



Getting Back to The New Normal

Tech Trends That Are Here to Stay

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TODAY'S SPEAKER

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Agenda

- What is “The New Normal”?
- Tech Trends That Are Here to Stay
- Customer Trends That Are Here to Stay
- Questions

**What is “The New
Normal”?**



OPEN

**BUSINESS AS
NEW NORMAL**

58%

Of consumers say technology is
more important to them now than it
was before the pandemic

52%

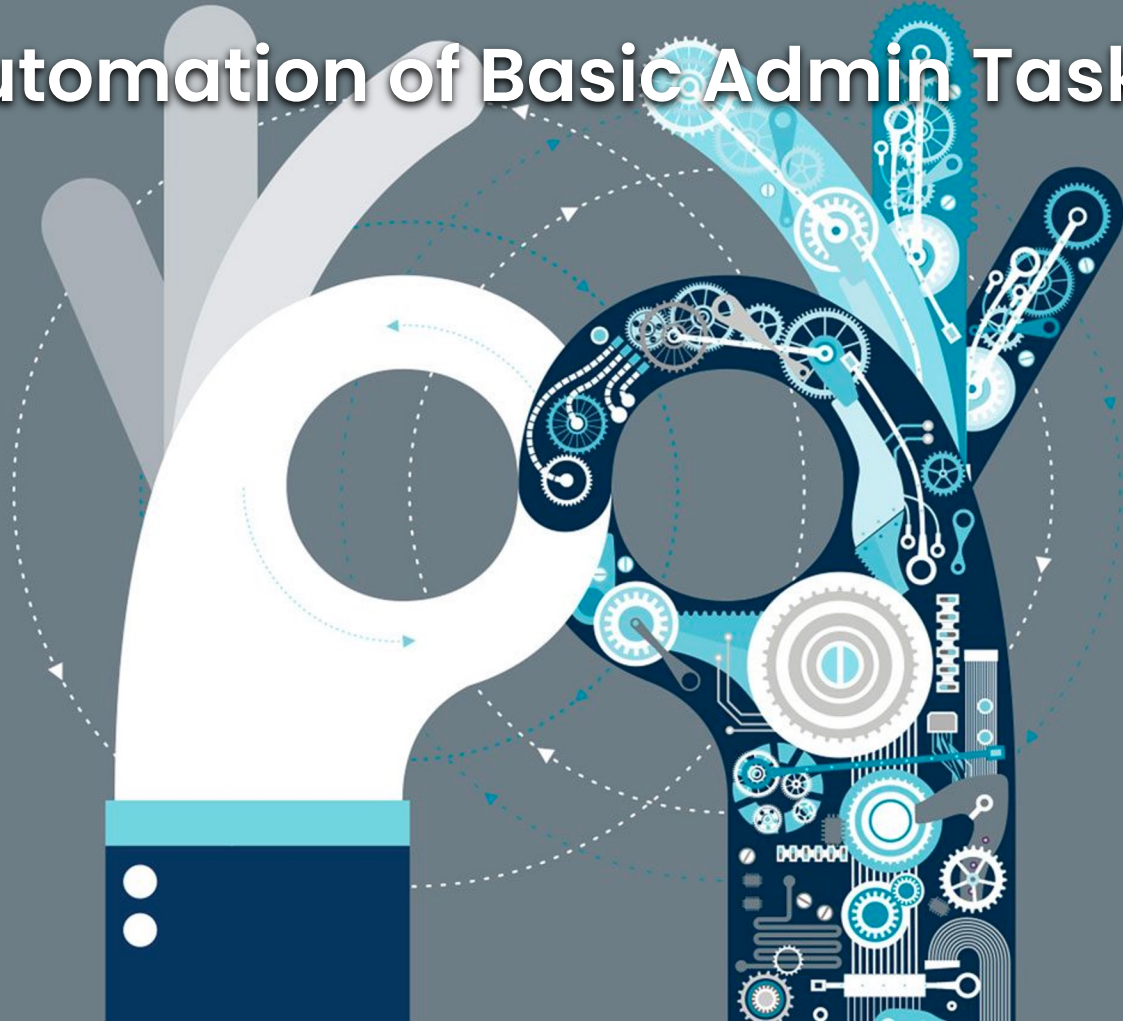
Used more types of
technology that before the
pandemic

Tech Trends That Are Here to Stay



Rapid Adoption of All Things Digital.

Automation of Basic Admin Tasks



Interest In Digital Interfaces From Courts



Ontario litigators, dust off your robes (but don't uninstall Zoom)! The Superior Court of Justice announces guidelines for the presumptive mode of attendance

Dragana Bukejlovic

Dentons

Increased Focus on Data Insights



ABA TechReport

The ABA TechReport combines data from the annual Legal Technology Survey Report with expert analysis, observations, and predictions from leaders in the legal technology field.





Consumer Trends That Are Here to Stay

Focus on Client Experience





Higher Bar For Communication

The Prioritization of Empathy





Questions

Thank You

