

Inside the Mind of Today's GC

A national study to assess GCs' outlook on the challenges and opportunities that define 2024's in-house legal landscape

In an industry typically regarded as slow to embrace change, today's savvy GCs know it's an imperative to innovate and adapt quickly to help ensure their legal teams can succeed in 2024. Insights into the state of the in-house landscape are crucial to help GCs understand the business and operational climate nationally, and innovations and other options now at their disposal, to help them make the right decisions for their team and the organization they serve.

To help, Axiom commissioned Wakefield Research to conduct a national survey of 300 GCs* to learn more about the state of their in-house teams; the challenges they face from budgetary, talent, technological, and operational perspectives; and how they're coping

and innovating to arrive at an optimal solution that meets their department's needs while also achieving their organization's goals. The biggest and most concerning takeaway: GCs overwhelmingly report their teams lack resources across the board—the necessary budget, staffing, technology, expertise, and team structure—to accomplish their required tasks. Once again, they're struggling to do more with less and face a succession of roadblocks—including budget cuts, staff burnout and turnover, long hiring cycles, a flood of new technologies and related regulations, and skyrocketing law firm rates—that hamper their ability to get things done.

The full signature research study will be published in April, but here's a preview of what the researchers have found.

A **sneak peek** at what the research revealed ...

THE BELT KEEPS TIGHTENING

87%

of GCs **are concerned** their legal department won't be able to invest in the necessary talent and resources due to economic volatility in 2024

11%

was the average legal department budget reduction as a result of economic conditions and ongoing volatility

IN-HOUSE TEAMS: STRETCHED TO THE LIMIT

81%

of legal departments don't have the necessary staffing resources in-house to do their jobs effectively

100%

of GCs said it's difficult for their legal department to hire the right attorneys to address their needs

The top 5 problems preventing GCs from getting work done effectively are:

- 1 WE DON'T HAVE THE APPROPRIATE AMOUNT OF STAFFING BANDWIDTH
- 2 WE DON'T HAVE THE RIGHT LEGAL EXPERTISE ON THE TEAM
- 3 WE DON'T HAVE THE APPROPRIATE TECHNOLOGY AND PROCESSES
- 4 WE DON'T HAVE AN EFFECTIVE TEAM STRUCTURE
- 5 WE SPEND TOO MUCH TIME WORKING ON ADMINISTRATIVE TASKS

GCs' LOSS IS LAW FIRMS' GAIN

97%

of GCs **engaged a law firm** to support their company's legal matters last year

56%

turned to law firms due to a lack of in-house capacity or specialist expertise



GCs sent an **average of 26%** of the in-house team's work to law firms

BUDGET SAVINGS WITHIN REACH

100%

of GCs agreed that some of the work they sent to law firms could have been done in-house if time and staffing bandwidth allowed

39%

was the average amount of work GCs outsourced to law firms last year **that could have been addressed by their in-house team** if time and staffing allowed

GCs WANT MORE AND INNOVATIVE RESOURCING OPTIONS

89%

of GCs don't view law firms as a completely effective solution for addressing their departments' resourcing challenges

80%

of GCs said hiring additional full-time lawyers is not an appropriate solution for their departments' resourcing challenges because (A) it's difficult to hire or (B) there's potential for turnover/hiring freezes

85%

of GCs who engaged a law firm for support last year would outsource some legal matters to a flexible legal talent provider rather than a traditional firm **if they could do so** at a lower cost while maintaining a high level of quality and oversight

WHAT GCs SAID THE OPTIMAL RESOURCING SOLUTION LOOKS LIKE

In the full report, you'll discover what your peers are considering, what they're doing, and how they're innovating to remain nimble and effective. Learn how they're achieving the agility they need and mitigating risk while working with incredibly tight budgets. See how they're capitalizing on new approaches to evolve from having to do more with less to doing more **for less**.

What's in the full report:

- ✓ What 2023's budgetary, operational, and retention challenges mean for 2024 legal departments
- ✓ The rise of novel technologies and regulations
- ✓ How GCs can embrace change (and quickly) if they want to succeed
- ✓ The dilemma of balancing values and budget
- ✓ Solutions for legal leaders to manage costs while mitigating new risk
- ✓ Ways to capitalize on the evolution of legal service providers

*The Axiom GC Survey was conducted by Wakefield Research (www.wakefieldresearch.com) among 300 US general counsel at companies with a minimum of \$300k in annual revenue, between January 29th and February 11th, 2024, using an email invitation and an online survey.