ABOUT YOUR COMPANY

1. In which SADC Country are your practicing?
   1. South Africa
   2. Zimbabwe
   3. Malawi
   4. Angola
   5. Seychelles
   6. Botswana
   7. Tanzania
   8. Zambia
   9. Democratic Republic of the Congo
   10. Madagascar
   11. Eswatini
   12. Mozambique
   13. Lesotho
   14. Namibia
   15. Mauritius
2. What is your designation or role within the law firm?
   1. Director
   2. Partner
   3. Associate
   4. Candidate
   5. Secretarial
   6. Other (please specify)
3. How many attorneys are there in your firm?
4. How many support staff are there in your firm?
5. What is the total staff complement?
6. Which services does your firm offer?
   1. Collections
   2. Company Commercial
   3. Construction
   4. Real estate
   5. Criminal
   6. Banking and Finance
   7. Employment
   8. Energy and natural resources
   9. Family
   10. Human Rights
   11. Immigration
   12. Insurance
   13. Litigation and Dispute Resolution
   14. Maritime
   15. Mining
   16. RAF
   17. Tax
   18. Trust
   19. Will & Estates
   20. Other (please specify)
7. What is your outlook for the future of the legal profession in the next 3 years?
   1. Very Positive
   2. Positive
   3. Neutral
   4. Negative
   5. Very Negative
8. Does your company have a work from home policy?
   1. Yes
   2. No
9. What percentage of your staff work from home?
   1. All
   2. Most
   3. Some
   4. A few
   5. None
10. What is your future strategy for remote working?
    1. Fully remote
    2. Office Only
    3. Hybrid Remote and Office
11. Have you adopted a Cloud strategy?
    1. Yes
    2. No
    3. Would like to
12. Which Video Conferencing ? Remote Software Services do you use?
    1. Google Meet
    2. Microsoft Teams
    3. TeamViewer
    4. Go To Meeting
    5. Skype
    6. Zoom
    7. Other (please specify)
13. Which of the following mediums do you use to engage with your customers?
    1. SMS
    2. WhatsApp
    3. Email
    4. Telegram
    5. Mobile App
    6. Signal
    7. Website
    8. Client Portal
    9. None of the above
    10. Other (please specify)
14. Which of the following Legal Software packages are you using?
    1. 3E Elite
    2. AJS
    3. FlashNet
    4. Practice Evolve
    5. Lexpro
    6. LMS
    7. Zoho Books
    8. Lexis On-line
    9. Pastel
    10. Sage
    11. LegalSuite
    12. Solis by ProximaSoft
    13. Other (please specify)
15. Is it a practice in your country of practice that you must have both a business and trust account?
    1. Yes
    2. No
16. Do you have a dedicated IT Department?
    1. Yes
    2. No
    3. All outsourced
    4. Outsourced, but with on-site staff
    5. Other (please specify)
17. How do you view your IT service providers?
    1. They are crucial to the business
    2. Good
    3. Neutral
    4. Bad
    5. Forced or Grudge expense
    6. Other (please specify)
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