

LSB Technology and Innovation Survey 2026 Question D3

D3 Does your organisation use, or in the next three years have plans to start using, any of the following?

	Currently using	Not currently using but planning to use	Not currently using and not planning to use	Unsure
Client interaction				
Client portals	☐	☐	☐	☐
Chatbots / Live chat on your website	☐	☐	☐	☐
ID checking tools	☐	☐	☐	☐
Electronic signatures	☐	☐	☐	☐
Videoconferencing with clients	☐	☐	☐	☐
Case work				
Technology assisted review (TAR) which automatically classifies documents	☐	☐	☐	☐
Process automation including Automated Document Assembly (ADA) and Robotic Process Automation (RPA)	☐	☐	☐	☐
e-discovery	☐	☐	☐	☐
Contract lifecycle management	☐	☐	☐	☐
IP asset management	☐	☐	☐	☐
Legal research and analytics	☐	☐	☐	☐

Business administration

Workflow tools



Cyber security measures



Cloud-based solutions or similar for data storage



Compliance tools

