



RIAD2018

03 - 06 Oct 2018

Poll results

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- What is for you the most important element of 'good solution management'? (only one answer possible)

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- 9. Do you think that 'solution management' is the future of solving legal issues?

1. Has the internet changed your life?

067

Yes



No



I am not sure



Not yet



2. What do you expect from this congress?

073

General information



To learn about the newest trends and how to improve my business



Networking



To find out what the future holds in store



Sightseeing



Others (please explain on the Question wall)



3. Which player in the legal services market will be most impacted by ongoing changes? (only one answer possible)

071

(1/2)

Lawyers



Legal protection insurers



Consumer associations and other similar associations (unions etc)



Digital/online solutions like LegalTechs, chatbots, artificial intelligence etc



I do not know



3. Which player in the legal services market will be most impacted by ongoing changes? (only one answer possible)

(2/2)

0 7 1

Others (please comment on the Questions wall)

 3 %

4. Who do you think will be the most important provider of legal services/ legal solutions for consumers in 5 to 10 years? (only one answer possible)

069

Lawyers



Digital solutions like LegalTech, Chatbots, Artificial Intelligence etc.



Legal protection insurers



New players we have not heard about yet



I do not know



5. Which trend has the biggest impact on the legal services market? (only one answer possible)

068

(1/2)

Changing habits and needs of consumers



People do no longer want to spend money on legal services



Saving time and swiftness has become most important



Digitalisation and new technologies create new demands and ways of solving problems



I do not know



5. Which trend has the biggest impact on the legal services market? (only one answer possible)

0 6 8

(2/2)

Others, please explain on the questions wall

0 %

6. What are the consequences of the industrialisation of legal services? (multiple answers possible)

064

(1/2)

Acceleration of services



Reduction of costs



Increase of quality



Disruption



Availability of more tailor-made legal solutions



**6. What are the consequences of the industrialisation of legal services?
(multiple answers possible)**

0 6 4

(2/2)

Better access to justice and the law



Others, please explain on the Questions wall



7. In 5-10 years, will communication with machines be more important in your business than communication with people?

069

Yes



No



It depends on the subject



I do not know



8. What is for you the most important element of 'good solution management'? (only one answer possible)

055

(1/2)

Client satisfaction



Low costs



Swiftness of responses



Quality of the service



Finding a solution that satisfies all parties



8. What is for you the most important element of 'good solution management'? (only one answer possible)

0 5 5

(2/2)

I do not know

2 %

Others (please explain on the Questions wall)

2 %

What is for you the most important element of 'good solution management'? (only one answer possible)

0 4 7

(1/2)

Low costs



Swiftness of responses



Quality of the service



Finding a solution that satisfies all parties



I do not know



**What is for you the most important element of 'good solution management'?
(only one answer possible)**

(2/2)

0 4 7

Others (please explain on the Questions wall)

 2 %

9. Do you think that 'solution management' is the future of solving legal issues?

057

Yes



No



I do not know

