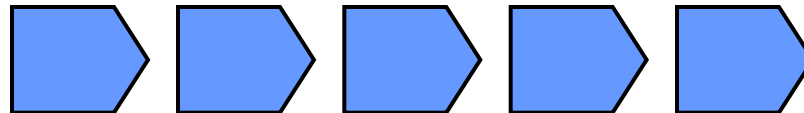


International Legal Aid Group Conference

LEGAL AID AND THE INTERNET: online legal services for low income clients

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IT Adviser to the Lord Chief Justice of England and Wales

Antwerp, 8th June 2007



The challenge

- to provide access to justice and to legal services
 - dispute resolution
 - dispute avoidance
- at affordable prices to low-or-no income people ...

HOW?

- the options are limited
 - to reduce poverty
 - to increase government funding
 - to reduce the cost of legal services
- the last option reflects the likely evolution of legal services



Bespoke



Bespoke

Standardised



Bespoke

Standardised

Systematised



Bespoke

Standardised

Systematised

Packaged

Bespoke

Standardised

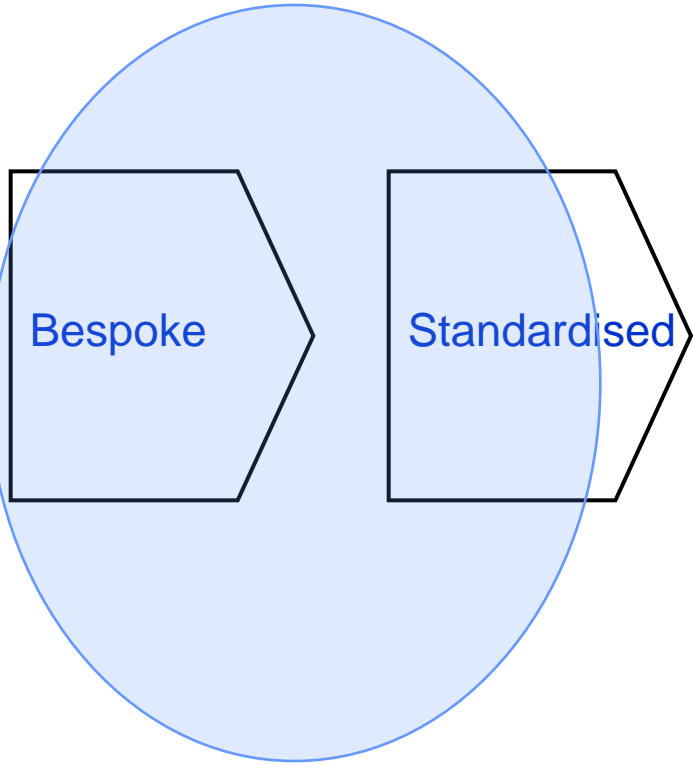
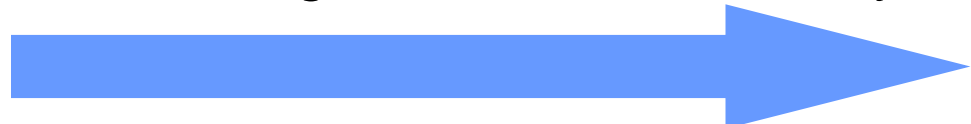
Systematised

Packaged

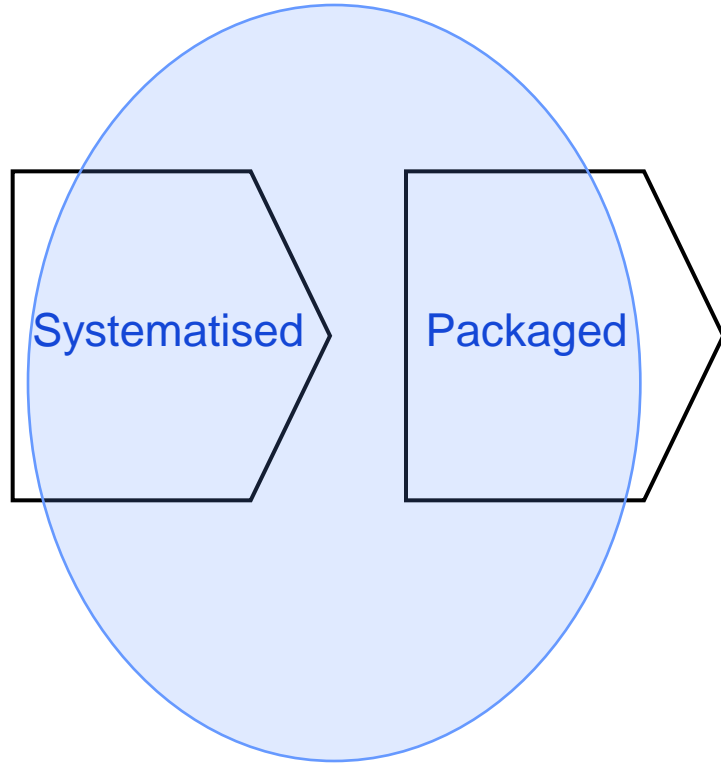
Commoditised

Billing models

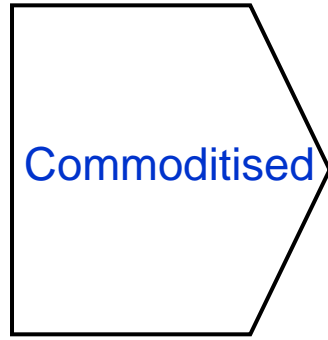
Marginal costs of delivery reduce



Hourly billing

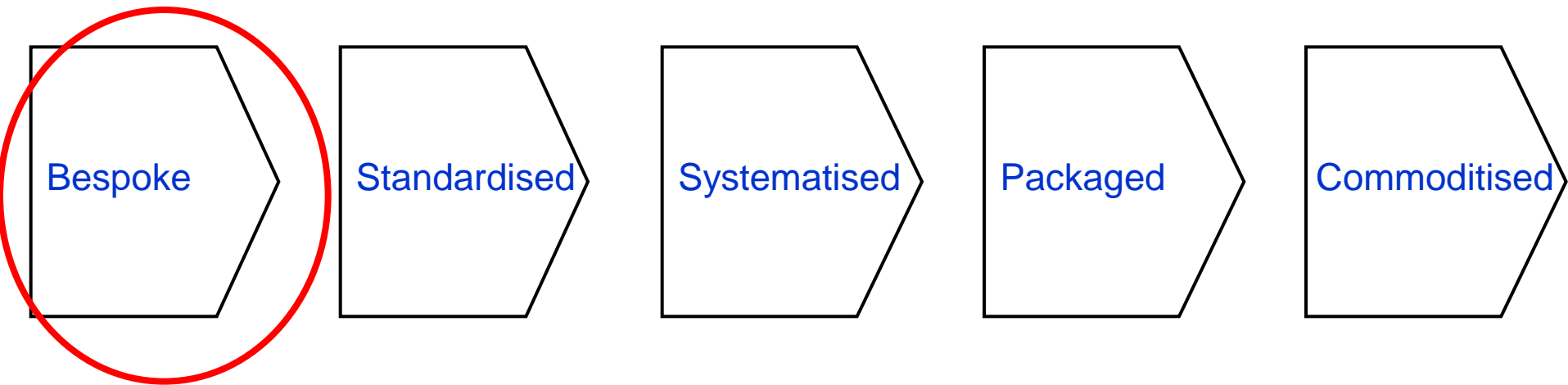


Fixed fees



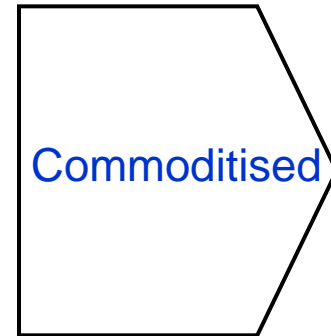
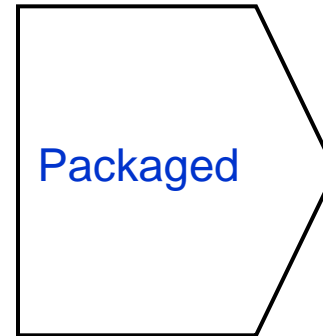
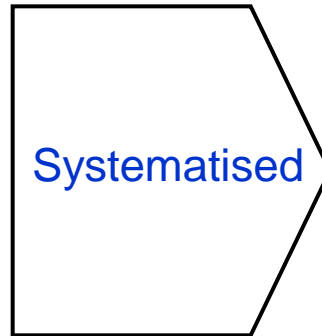
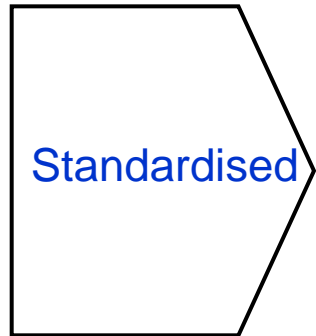
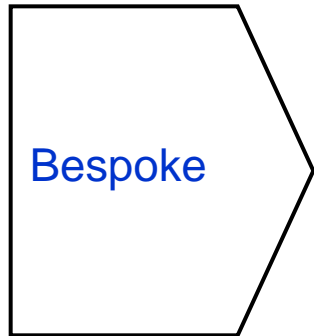
Commodity pricing, tending towards zero

First impressions of law firms



**“our firm does mainly bespoke work
and that is it how it should be”**

Challenging first impressions



- rethinking legal work
- the market pull to the right
- disruptive competitors
- new entrants to the legal services market

Two vital technology trends

1. exponential growth of technology

- *the plumbing is in place*
- *there is no finishing line*

2. community and collaboration

- *recycling and open sourcing*
- *communities of providers*

The future

- there will be a growing presumption (on the part of citizens and governments) against traditional bespoke legal service
- radical efficiency gains and cost savings must be achieved in law firms through standardisation and systematisation
- law firms will have two classes of “competitor”:
 - lay people armed with packaged or commoditised self-help tools
 - less costly legal workers supported by smart systems and often operating from low cost areas
- three strategic options for law firms
 - embrace and even pioneer
 - prepare and be ready to respond
 - resist and wither
- in any event, the unit of cost of legal services will reduce
- in turn, low-or-no income people will have access to low-or-no cost legal service