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Roundtable: The Future of Insurance Industry Legal Services

#CLMSymposium

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“If you don’t like change, you’re going to like irrelevance a lot less”. That quote is one heard frequently by advocates for change management. Advances in the business world are taking place at record pace. The examples provided by Amazon, Uber, Lemonade and many other innovators and disruptors clearly confirms another longstanding maxim: “remaining still in today’s economy is truly like running backwards”. Advances are happening, and will continue to happen, in the legal services area as well. Innovation typically comes from providing a new or superior product for a current need. This roundtable will discuss and explore opportunities that exist in the current and future delivery of legal services to the industry.

As a team, work together to:

1. Identify the top 3 challenges or bottlenecks that exist in the client/law firm relationship today. Discuss and identify a solution for each one.
2. Identify 2 new “innovations” that would solve an issue or improve a current need in the client/law firm relationship?
3. It has been said that innovators can “see around corners”. Using your innovator superpower, identify alternative legal service processes, providers or technology that you believe will be a necessary solution in the near future.