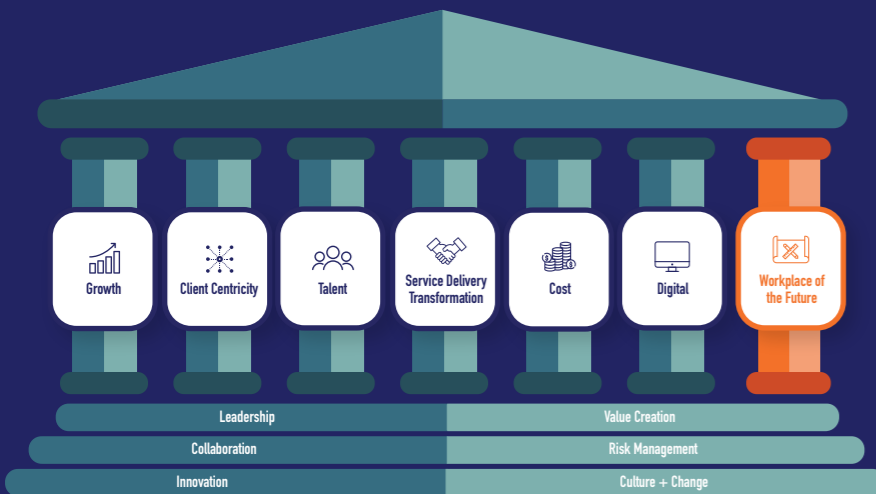


# Law Firm Workplace of the Future Survey Highlights

The significantly altered ways of work caused by the pandemic have opened the door for permanent changes in how and where work will be done.



**90%** of participating firms are currently addressing **workplace strategy**,

... with **95%** of **COOs/Chiefs** and **62%** of **senior firm leadership** (Managing Partners, OMPs, and practice leaders) **strongly supporting** new workplace models.

**76%**

of participating firms cited openness to **alternative work delivery models** as a **positive impact** of the pandemic.

**62%** expect to make **significant changes** encompassing **service delivery, ways of working, and facilities.**

## 1. BUSINESS SUPPORT SERVICE DELIVERY MODEL

**52%** are considering new or additional **centralization.**

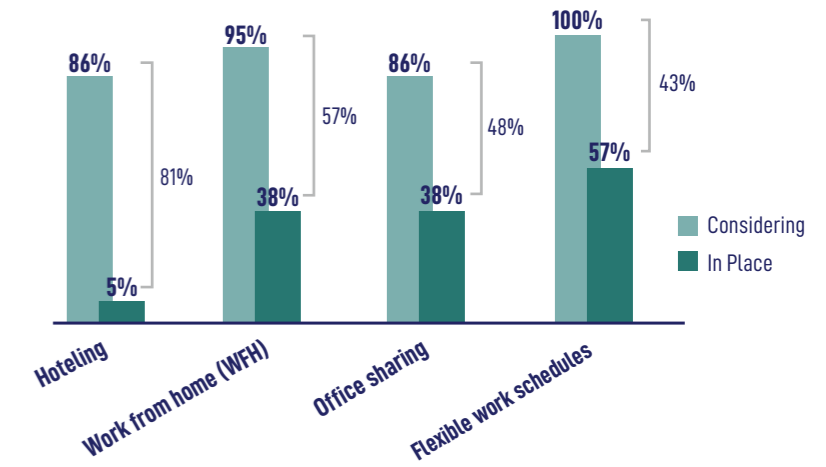
Of those... **40%** are considering **business service centers** (global and/or regional) **25%** are considering bringing services **to or near the head office**

**67%** are considering **increasing third-party delivery** of services.

## 2. REAL ESTATE

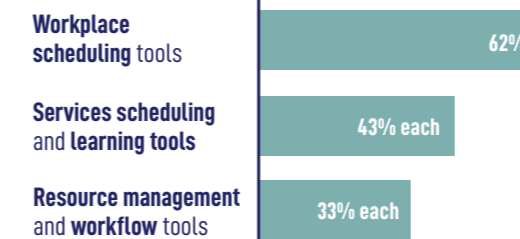
**76%** expect their **space needs will decrease** ... with **28%** expecting a significant (20-35%+) decrease.

### ADOPTING NEW WORKPLACE PRACTICES:



## 3. TECHNOLOGY

Firms are considering **greater future use of:**



Over **80%** are considering **reducing/standardizing office size and increasing collaborative spaces.**

### EXPECTED WFH FLEXIBILITY:

- **Business support staff (significant)**
- **Attorneys (moderate to significant)**
- **Legal support staff (moderate to minor)**