

Embracing technology as the catalyst for the future



Preparing for radical change

The legal industry finds itself at a challenging inflection point. Emerging technologies are poised to spur its radical transformation and reshaping; the power of AI tools will streamline and automate services, cut administration and allow firms to deliver in minutes and hours what currently takes days and weeks. It is a pivotal turning point for the industry.

But many legal firms are not prepared for this change: IT innovation is hampered internally by limited budgets and legacy infrastructure, and strategically it can take second place to more immediate concerns such as economic pressures, driving new business, talent retention and recruitment.

Against this backdrop, uncertainty around AI lingers: is it advanced enough, could it introduce cyber security challenges, and what are the long-term implications for our people?

At this significant turning point, the legal industry now needs to decide. One thing is for certain: the next five years are critical and will leave the legal industry unrecognisable from what it was before.

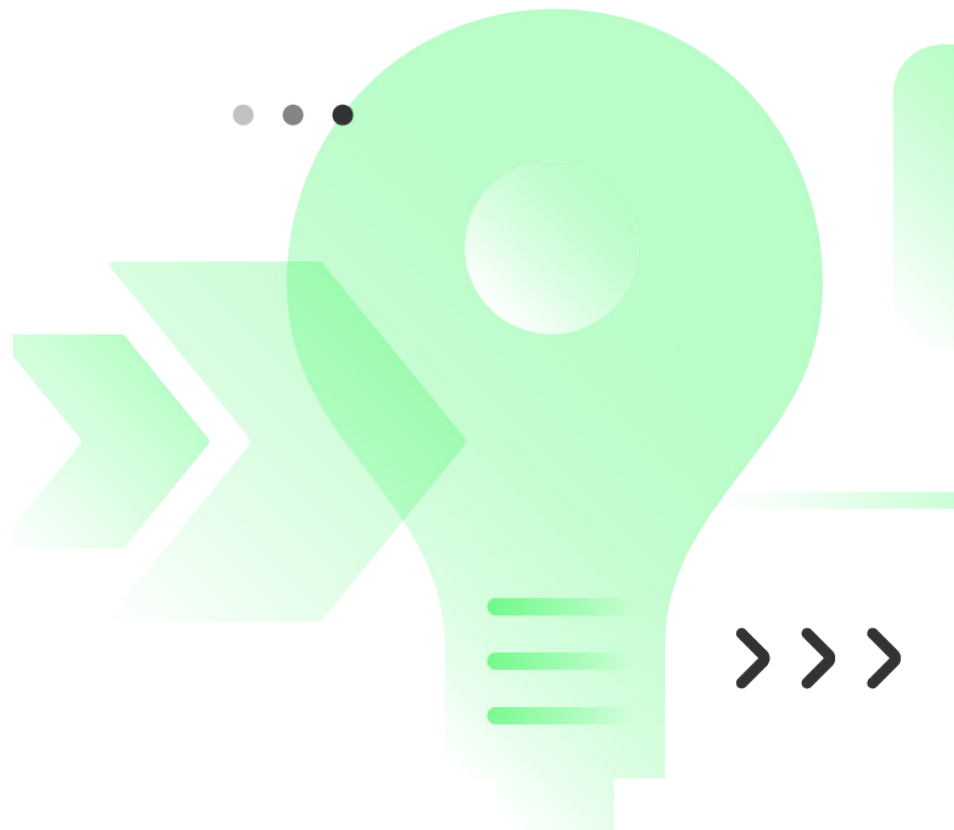


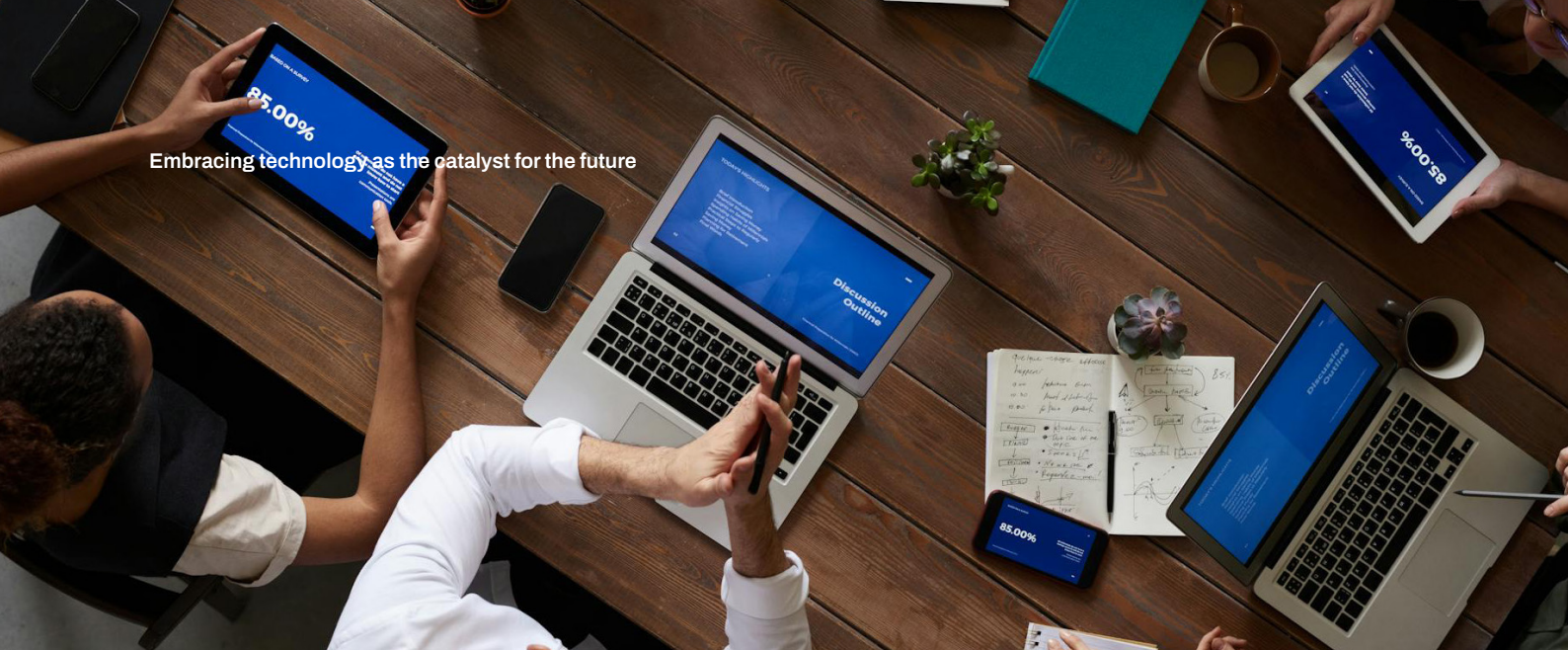
Working together to evolve and transform

Technology offers diverse, relevant benefits in an industry that is ripe for change. But it's not just about the kit: use of business process mapping and hyperautomation across your estate can not only drive efficiency, they can free up time for strategic innovation. With the right partner, you can take your firm into the future.

At Roc, we believe this new era of legal services is exciting, defined by expert legal minds working hand in hand with powerful digital tools. We have a long heritage in bringing together the people and expertise to drive digital transformation in the legal sector and are trusted to support hundreds of solicitors and their customers across the UK.

Roc Technologies can help you ensure digital innovation is at the centre of your strategy, enabling you to enhance productivity and competitive advantage, all whilst delivering a seamless experience to your customers.





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Unlimited innovation within a limited budget

Digital transformation has been highlighted as a key priority for 2025 for the sector, but many firms are faced with tight budget constraints, particularly when it comes to adopting new technology. In a recent study, almost half of lawyers acknowledged cost as a barrier to innovation.

At the same time, many firms do not have large in-house IT teams, meaning they may not have the internal expertise to leverage new digital tools. For example, many firms have reported issues around productivity, a challenge that could be solved by using AI. But uncertainty around the implications for data security and compliance has often impeded adoption; as a result, firms are losing out to their bolder competitors.

In a final challenge, without available IT resource to hand, it also means many firms find themselves hampered with legacy systems that don't share data and have little to no automation, making them both inefficient and ineffective.

At Roc, we believe innovation doesn't have to be costly – or complex.

We have developed bespoke tools in partnership with our existing legal customers that can quickly assess the health of your technological infrastructure, with several health checks that cover your full estate across infrastructure, applications and cyber readiness. The resulting reports and recommendations will identify risks, recommendations and even cost savings for your firm.

Our Business Process and Automation practice can help you improve efficiency and streamline processes, using AI, low code capabilities and other emerging technology to unlock value and boost productivity.

Our AI-powered networking portfolio is designed to identify and remediate many network issues before they impact service, dramatically reducing downtime. They also deliver meaningful information and actionable insights for your IT team, enabling them to proactively manage the network and pinpoint stresses or capacity issues before they happen.

And once your infrastructure is in place, you are not alone. Roc's 24/7/365 Managed Service Operations Centre (MSOC) can monitor systems day and night, acting as an extension of IT teams, complementing your internal headcount. We can even provide dedicated onsite support to take care of the day to day, whilst your team focuses on strategic development.

AI adoption and risk of disruption

Without doubt, AI has the most potential to transform and disrupt the legal sector. With its capability to automate routine tasks and analyse vast quantities of text in minutes, it will allow legal teams to deliver faster and more accurate services at scale. This will enhance accuracy, reduce errors, increased billable hours, and make the most of resources. Imagine, for example, an AI Agent armed with a history of verified case law – this could reduce time researching and helping to assemble arguments by days and weeks!

At the same time, the automation of administrative tasks such as document review, legal research and contract analysis will play a key role in reducing burnout in young lawyers. The reduction of clerical tasks will allow them to turn their focus to creative, ethical and client-facing aspects of their roles.

However – like many sectors - the legal industry has remained hesitant.

Firstly, enabling these AI tools within your estate may lead to unintended consequences for unprepared firms, particularly given the highly sensitive data legal firms manage: any compromise of your data risks non-compliance and damages both customer trust and reputational credibility.

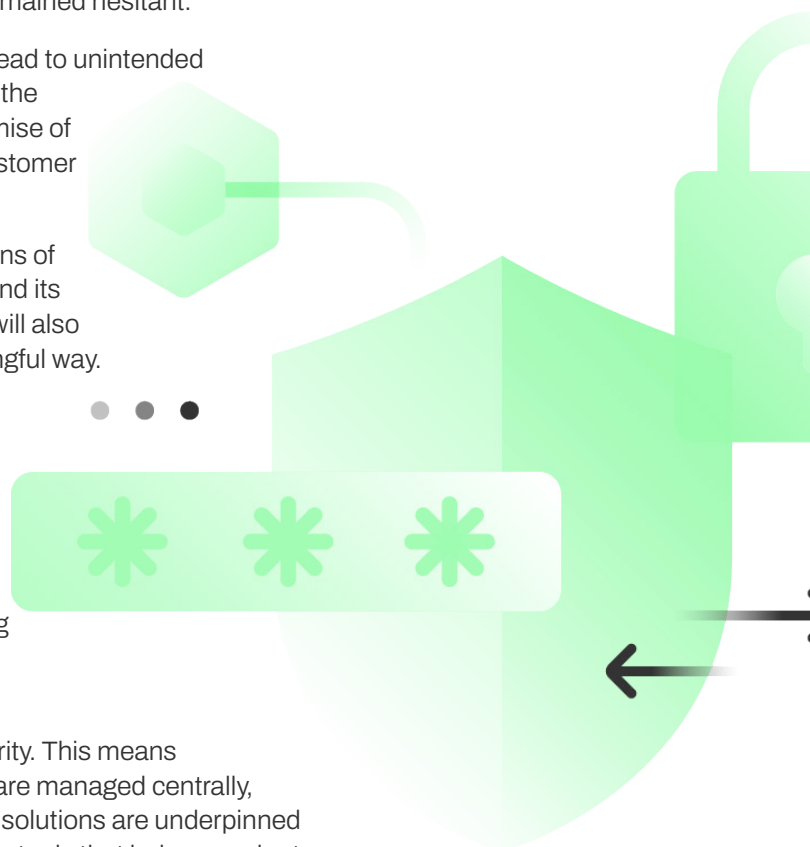
There could also be some reticence about the limitations of AI – from its analysis of ethically complex arguments and its ability to apply critical thinking to legal strategy. Firms will also need to discern how to use AI in a relevant and meaningful way. Although AI can automate tasks, it can't replace human judgement and ethics. For this reason, it's important that it is introduced and implemented into firms in a way that is meaningful and doesn't lose touch with clients.

The risks then are real – and legal firms are right to approach AI with caution. But, with a full understanding of its benefits and drawbacks, you can embrace its full potential while mitigating the risks.

AI adoption without compromise of data is the top priority. This means ensuring your AI tools such as such Microsoft Copilot are managed centrally, in a way that allows proper governance. At Roc, our AI solutions are underpinned by our cyber portfolio, which offers a series of readiness tools that help you adopt and implement tools safely without exposing your sensitive data, ensuring your remain fully compliant.

And whilst AI can't replace human judgement, it can streamline processes, increase efficiency and bring simplicity to your client experience. Roc's Business Process and Automation practice understands the tools required by the legal industry, and how to implement them in a secure, accessible manner. We have extensive experience in delivering automation and building low code software in instances where legal and contractual obligations are of critical importance.

You don't need to navigate this new territory alone. Roc's Managed Service Operations Centre services can help with day-to-day running of systems and identify any issues fast. These operate on a 24/7/365 basis and can monitor, alert and remediate any security breaches.



Protecting your critical data

Cyber threats are on the rise, with successful cyber-attacks on law firms increasing by as much as 77% in the last year, with cyber criminals proactively targeting the rich, sensitive data held by law firms.

These attacks not only compromise client data and resources, they impact productivity, leaving teams unable to access data and systems for hours, days or even weeks at a time. Not only does this impact billing and profitability, it erodes credibility and trust among your clients and leaves your firm exposed to fines for non-compliance.

At the same time, many firms find the challenge of cyber crime particularly daunting: it is complex, requiring niche, specialist knowledge not often held in house; it is widespread, with all types of firms and clients potential targets; it is perceived as costly both to prevent and to solve; and it can be immediate in its effect. The biggest concern in recent research from the SRA however, was the constancy of the threat it poses and the need for ongoing vigilance by every member of the team.

Unfortunately, legacy technology leaves your firm open to a variety of cyber threats, as criminals can exploit the innate vulnerabilities in an aging infrastructure, whilst increasing demand of hybrid and remote working is extending the surface area for attack.

Without doubt, there is an urgent need to fortify protections of legal data and resources.

Protecting your critical data

At Roc, we work in some of the most highly secure and complex environments, meaning all our infrastructure is built to secure by design principles as standard, ensuring the highest levels of protection for your firm.

Alongside our cloud and network capabilities, we offer an industry leading security portfolio that includes cyber readiness assessments and vulnerability testing to help you identify and mitigate risks within your estate.

We can offer accreditation support – for example helping you secure Cyber Essentials Plus. We'll even help run anti-phishing campaigns, to help raise awareness amongst your teams both on site and remote.

Our offering is underpinned by our SOC, which delivers 24/7/365 support. Uniquely, our SOC uses our defence level facilities (List N and List X), meaning we can provide the most rigorous levels of security support.

And if a breach does occur, Roc can deliver comprehensive critical incident support, from onsite technical experts working side by side with your teams, to corporate crisis management, ransomware negotiation and data recovery services.

Technology-led reinvention

The legal industry faces a plethora of challenges. Clients are demanding more value and visibility for their money, driven by concerns felt by clients who worry about the affordability of legal services, particularly when facing complex legal issues. They are also demanding a better overall experience: the digital nature of retail and financial services is setting a new bar for the accessibility, immediacy, creativity and affordability of legal services and, as a result, the competitive landscape - once defined by brand and reputation – is increasingly defined by the availability of digital experience.

The challenges aren't just external, talent attraction has become a major issue with 57% of law firms reporting difficulties in hiring staff struggling to recruit.

In short, the ability to compete both for customers and talent, to stand out and remain competitive, is proving to be increasingly complex.

This means that ultimately, preparing your firm for the future is not about implementing one tool or solution, it is a radical rethinking of how your business operates, and how you can use emerging technologies such as AI, automation and cloud to create a compelling experience for client which is efficient, empathetic and secure.

At Roc, we can ensure that, whatever your focus and priorities for the future, your strategy is underpinned by an infrastructure that enables agility.


Our resourcing team can help you bring in right technical expertise to support your organisation as it evolves, and can scale up or down as required, without impacting your internal headcount.

Our Business Process and Automation team have the expertise to develop bespoke, low code solutions and tools that can be used to improve client experience when interacting with legal firms, speeding up interactions and making them more cost effective, as well as promoting innovation in-house that you can take to market, fast.

They'll also work with you to understand, simplify and automate manual or clunky processes, saving hundreds of man hours.

And all our solutions are supported through our 24/7/365 MSOC, ensuring your infrastructure is working for you, every day.



A photograph of three women in business attire engaged in conversation. The woman on the left is wearing a black and white patterned jacket and glasses. The woman in the middle is wearing a black and white patterned top. The woman on the right is wearing a blue and white striped shirt. All three are wearing blue lanyards with the Roc Technologies logo. The background is a textured, reddish-brown wall.

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Why Roc Technologies?

Roc Technologies delivers IT solutions and services to some of the largest and most complex private and public sector organisations in the UK.

Our portfolio combines highly secure critical infrastructure solutions with emerging technologies, all supported by end-to-end managed services and a 24/7 MSOC. With some of the most rigorous data and security accreditations in the UK, Roc has been trusted to support the largest and most complex organisations, with the most sensitive data, for over a decade.

Contact Roc Technologies to find out more about creating a secure, future proof and connected IT estate for your legal firm.

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