

InView – A groundbreaking innovation that helps legal professionals deliver better outcomes for their clients faster

Legal decision makers and professionals can provide better outcomes for their clients in less time with InView, an integrated expert solution by Wolters Kluwer Legal & Regulatory in the Netherlands.

InView delivers a groundbreaking innovation to the legal profession as it facilitates and accelerates the research process, strategic decision making, case analysis and other important aspects of the profession, such as business development and administration. Based on more than 250 observations of legal professionals at work, we can state with certainty that InView follows the actual law-based workflow that legal professionals use. Therefore the advantages of InView are at any legal professional's fingertips without requiring in-depth training.

InView combines our deep domain expertise with smart technology. Delivering significant productivity gains for legal professionals, InView removes the need to go through numerous documents by delivering concrete answers and actionable insights directly into the workflow of legal professionals, in an intuitive way. The quality and speed of research will improve, leading to a better ROI. Moreover, data driven scenarios enable legal professionals to make the best strategic choices for their clients. Pilot users have confirmed that InView can save up to 50% of legal research time.

Changes in the Legal market

The performance of legal professionals is increasingly in the spotlight and there is growing pressure on productivity for lawyers. Two thirds of law firms recognize high-impact changes in the legal market like increasing complexity, the call for new business models and changing customer demands, but only one third of law firms consider themselves sufficiently prepared to keep pace with these changing circumstances. In addition, by 2022, 81% of corporate legal departments will require prospective law firms to describe their technology use to be more productive and efficient – nearly double the rate of 41% asking this today.*

In the coming years, legal, but also tax and accounting companies continue to face major challenges. On one side, technology and the acceleration of the technological innovation are big drivers for change which is stimulated by an increasing number of millennials in the workplace who have different expectations regarding technology and UX. On the other side, traditional business models (e.g. hour-based invoicing) are brought to question with clients looking for more concrete and actionable advice. Legal firms are looking for ways to optimize the way they deliver value to clients and minimize time spent on executional activities.

InView – delivering better outcomes for clients faster

Legal professionals work with legislation, case law and publications by top experts on a daily basis. InView combines this deep domain expertise with smart technology to quickly deliver concrete answers and insights into an issue.

With InView, legal professionals no longer have to search through countless documents for information or to work in multiple software systems. It's an intuitive solution enabling legal professionals to provide better outcomes for their clients in less time.

InView gives quick access to information and follows the work process of lawyers. Instead of long lists of documents InView presents targeted topics based on the structure of the law, and groups relevant information around distinct steps in the legal workflow. Relevant answers can be found in less time, saving valuable reading time and reducing unnecessary search efforts.

*Wolters Kluwer Future Ready Lawyer Report 2020

The new expert solution offers four modules:

- **InView Research**

The first research solution in the Netherlands that shows legal information according to the workflow steps of the legal professional and presents information following the structure of the law. An intelligent word wheel guides the user directly to one of 4000+ topics corresponding to real world questions. After an orientation which pulls relevant snippets from the law, commentaries and jurisprudence, the user can also access in-depth information, jurisprudence and the latest trends.

- **InView Case Essence**

The first solution of its kind. Using new technology based on a combination of AI, legal subject matter experts and workflow engineering, InView Case Essence extracts essential elements from jurisprudence. This makes it possible to see at a glance what the claims were in a specific case, how the judge decided on them and how the judge arrived at that decision. It saves valuable reading time and allows lawyers to quickly filter to cases with a specific outcome.

- **InView Case Analysis**

Powerful as the Case Essence data is for interpreting individual cases, the real power comes when it is aggregated. The Case Analysis module shows different legal scenarios to achieve a desired outcome, e.g. terminating a labor agreement. The legal conditions are clearly laid out, with statistical data about how often they have been successfully or unsuccessfully applied in previous court cases. This enables legal professionals to make the best strategic choices for their clients and substantiate their choices with data. This also serves as a powerful tool to manage client expectations.

- **InView Integrations**

Providing one digital workspace by integrating widely used third-party software solutions with InView. InView Integration takes away the need to switch between various databases and other legal practice management tools and gives access to all information necessary to do background checks, bill the client and enter updates into the client file. It fully supports the legal professionals' workflow and makes it possible for users to immediately write their hours to a specific client, connect and enrich client files, review company information and more. InView Integrations currently offers integrations with 12 third parties, both local and international, and we continue to expand. Integrations include: Microsoft, iManage, Legalsense, TiqTime and Company Info (a local Netherlands-based provider of in-depth company profiles).

With InView, legal professionals get access to relevant information in less time, interpret it more easily, and find new connections. This improves not only turnaround time but also the quality of the advice and the data needed to convince relevant stakeholders.

Smart Technology

This disruptive new solution was created by combining traditional assets, such as high quality legal content, with new drivers such as Artificial Intelligence and API's.

We created an ontology of the law in order to create 4000+ topics for labor law alone. We applied new forms of enrichment and classification to ensure that we can map literature and jurisprudence to law article, article sections and even subsections, going two levels deeper than traditional solutions which link content at the level of law article only.

A knowledge graph is used to ensure that legal professionals can find relevant topics through a variety of search terms, ranging from synonyms to highly casuistic terms. For example, the term “theft” will lead to various legal provisions aimed at terminating a labor agreement or taking other measures.

A combination of rules-based artificial intelligence, workflow engineering and editorial enrichment by legal subject matter experts is used to extract essential elements from jurisprudence and map them to the ontology. Every interaction between a human SME and the content results in the algorithm learning, and being better able to predict.

InView is an open platform, which can connect real-time to 3rd party applications and information sources through state of the art API integration technology in order to provide new insights and seamless workflow support.

The development process we used to develop InView was characterized by design thinking and rapid iterative prototyping. We worked in small cycles to deliver completely new value, validating with customers at every step.

Developed with and for legal professionals

New technologies and changing customer needs encouraged Wolters Kluwer Legal & Regulatory in the Netherlands to adopt a new way of working to develop InView.

At the start, a team of Wolters Kluwer experts and external entrepreneurs used LEAN Startup methods combined with design thinking. They talked to and observed more than 100 clients, their customers, thought leaders and legal tech companies to test their hypotheses regarding the new ways of working. 60% of the hypotheses proved to be untrue and could be taken out of the development process, but 40% was validated directly with this customer group. The next step in creating InView involved engaging over 800 legal professionals to continuously test the product – starting with small, throwaway prototypes - and provide in-depth feedback throughout the development process. 20 months of building and experimenting have brought a radically new product to the legal community, incorporating AI-driven applications in a smart way and providing integration with tools used daily by legal professionals, directly validated with the end users of the solution. By continuously involving our customers in the development process and testing and validating everything with them, we were able to develop a solution that really delivers significant improvements and new value in the work process.

In total, over 800 labor law professionals partnered with Wolters Kluwer in the development of InView. Of those 800, 250 were active pilot users. In the final phase of development, 40 organizations became so called ‘innovation partners’. These organizations were a mix of small and big law firms, big four, corporate legal departments and insurance companies. With our innovation partners we refined the solution for practical applicability across multiple types of organizations. In total, we’ve engaged approximately 25% of all labor lawyers in the Netherlands. By continuously involving our customers we were able to create a solution that truly accelerates their workflow.

InView is an innovation that is gradually being rolled out across the various legal domains. Labor law is the first legal area that is now available. Corporate law will follow. Our ambition is for all legal professionals to experience the benefits of InView within their area of expertise. Not just in the Netherlands but also in the rest of the world. Our development approach scales internationally and enables geographic expansion. We’ve already seen interest in this solution from outside of the Netherlands.

Impact

Firms using InView reported saving 20-50% time on research and 10-30% time determining case strategy. These time savings can be used for other important tasks such as business development and more intensive client contact.

With InView, legal research, the administrative aspects of legal work and insights on client profiles can be executed from one digital workspace. Legal staff can work more efficiently and get new insights by combining existing tools and data sources. For example, InView makes it possible to see company profiles, client data and jurisprudence in one place, whereas three platforms would be needed to get the same information previously.

This is beneficial for junior professionals and professional support lawyers who save valuable time. In addition to efficiency, for senior professionals InView offers an environment for business development by providing insights on the existing client base as well as comparable companies and prospects with similar profiles. The Case Essence and Case Analysis modules offer senior professionals additional client expectation management as well as smart ROI decisions early in the process.

First users report that InView helps them to identify risks and opportunities in their case strategy and whether to proceed. The unbeatable combination of lawyers' experience and data to realize the best outcomes for clients.

One of our first paying customers, labor law attorney at Marxman Advocaten Eline Beekhuis said: "We gladly make use of innovations in the legal domain. InView gives complete insight into case law quickly and saves enormous amounts of time in my work process."

Patricia Bossema - de Greef, Partner and lawyer at VDB Lawyers and Notaries said about InView: "We save time by getting to the essence of a case quicker. We use this 'extra time' to become even more personal and proactive in our contact with our clients."

Labor lawyer Suzanne Gerritse from Heuseman Lawyers and Notaries said: "With InView we can access current case law efficiently. This doesn't only save time, but also enables us to provide our clients with high-quality, practical advice quickly."