



Legal Support in 2030 – Are you Ready?

Meet our Panel



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About our Latest Research

In its fifth year, this report draws on insights from 800+ law firm leaders and professionals across NA and the UK to examine the ongoing transformation of legal support services.

Many firms are reporting the same challenges:

1. High support staff churn due to retirement
2. Lateral hiring complexities
3. Lack of visibility of support staff
4. Cost and standard of service
5. Lawyers performing administrative tasks



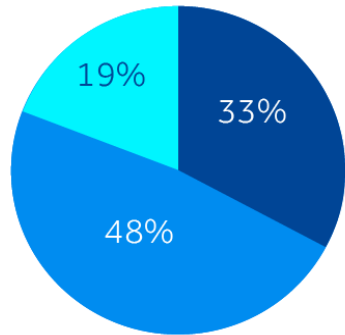
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Data Backed Predictions for 2030

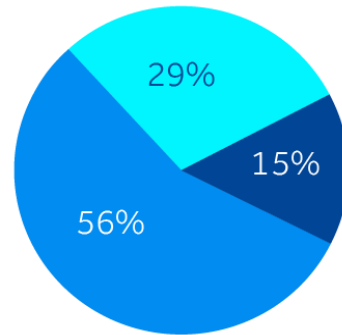
What percentage of support staff do you expect to retire in the next 5 years?

● 0%-20% ● 21 – 40% ● 41 – 60% ● More than 60%

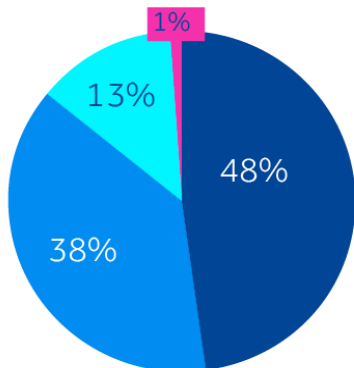
2021



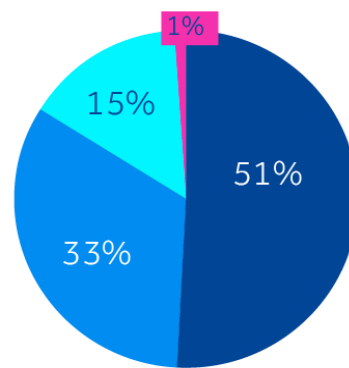
2022



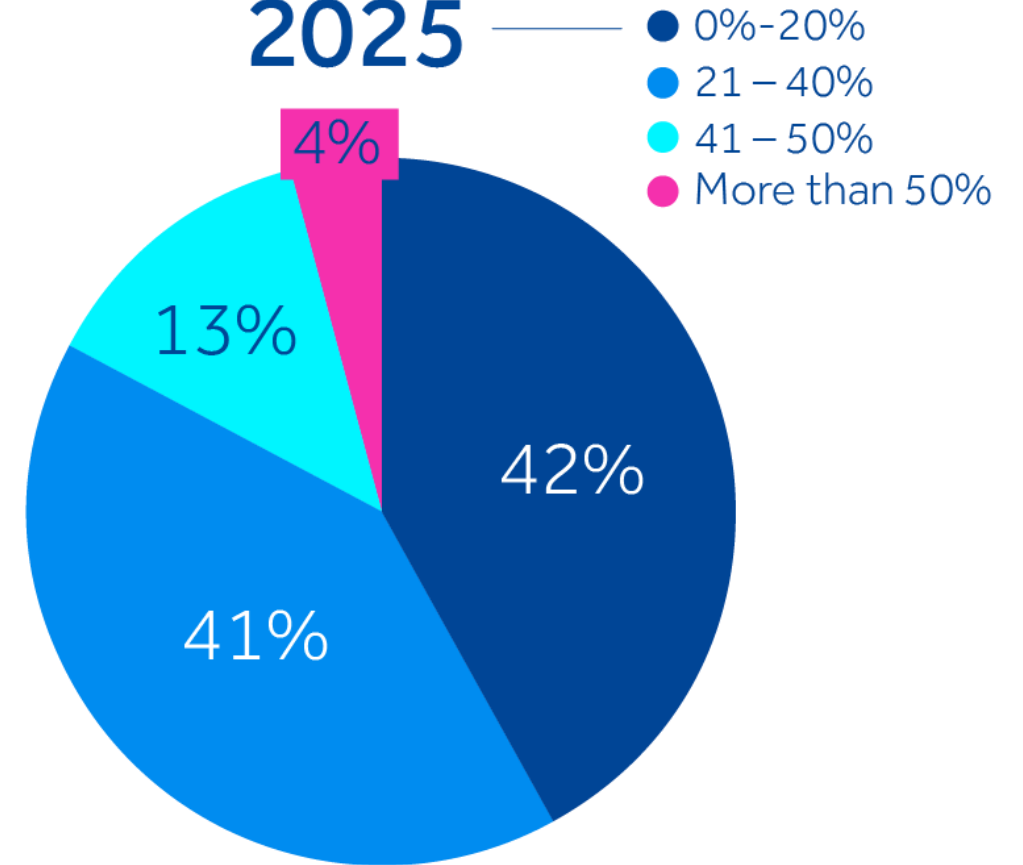
2023



2024



2025





Support Team Structures

The number of firms reporting an entirely teamed/centralized support service structure has nearly tripled in the last year.

From 6% to 16%

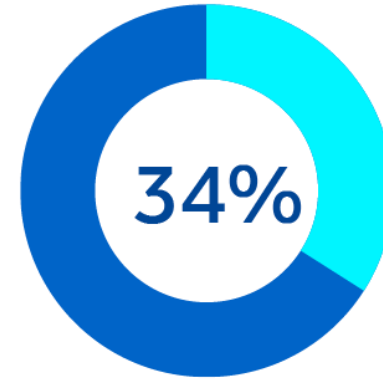
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The Impact of Inaction

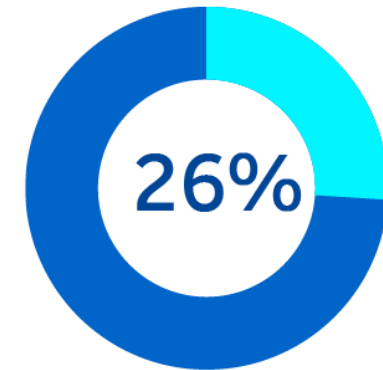


31%

of firms cite increased
reliance on **lawyers** to
handle admin tasks



of firms report increased
workload on remaining staff



of firms report lack of
standardized processes for
knowledge transfer

3

Strategic Moves for Firms to Stay Ahead



The Cost of Inaction

In just 5 years, legal support has shifted dramatically. Yet many firms are still falling behind. The cost of standing still is no longer hypothetical, it's measurable.

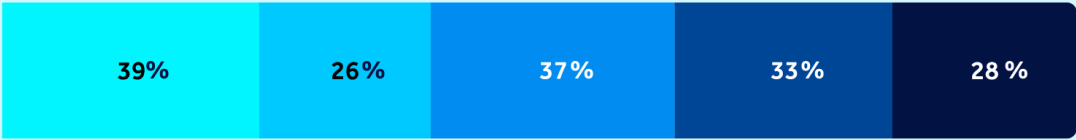
As part of your support staff changes, which measures did you introduce?

2021 2022 2023 2024 2025

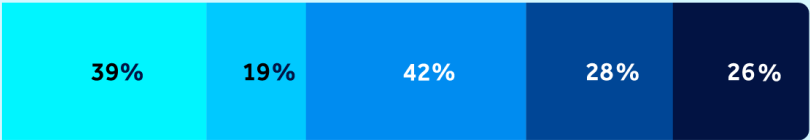
Introduce junior admin roles



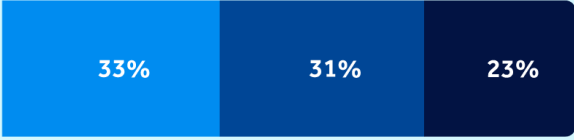
Introduce more teams



Increase after working hours support

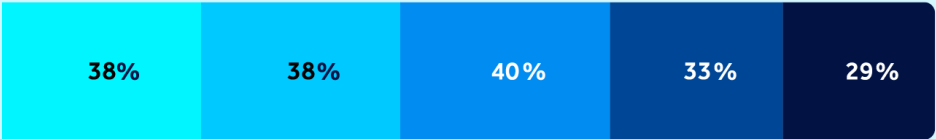


Retraining/upskilling support staff



*answer added in 2023 survey

Increase lawyer to secretary ratios



How do you Track Productivity of your Support Staff?

Dedicated task management tech

36%

Participation in training and development programs

34%

Manually

30%

Task completion rate

29%

Quality of work

27%

Utilization rates

26%



Key Takeaways: Natasha Verella

1. Metrics drive efficiency & effectiveness.
2. Ease of configuration is a key!



Key takeaways: Julie Logan

1. Over-communicate the changes and the reasons behind them.
2. Explain the benefits repeatedly!
3. Build strong internal cheerleaders to overcome resistance.



Key Takeaways: Theresa Smith

1. Rip off the band-aid!
2. implement changes comprehensively to avoid internal friction.



Key Takeaways: Karen Sargent

1. Talk to other firms to learn from their experiences.
2. Keep fighting for the changes you believe in.

Thanks for listening
Questions?



Get your Copy of the Research!

Download the 2025 Legal Workflow Leadership Report

