



# How to buy legal tech software

So, we all know legaltech is the superhero of the legal world - it saves time, saves money, keeps staff happy, and leaves your clients smiling! But how the heck do you pick the perfect legal software provider to satisfy your needs? That's the real brain-scratcher, isn't it?

Look no further than this quick guide. Written for law firms and in-house legal teams we've assembled a useful step-by-step approach with a bevy of tips & tricks.

# Step-by-Step Process

## 01 Start with a pain point

Don't go looking for problems your preferred tech will solve. Instead consider metrics and make a decision about what you need to automate, based on business objectives.

Once you know which automations will save you the most time and money, begin looking for a vendor who can solve for your pain points.

**“How often do you use each contract per month and how long does it take you each time you draft it? You can extrapolate those numbers over, say, a year to determine which contracts you would benefit most from automating,”**

says Verity White, Founder of Checklist Legal

**Tip:** When considering pain points, think about scalability beyond the current use case.

## 02 Draft a problem statement

A problem statement can be assembled by interrogating a problem. For example “Non-Disclosure Agreements are taking up too much of our lawyers’ time” - and then asking 5 more whys to get to the true root of the problem.

### ***Why is that a problem?***

“Because we have approximately 30 to draft per week and each draft takes one hour.”

### ***And why is that a problem?***

“Because the lawyers could be focusing on higher value work.”

### ***And why is that a problem?***

“Because NDAs are repetitive and don’t require expert legal knowledge to draft.”

### ***And why is that a problem?***

“Our lawyers end up feeling burnt-out and their expertise underutilized.”

### ***And why is that a problem?***

“We’re worried that if we keep making them perform this kind of work, they will leave the business and it will cost us a lot more than just money.”

You see? Now there’s a huge amount to incorporate into a complex problem statement.

To get some inspiration on how to write a problem statement, [refer to this handy guide here](#).

**Tip:** *Ensure you think of everyone's outcomes as well, not just for your team but those you serve. What do they need?*

## 03 Identify your must-haves v. nice-to-haves

It's easy to get carried away but scoping out what you need versus what you want can be worth its weight in gold down the track. Keep this front and center and remember to circle back to the list if you're in doubt.

Perhaps your must have is an easy-to-use no-code solution because you want to build tools fast and need something easy to use. Wink, wink!

Whatever your list consists of, don't forget to think of the future. Consider features like integrations on your list, if they're central to the seamless functioning of your solution then you need to add it as a must-have.

***Tip:** Don't be swayed by the bells and whistles if they weren't in the original brief or align with your "must-have" list.*

## 04 Sense check with others

Like anything in life, sometimes we can get high on our own supply. It's usually not advised!

Make sure you're not making decisions in a vacuum, based solely on one or two people's assessment of what the company needs from its legal tech. To do this, set up an Innovation Team or Steering Committee who can deliver consensus on decisions.

Make sure you cover a cross-section of your entire team and involve them in everything from vendor demos to vendor selection.

***Tip:** Involving others will pay dividends now and in the future in terms of change management when it comes to rolling out your new solution.*

## 05 Factor in speed to competency

One of the biggest blind spots when selecting software is “speed to competency” or “time to value”.

### **“Speed to what?”**

In essence it refers to how quickly you go from getting the tool to using the tool effectively. Most importantly how quickly you gain value. What good is a tool that is too hard to use?

**Tip:** Think of your team’s skills and make sure you factor this into your must-haves list.

## 06 Get buy-in from the top

After identifying your problem statement and before you venture into the market looking for solutions, make sure the powers-that-be are fully co-signed on the initiative. Beyond simply getting a “sure, go for it!” – make sure you’ve also agreed on timelines for deliverables and a firm budget allocation.

**Tip:** Understand the procurement process in your organization before you make a detailed proposal and weave the necessary steps into your business case.

## 07 Select a vendor

Pick the right vendor for you. There is no one size fits all. Our advice is to think of some questions which align with your criteria. It's also worth considering the relationship with the vendor, questions like:

- Do you like them?
- Are they open and honest?
- Can you foresee a good working relationship?
- What will you have access to if you terminate the contract?
- Will the vendor offer implementation assistance? This can be critical if the tech is going to be used and adopted widely!

Finally, don't buy based on trends. Trends will come and they will go.

Invest in something with utility and longevity that directly solves your pain points.