

Technology in the legal industry creates a dichotomous stance, a dissonance between innovation and tradition. This dichotomy creates lawyers who look hopefully to future technology to enhance their firms, yet continuously choose traditional methods of firm management. The field of law is expected to grow 8% each year according to the U.S. Bureau of Labor Statistics. This growth makes the future look bright, but are law firms, as they exist today, “future- proof”.

The idea of future proofing is the act of adapting for a projected future in the present to mitigate risk. Law firms are



notoriously bad at future proofing. Focused on the legacy of law, firms must not stagnate in the face of technological innovation. Practice management software, electronic discovery and social media are areas in which many articles on law firm technology explain massive benefits to firms. Yet many, if not all, don’t look to the device that is arguably the most important of all: the phone. With 800 numbers, clients and associates alike calling, the phone of a firm is its proverbial lifeblood. The standard 5-line phone entered the firm, found a footing and has remained ever since. Future proofing in this area is underdeveloped and oversighted.

VoIP, voice over internet protocol, allows for not only a more future proof firm but lower cost, and more accessibility. On average firms save 40% of communications costs within the first year of switching at VoIP, according to Statista. The savings continue year after year. VoIP also allows for multiuse of a single platform, enabling web conferencing, webinars, and call center management. In addition, access to in office phones systems go beyond the borders of the firm through mobile phone access. This always-on availability not only allows for client friendly hours, but in that, an ability to better track billable hours. The emergence of truly future proof law firms lie within integrative technologies and most definitely VoIP.