

MOST LEGAL SERVICE USERS 'CONSIDERING REVIEWING THEIR PROVIDERS'

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The majority of users of legal services are reviewing their service providers or are considering doing so, new research by Deloitte Legal indicates.

A survey of almost 250 CEOs, CFOs, general counsel and heads of legal around the world found that 55 per cent said they had reviewed their legal service providers or were considering such a review.

The study – conducted by RSG Consulting on behalf of Deloitte Legal – found that clients feel that external legal service providers were not meeting their requirements in relation to the use of technology, price transparency and the “level of integration of professional consulting services”.

A third (33 per cent) of respondents to the survey felt that their legal service providers should contribute with advice and expertise beyond mere legal advice. Meanwhile, 18 per cent said their

legal service providers should be more proactive in sharing their knowledge. A total of 52 per cent of respondents said they would be willing to hire the services of "non-traditional law firms".

The areas in which legal advice is most in demand are regulatory compliance (49 per cent), and mergers and acquisitions (42 per cent), the report found.

Luis Fernando Guerra, managing partner of Deloitte Abogados, said: "Our customers are looking for more global solutions that go beyond the legal field. Their problems are complex, so they require advisers who understand the dynamics of business and the impact that legal decisions have on other areas of their business, especially when it comes to operations worldwide."