

# 2024 Litigation Support Trends Revealed: Must-Know Insights for Legal Professionals

Law firms and legal departments have navigated through monumental changes in technology, talent, and operational strategies in recent years. This evolution has shaped how the legal industry currently operates and impacts how firms will continue to adapt moving forward.

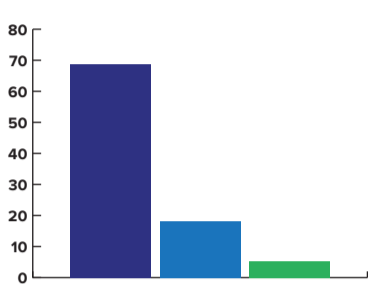
To get a better understanding of what legal professionals are seeing here and now, U.S. Legal Support conducted the third annual *Litigation Support Trends* survey, engaging a diverse pool of legal professionals to better understand the current state and future direction of litigation support services, legal technology, and more.

## WHO PARTICIPATED IN THE SURVEY?

Our 2024 survey gathered insights from 1,232 legal professionals across diverse roles and firm types. From Legal Assistants to Managing Partners, this wide-reaching participant pool sheds light on how trends impact legal practices of all sizes.

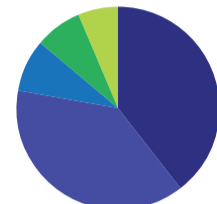
**TOTAL RESPONDENTS 1,232**

### Firm types:



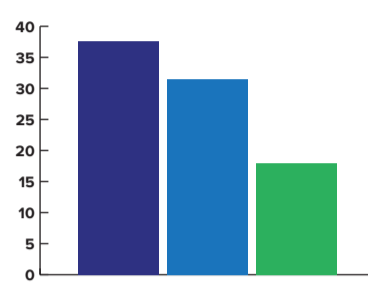
- 68.8% Single-market/regional firms
- 18.2% AmLaw 100 firms
- 5.4% Fortune 1000 organizations

### Roles:



- 31.9% Legal Assistant
- 31.9% Paralegal
- 6.9% Partner
- 5.4% Managing Partner
- 4.9% Attorney

### Top practice areas:



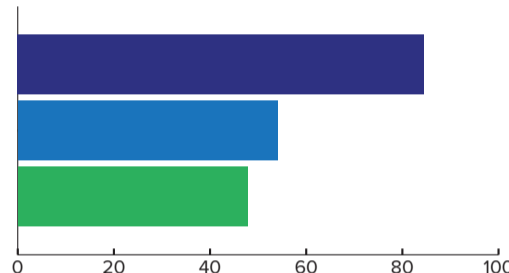
- 37.7% Personal Injury
- 31.4% Insurance
- 17.9% Medical Malpractice

## HOW ARE LITIGATION SUPPORT SERVICES BEING USED?

External vendors remain an essential part of legal operations. While the core services firms outsource haven't changed, many are consolidating their vendor lists to prioritize cost efficiency and responsiveness.

### Top services outsourced:

- 84.5% Court Reporting
- 53.9% Translation
- 47.8% Record Retrieval



### Vendor selection criteria:

- 78% Response & delivery speed
- 73.4% Fair prices
- 51.6% Resource availability

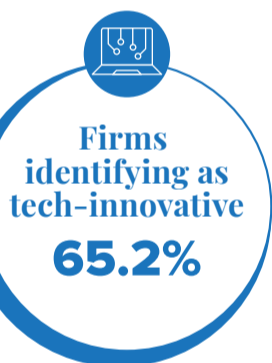
### Trend alert:

Decrease in firms using 5+ vendors



## THE ROLE OF TECHNOLOGY IN LITIGATION SUPPORT

Legal technology, especially AI, continues to shape the way firms operate. Adoption rates are climbing, and familiarity with AI tools is improving—pointing to a tech-forward future for the industry.



### Increase in AI familiarity:

43.4% IN 2023 51.7% IN 2024

### Firms using AI:

21.2% IN 2023 25.9% IN 2024

**+21.97%**

## LEGAL TECH INVESTMENTS ARE INCREASING

Legal technology is becoming a cornerstone of firm strategy. Many are increasing their investments in tools that streamline workflows, manage data, and support efficient document handling.



### Technology priorities:

- 1 Data management 59.7%
- 2 eDiscovery platforms 42.5%
- 3 Legal matter management software 40.1%

## REMOTE DEPOSITIONS: HERE TO STAY

Remote depositions have become a standard part of litigation, and firms continue to see their value. As technology improves, firms are prioritizing ease of use, functionality, and affordability in their solutions.



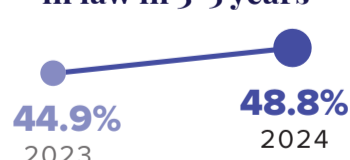
### Top priorities for solutions:

- 69.5% Ease of use
- 58.5% Functionality
- 37.8% Cost savings

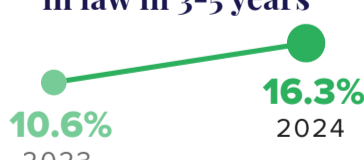
## THE FUTURE OF AI IN LEGAL PRACTICES

AI's integration into legal workflows is steadily increasing. Firms see AI as a game changer, predicting its mainstream adoption within the next 3-5 years.

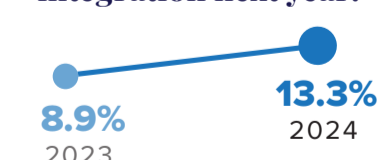
### Firms agree: AI will be mainstream in law in 3-5 years



### Firms strongly agree: AI will be mainstream in law in 3-5 years



### Firms prioritizing AI/ML integration next year:



## STAY AHEAD WITH U.S. LEGAL SUPPORT

The future of litigation support is here, and trends point to greater reliance on technology, AI, and streamlined vendor strategies. U.S. Legal Support is ready to help your firm navigate these changes and thrive.



Have questions about the data or want to know more? We'd love to hear your perspective and predictions on litigation support trends.

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