provides to firms is the reduced risk of errors.<sup>3</sup> Embedding documents in a restricted framework not only ensures improved consistency but also reduces the risk of human errors, which can be costly to your firm both financially and reputationally.

## 2. Increased productivity

With faster, more precise drafting of documents, **“lawyers have gained up to 30% of time previously lost to admin and manual processes.”**<sup>4</sup> Improving efficiencies and reducing repetitive work frees lawyers up for ‘real legal work,’ which in turn improves talent engagement.

## 3. Bottom line

Increasing automation for standard documents responds to ongoing fixed-fee pressures and non-billable time, as you can limit the amount of time your legal staff spend on routine tasks and allow more time spent on legal advice. These efficiencies can generate increased growth and profits for the business.

## 4. Legal intake

Whether you are setting up a new client, onboarding a new matter, or growing a client relationship with business development, legal intake is an important part of your overall customer service strategy. Often this work can be time-consuming and is usually unbillable. An automated series of simple questions allows you to transition clients quickly.

# The automation advantage: what the adopters have to say

If you can imagine delivering a fully compliant contract in **82% less time**<sup>3</sup>, then you're probably already using document automation in your work.

Here is what a few automation adopters have to say:

“ We have streamlined workflows and gained end-to-end visibility of contract life cycles all with the reassurance of compliance.”<sup>4</sup>

“ Automation can produce vastly improved business practices. It can result in better client engagement and driving down costs.”<sup>5</sup>

“ Technology improves efficiency and efficacy and means that more of your time can be spent on the work that matters.”<sup>6</sup>

“ It worked straight away out of the box, with very little technical effort required to set it up.”<sup>7</sup>



# Automation is easier than you think... (with the right partner)

With up to half the practice professionals surveyed citing training and upskilling, lack of integration and cumbersome platforms as the key challenges with technology adoption<sup>1</sup>, it's clear that choosing the right solution is only part of the equation for success.

## Key challenges with technology adoption<sup>1</sup>

**36%**

training and upskilling

**39%**

lack of integration

**48%**

cumbersome platforms

Understanding what your firm wants to achieve with document automation and then matching this against the features of the solution will help ensure you find the right fit for your firm.

While choosing the right solution is key, the integration and training process is equally important and not as onerous as it may appear. A poorly executed implementation can result in lack of staff engagement and will certainly negate the benefits of document automation.

## 3 simple steps to automation



### Step 1

Identify your key goals and challenges. Ask: what do you want to improve in your firm?



### Step 2

Speak to a document automation expert (such as Thomson Reuters) to assess your needs and match you with the right solution.



### Step 3

Partner with your tech provider to ensure seamless integration.

# We can partner with you

Thomson Reuters document automation solutions are powered by HighQ, with over

**100,000**

organisations worldwide using our dynamic capabilities.

We will tailor a solution that delivers what your firm needs, and our experts can support you every step of the way whether it's for staff training, implementation support or document creation service.

Discover how automating documents in your firm can drive efficiency, minimise errors, mitigate risk, improve client experience, streamline workflows and much more.

**Book your complimentary demonstration today**

# Meet the HighQ MENA team



## **Aeeda Abdulla**

Business Development Manager

In her role as LegalTech Advisor, Aeeda assists legal departments and law firms to map and adopt their operational automation and digitalisation requirements, with best-in-class Thomson Reuters suite of platforms, including High Q and Legal Tracker, the world's leader in legal matter management, legal analytics and e-billing.

[aeeda.abdulla@thomsonreuters.co](mailto:aeeda.abdulla@thomsonreuters.co)



## **Samir Habbal**

Business Development Manager

Samir provides LegalTech consultation and supports the automation and digital transformation of legal departments and law firms, with Thomson Reuters best in class solutions, HighQ and Legal Tracker.

[samir.habbal@thomsonreuters.com](mailto:samir.habbal@thomsonreuters.com)



## **Polly Poon**

Senior Client Specialist

Polly is passionate about partnering with legal professionals to build efficiencies through the use of technology. She defines her success metrics by optimising content, data and processes and turning tasks into informed workflows. This ultimately leads to improved accuracy, cost savings and client relationships.

[polly.poon@thomsonreuters.com](mailto:polly.poon@thomsonreuters.com)

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