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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