



# Practice Management Alert

 **Lexinfo**  
Library & Legal Information Consultants

Practice Management Alert: March - April 2020

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## Events Calendar

Date	Title	Venue	More info
18 – 29 May	Virtual Entrepreneurship Conference Black Swan Ruling – Entrepreneurship and the Economy Under and After the Pandemic	Webinar	<a href="#">View here.</a>
20 May	COVID-19 and The Future of the Professions- A Virtual Event with the Susskinds Confirmation	Webinar	<a href="#">View here.</a>
25 May	Infected deals: M&A in times of Covid-19	Webinar	<a href="#">View here.</a>
27 May	Locking the deal-making gates: the world turns protectionist	Webinar	<a href="#">View here.</a>
29 May	Being a young partner or a senior associate in times of Covid-19: first sacrificial offering - or big opportunity?	Webinar	<a href="#">View here.</a>
29 May	Legal and regulatory technology: Are you ready for it?	Webinar	<a href="#">View here.</a>
8 – 11 June	The lawyer of the future	Webinar	<a href="#">View here.</a>
4 – 7 Aug	The lawyer of the future	Webinar	<a href="#">View here.</a>

See [www.lexinfo.co.za](http://www.lexinfo.co.za) for more events information.

## ALTERNATIVE LEGAL SERVICES

*Internet Article*

**Grossmann, Cornelius. Why alternative legal service providers are on the rise.**

2020 Mar 24 EY

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[https://www.ey.com/en\\_gl/tax/why-alternative-legal-service-providers-are-on-the-rise](https://www.ey.com/en_gl/tax/why-alternative-legal-service-providers-are-on-the-rise)

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## CLIENT CARE

*Internet Articles*

**Colin, Peter [et.al.] Midsize law firm strategies for strengthening client relationships during the COVID-19 crisis.**

2020 May 6 Legal Executive Institute

Extract from article: "Amid the ongoing pandemic crisis, it is even more crucial for lawyers at midsize law firms to seek ways to strengthen their client relationships, even if they're working remotely and facing a number of challenges in the current environment."

<https://www.legalexecutiveinstitute.com/midsize-law-firm-strategies-client-relationships/>

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## FINANCIAL MANAGEMENT

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*Internet Articles*

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**Hayse, Roger. 12 progressive responses to law firm economic crisis.**

2020 Mar 31 Hayse LLC (Managing Law Firm Transition)

Extract from article: "As law firms (and businesses generally) confront the growing financial challenges associated with the Covid-19 crisis, a plan for an escalating response is necessary. The appropriate answer for a particular law firm will depend on its current and projected condition and its culture, but consider the following as you develop your plan."

<https://www.managinglawfirmtransition.com/2020/04/12-progressive-responses-to-law-firm-economic-crisis/>

**Hayse, Roger. Law firm cash planning during (coronavirus) crisis.**

2020 Apr 15 Hayse LLC (Managing Law Firm Transition)

Extract from article: "To say that the economic fallout associated with Covid-19 is causing a decrease in cash inflow is an enormous understatement. In some cases, it is due to a fall-off in client/customer demand; in others it is driven by client decisions to purposely slow payments to protect their own cash position."

<https://www.managinglawfirmtransition.com/2020/04/law-firm-cash-planning-during-coronavirus-crisis/>

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## FUTURE OF LAW

*Internet Articles*

**Botsford, Polly. Future of law: courts debate legality of legal 'bots'.**

2020 Mar 11 IBANet

"The Hanseatic Bar Association Hamburg – a self-governing body representing over 10,000 lawyers in Hamburg – has mounted a successful challenge against a 'legal bot', with the regional court of Cologne finding in October that the bot, an online contract generator, was in effect providing legal services. Under German law, only lawyers, not computer bots, can dispense legal advice. The bot – Smartlaw – is operated by publisher Wolters Kluwer. It produces standard legal contracts through a fully automated process for around €29.90 per month."

<https://www.ibanet.org/Article/NewDetail.aspx?ArticleUid=94A130E2-59ED-4E6B-B5F6-7C1BF7C731EB>

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## JUSTICE INNOVATION

*Internet Articles*

**Douglas, Heather. The future of our courts: online courts.**

2020 Mar 20 SLAW

"In "Online Courts and the Future of Justice", Richard Susskind proclaims that our courts are moving towards radical change. Conceived in the dark ages and modified in the 19th century, our courts are now overwhelmed by paper and archaic processes. The operations of our courts seem increasingly out of place in our digital society.

Susskind predicts that we will see court services delivered in a blend of physical, virtual, and online courts. The 2020s will be a period of redeployment of lawyers and judges. By 2030, our courts will be transformed by technologies, many of which are yet to be invented."

<http://www.slaw.ca/2020/03/20/the-future-of-our-courts-online-courts/>

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## MANAGEMENT

*Internet Articles*

**Casby, Matthew. Thinking lean: five steps to a more efficient legal practice.**

2020 April 14 Law Practice Today



“Most of us have tried (or been told to) do more with less. But what exactly does that mean, and how do you do it? The Lean philosophy of continuous improvement provides a framework and set of tools/activities to help you reduce costs, improve quality, and increase production.”

<https://www.lawpracticetoday.org/article/thinking-lean-five-steps-efficient-legal-practice/>

### Law firm management during Covid-19

2020 March 25 Find Law

Extract from article: “Law firms are among those businesses hit hard during the coronavirus outbreak. Fortunately, there are some things law firms can do now to help mitigate the health and financial risk associated with Covid-19.”

<https://practice.findlaw.com/covid-19-resources-for-legal-professionals-/law-firm-management-during-covid-19.html>

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*Webinar*

### Noyce, Peter. Webinar: Law firm management during Covid-19 & beyond.

2020 April 28 Menzies

Extract from article: What has developed over the last month or so will provide us all with a lesson in contingency planning and behaviours, not just for running our businesses in the future, but the way our businesses do business together. In some respects law firms are well set to deal with uncertain times and fluctuations in teams activity and capacities and this is also explored along with how to make sure the government assistance is not something that could hinder the business in the future.”

<https://www.menzies.co.uk/webinar-law-firm-management-during-covid-19-beyond/#>

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## MARKETING

*Internet Articles*

### Andrus, Aden. Marketing your law firm during COVID-19: What you need to know.

2020 April 2 Disruptive Advertising

Extract from article: COVID-19 has definitely had an impact on law firms. For example, search interest in legal terms like “divorce lawyer” (yellow), “personal injury lawyer” (blue), and “criminal defense lawyer” (red) have dipped noticeably over the past few weeks.”

<https://www.disruptiveadvertising.com/ppc/covid-19-law-firm/>

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## REMOTE WORKING

See also: [Technology: Virtual Law Firms](#)

*Internet Articles*

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### Lekushoff, Andrea. New work from home reality an opportunity for law firms.

2020 Mar 27 The Lawyer's Daily

Extract from article: “If this is the first time your firm has widely adopted a work-from-home approach, it will feel new and different and strange. But by keeping the following thoughts in mind along the journey, you can make it work.”

<https://www.thelawyersdaily.ca/articles/18315/new-work-from-home-reality-an-opportunity-for-law-firms-andrea-lekushoff?category=business-of-law>

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## RISK MANAGEMENT

### *Internet Articles*

#### **A Law Firm Guide to navigating COVID-19 Part 1: awareness, response, and workplace plans/policies.**

2020 March 18 Legal Fuel

Extract from article: "Law firms should maintain and monitor the current outbreak of COVID-19, a viral respiratory illness that has been spreading throughout the globe. Many law firms may have a disaster recovery or a business continuity plan, which should be reviewed and updated to reflect pandemic response."

<https://www.legalfuel.com/covid-19-resources-for-lawyers-part-1-awareness-response-and-workplace-plans-policies/>

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### *Journal Article*

#### **Redondo, Mike. Practical steps to keep your firm running in a pandemic (and beyond).**

2020 April 14- Law Practice Today

Extract from article: "First and foremost, protecting the health of yourself, your family, and your community should come before anything else right now, and nothing in this article is intended to encourage anything that would risk anyone's health."

<https://www.lawpracticetoday.org/article/practical-steps-keep-firm-running-pandemic-beyond/>

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### *Media Comment*

#### **Sibanda, Omphemetse S. Covid-19 is fertile ground for lawyers, scrupulous and unscrupulous.**

2020 April 8 Daily Maverick

Extract from article: "An article in the March 2020 Fortune magazine aptly summarised the current and future consequences of the Covid-19 pandemic. According to the authors, Covid-19 provides "fertile ground for lawsuits". Lawyers (here I am using the term lawyer broadly to include all legal practitioners) are soon to hit the jackpot as Covid-19 may boost litigation."

<https://www.dailymaverick.co.za/opinionista/2020-04-08-covid-19-is-fertile-ground-for-lawyers-scrupulous-and-unscrupulous/>

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## TECHNOLOGY: VIRTUAL LAW FIRMS

### *Internet Articles*

#### **Black, Nicole. 7 types of tech tools to help lawyers set up virtual offices.**

2020 Mar 19 ABA Journal

Extract from article: "While this might seem like a daunting task, setting your firm up for remote work is easier than ever in 2020. Cloud-based technologies have proliferated in recent years. As a result, there is a vast array of tools available to run nearly every aspect of your law firm from any location - as long as you have internet access."

<https://www.abajournal.com/web/article/law-in-the-time-of-coronavirus-what-tools-do-lawyers-need-to-set-up-virtual-offices>

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