# Modernize Your Conferencing Technology

A Primer for Legal Services Providers

Today's law firms rely on audio visual (AV) and unified communications and collaboration (UCC) technologies to ensure the accuracy and integrity of information, as well as to protect their professional reputations. Yet, the pace at which these technologies are changing and proliferating is staggering. Choosing the right modern tools for both internal and external communications, including video conferences, evidence presentations, and remote depositions, can be a conundrum.

Law firms face unique considerations when choosing and designing communications and conferencing solutions.

This brief identifies common challenges, as well as how to implement the best tools and strategies.
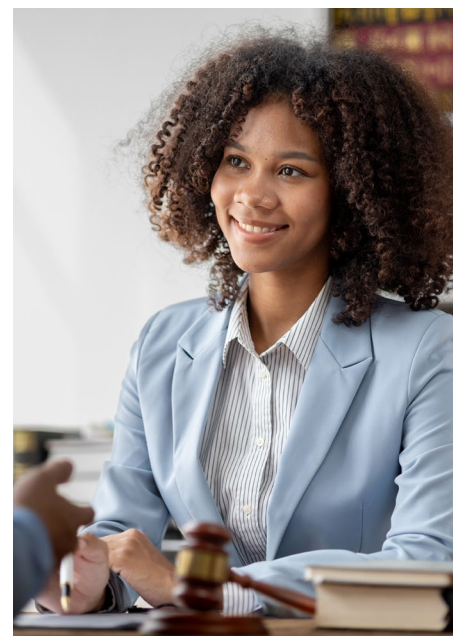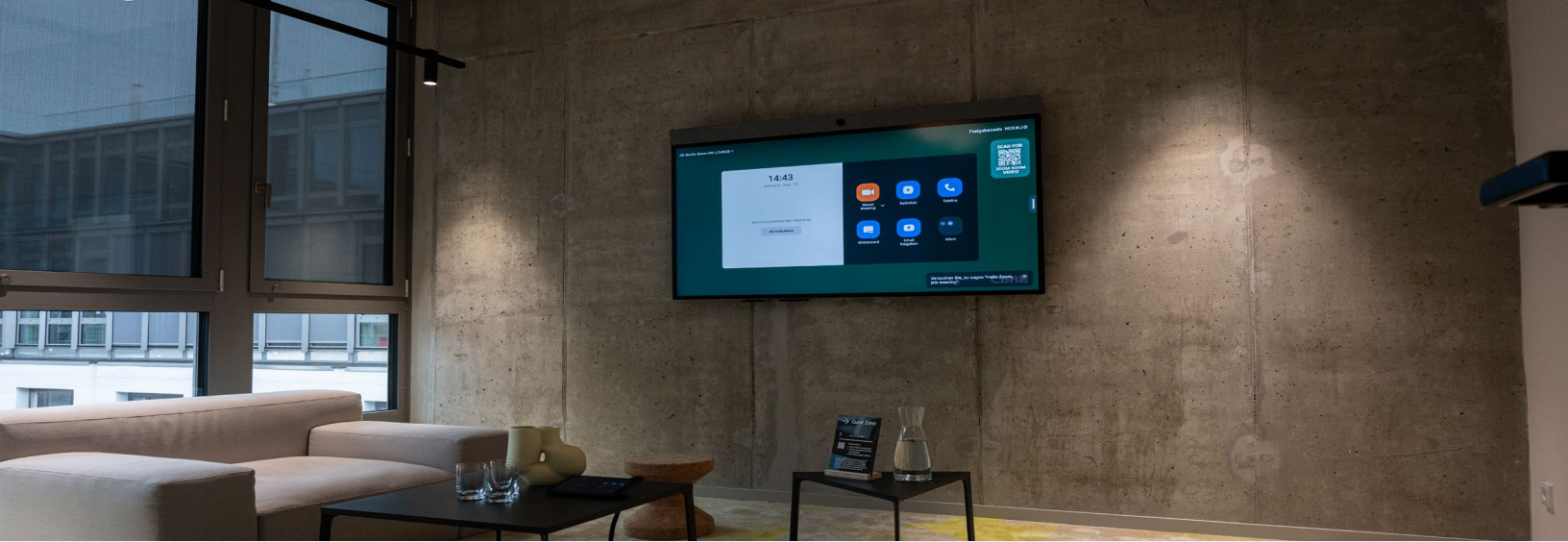
Getting technology standards right

Choosing communication tools for your firm isn't always easy when there's so much to consider and so much at stake. Here are some challenges legal services providers commonly face:

01

Disparate users and stakeholder needs.

To deliver the best user experience, consider the unique needs of the different stakeholders who will interact with your technologies.

- **Complex decision-making structure**: Getting buy-in for technology decisions can be difficult with varied perspectives and priorities across a firm. Quickly identify who determines technology requirements and who approves technology investments.

- **Generation gaps**: A law firm's staff may be diverse in age, roles, and experience. Technologies should be easy for everyone to use but also include the capabilities for your conferencing, collaboration, streaming, and recording needs.

- **Client preferences**: Clients will have expectations around capabilities and whether they accommodate their ways of working. Technology failures or inefficiencies can damage client relationships and harm your firm's reputation.

- **Regulatory compliance**: Privileged and due process communications are subject to rules about privacy, accessibility, and security. Being able to ensure your communications technologies comply is a baseline requirement.

- **Talent attraction and retention**: Current and prospective employees — particularly recent law school graduates — expect modern and efficient tools.

Why choose AVI-SPL?

AVI-SPL partners with you to create a UC strategy that will:

- **Modernize experiences** to enable anyone, anywhere to connect and collaborate with ease.

- **Accelerate results** with data-driven insights to improve business outcomes.

- **Unlock** the power of technology at work for you.

Regional, national, and global support

Offices across North America, Latin America, EMEA, and APAC

24/7 help desk support

4,400 employees

AVI-SPL delivers a full suite of unified communications solutions at scale and with consistency. We help you plan, deploy, and operate hybrid UC environments.

02

Strict security needs

While cybersecurity and digital privacy are important in every industry, they are critical for law firms. Attorneys and legal employees handle significant amounts of money, as well as sensitive and confidential information.

03

Aesthetic demands

Law firms need reliable and effective technology, but many also prioritize aesthetics in their spaces as part of their firm's identity. Technology experts can work with architects and interior designers to find solutions that work both functionally and aesthetically.

04

Budget limitations

Law firms must find balance between budget restraints and the need for modern solutions. Technology upgrades can help firms achieve their revenue goals more quickly. Modern tools can help reduce security threats around losing clients and employees.

Choosing the right technologies for legal services

Law firms require communication technologies and capabilities that provide exceptional reliability, security, and support. Some of the basics include:

- Smart, auto-focusing cameras for video conferencing
- Document cameras
- High-quality video capture
- Smart microphones and speakers
- High-resolution displays and projectors
- Content sharing and annotation
- AI-enabled meeting transcription and video annotation
- [Managed services](#)

Technology should be intuitive enough that employees of any skill level can use it. Today, AI-enabled devices are greatly improving the user experience. Other considerations for law firm technology include platform interoperability, device compatibility with common cloud-based UC platforms, wireless capabilities, standardization of technologies throughout your practice, and scalability for growing your firm.

With any legal services technology project, it's important to start with strategic planning. This includes involving technology experts in your efforts as soon as possible. Early engagement allows digital enablement providers to ensure your technology roadmap is practical and effective. They can then help provide tailored solutions and ensure interoperability between your [unified communications and collaboration](#) (UCC) platforms and those of your clients.

We're here to help

Experience the confidence of secure and effective technology. Our team of experts will take a collaborative approach to deliver the perfect solution for your firm, seamlessly navigating design, budget, and security considerations along the way.

Once your new solution is in place, you can rely on AVI-SPL to keep it running as expected. Our Enterprise Managed Services program assumes responsibility for monitoring your technology devices' operations, administering cloud platform changes, installing critical firmware updates, routine preventative maintenance, field dispatch as needed, and more. Our team makes sure to understand your firm's processes, clients, and culture so we can focus on enhancing user experiences, supporting your operations, and providing ongoing support and optimization.

Let's get started

We partner with law firms and other legal service providers around the world to overcome common technology challenges, modernize communication systems, and implement best practices. Our teams help plan, deploy, and operate your new solutions.

AVI-SPL is a digital enablement solutions provider that designs, integrates, manages, and supports on-site and cloud-based communications and collaboration technologies for legal service providers around the world. Our best-in-class services include AVI-SPL Symphony and our 24/7 Global Service Operations Centers.

Contact us to schedule a consultation today.