

# **Brand Building**

Legal Services Industry

#### Industry Overview

### Legal services are a broad category of expert assistance that legal experts offer to individuals, firms and organizations with regulatory compliance being primary concern for 89% of firms





#### **Key Highlights**

- ► The B<sub>2</sub>C legal services market was divided into size-based segments, the SME law firms segment accounted for 85.1% of the total in 2022, making it the largest segment
- ▶ The B<sub>2</sub>B legal services market was divided into size-based segments, the market for major law firms accounted for the highest share (79.9%) in 2022
- ▶ With a CAGR of 15.8% from 2022 to 2027, the hybrid legal services market is predicted to grow at the quickest rate among the legal services market's type-specific segments.
- ▶ Over 25% of law firms reported a data breach, up 2% from the year before, according to a survey done by the American Bar Association last year
- > Online and offline legal services are the two segments of the market; the offline market accounted for 95.5% of the total, making it the largest category in 2022



Skadden, Arps, Slate, Meagher & Flom LLF & Affiliates

#### Market Insights(1/4)

### GOIGI

## The Global Legal services market was valued at \$ 838.9 billion in 2022, and it is projected to grow at a CAGR of 4.5% between 2023 and 2033 & reach more than \$1310 billion by 2033



#### Market Insights(2/4)

## GOI<mark>G</mark>I

# It is predicted that 94% of those seeking legal assistance in 2024 would use a search engine, with 77% of law firms' websites being mobile-friendly according to a research from last year



#### Benefits of Search Engine Optimization for Law Firms

#### Outranking Local Competitors

By optimizing the site with the desired keywords, SEO helps to outrank the rivals

Driving more phone calls through GMB and local search

In addition to having a page on the search engine results page, an optimized Google My Business profile can increase click-through rates & creates opportunities

#### High Quality Content

Make the most of the blog's content by using keyword targeting to increase traffic, converting visitors into leads, and offering the visitors useful information



### Improves Search Engine Optimization

Content is crucial to SEO since it gives search engines context about your legal firm's services, location, clientele, and much more

Web Content attracts Backlinks

Backlinks can increase referral traffic to the site from other websites that connect to it; they also provide a clear message to Google about the legal firm's reputation

Optimized content turns traffic into leads

For your content marketing to be effective and produce leads for your legal practice, conversion rate optimization (CRO) is crucial

#### Market Insights(3/4)

### GOIC

## 71% of attorneys are currently getting business from social media; 40% of prospective clients anticipate that businesses will interact through their favourite social media platforms



#### Benefits of Social Media

#### Brand Building and Networking

Social media can facilitate communication and relationship-building between attorneys & other professionals which makes it possible to connect with individuals across industries; frames information that emphasises on strengths of firm **Credibility Building** 

By sharing knowledge and experience on social media, lawyers can enhance their visibility, reputation and position themselves as reliable authorities in their industry **Client communication and engagement** 

Using social media platforms, attorneys can now instantly publish legal information, answer inquiries, and resolve concerns with clients, which can improve client satisfaction and foster stronger client relationships

Remarketing Tactics used by law firms



#### Market Insights(4/4)

### GOIGI

# In 2023, 87% of law firms are using Google Ads as a part of their digital marketing plan and 63%c of U.S law firms decided to increase their marketing budget to invest in promotions



Search advertising benchmarks for attorneys and legal services



Average CTC & Conversion rates for attorneys and legal services ads



#### Trends(1/2)

### GOIGI

#### E-E-A-T for Attorneys grows in importance

The more obvious the E-E-A-T appears on a website or brand, the more likely it is to rank well in search results.; lawyers must use Experience and Expertise acquired through years to potentially rank higher on SERP;s and establish online brand, reputation and leverage customer reviews



#### Increased use of AI that automates process

- The majority of law firms utilize AI for document review and summarization (15%), which lessens for significant amount of time that legal firms may spend on case planning and deposition preparation
- Al gives legal companies of all sizes, but particularly those with tight resources & a small workforce, a competitive advantage in data analysis, client needs prediction, repetitive task automation & content repurposing
- Chatbots using AI and virtual assistants improve customer connections by responding quickly and having human-like discussions
- Throughout the campaign or bidding portfolio, smart bidding leverages machine learning to improve bids in order to boost conversions and value

#### **Omnichannel Marketing**



#### AI analytics and data driven decision making

- Even the most perceptive human eye may miss patterns and insights in data that artificial intelligence can identify and by incorporating these findings, campaigns become memorable success stories and ambiguity is transformed into precision
- Al serve as the ultimate campaign pulse-checker, giving you the information you need to adjust and maximize your efforts in order to get the greatest outcomes
- Law companies can use predictive analytics to foresee shifts in client concerns and legal demand before they arise. By taking a proactive stance, businesses are positioned to lead in meeting the needs of emerging markets
- By using a data-driven strategy, legal companies can develop highly individualized and targeted marketing campaigns that greatly increase client engagement

#### Trends(2/2)

### GOIG

#### Tactics deployed to reach more leads



**Biggest Benefits of Intake Software** 



of firms say it helps them to close more clients



of firms say it allows them to make better marketing decisions



them waste less time



of firms say it improves communication with their existing clients

#### **Hyper Personalization**

#### Personalized Email Campaign:

Al algorithms can be used by law firms to evaluate client data and develop personalized email marketing that cater to the unique requirements and interests of each recipient **Personalized Website Experiences:** 

It might entail dynamically altering the content of the website according to the user's preferences, browsing history, and past interactions with the business

#### **Customized Recommendations**

Law firms can offer individualized legal advice and recommendations through chatbots and virtual assistants driven by AI which can elicit information about a client's legal status **Personalized Document Generation** 

Al technology can automate the process of creating legal papers, enabling law firms to produce documents that are specifically tailored to the needs of each client

#### **Customized Client Communications**

Al algorithms can be used by law firms to assess the communication preferences of their clients and modify their communication strategies accordingly

#### Live Chat usage in Law firm websites



#### SEO Statistics(1/2)

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## SEO is crucial because 85% of prospective clients prefer to utilize Google as their main research source when choosing a lawyer & 96% people seek legal advice using search engine

Why should invest in SEO



#### **Market Statistics**

On desktop devices, organic clicks accounted for 45.1% of all search engine clicks, which demonstrates that organic search results are more likely to be trusted by people

Google has a dominant market share in terms of mobile search ; 93.77% of all queries made on mobile devices land on Google, thus emphasizing on mobile friendly websites

In the U.S, there are 19,881 high-volume terms with over 100,000 monthly searches. Lower volume keywords are simpler to rank for, but higher volume keywords draws large audience

"YouTube," "Facebook," and "WhatsApp Web" are among the social media and communication websites that people most frequently search for in Google with 1 billion plus volumes

#### Organic Click through rates by position (Google)



#### SEO Statistics(2/2)

### As of the 4<sup>th</sup> quarter of 2021, 63% of organic search engine visits in the United States were from mobile devices and within a day, 18% of local smartphone searches led to a purchase





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#### Keyword ranking and search traffic volume



#### Law Marketing budget by specialty **Traditional Advertising** Specialty PPC Social **SEO** Criminal Dofonco 2006 r0% -06

Chiminal Defense	50%0	30%0	5%0	15%0
Personal Injury	25%	40%	15%	20%
Business Law	60%	20%	5%	15%
Family & Estate	40%	25%	20%	15%
Overall Law Firm	45%	30%	10%	15%

#### Google Ads Statistics(1/2)

# 92.26% of all searches worldwide are conducted on Google, it seems sense that over 80% of businesses use Google AdWords worldwide thus making it a powerful tool to reach audience



#### **Market Dynamics**

- For Google Ads, the average conversion rate is 3.75%. In the meanwhile, PPC conversion rates typically average 2.35%
- ▶ Mobile advertisements are five times more effective than those on other platforms
- ► Among the legal services , Accidents & Personal Injury Law had the highest CPLs
- $\blacktriangleright$  55% of small firms utilize display ads & 45% use paid search with average CTR ;3.17%
- There are more clicks on Google's sponsored searches than on those from other search engines.; the percentage at Google is 63%, 15%, Amazon & 9% on YouTube
- ▶ PPC ads are chosen by more than 65% of small and medium-sized enterprises

Top searched keywords (in millions) driving traffic



#### Google Ads Statistics(2/2)

### GOIG

## Global Search Network reports that 63% of users have clicked on a Google advertisement & display advertising grew at 15.5% as marketers see a rise of 20% in conversion rates

#### Benefits form Google Ads for Law firms

#### **Increased Visibility**

Google AdWords guarantees increased visibility for the law firm when prospective clients look for pertinent legal services by placing it prominently at the top of SERPs **Targeted Reach** 

Lawyers can customize their advertising with precise targeting choices based on user activity, demographics, and geographic area.to a targeted and pertinent audience **Adaptable Campaigns** 

As a result of Google Ads' adaptability, campaigns may be quickly modified in response to real-time data and market changes.; advertisers can adjust bids, text of their ads etc.



#### 2023 search ads benchmarks : Key trends

- ▶ In 21 of the 23 industries, the click-through rate (CTR) grew year over year
- In 14 industries, the cost per click (CPC) increased year over year (YOY)
- ► All industries had an increase in cost per lead (CPL) YoY, with the exception of two



#### Popular keywords and spending on per click for Law firms in U.S dollars



### GOICI

## Since 5 years, industry revenue has increased at a CAGR of 0.8% & US Law Firms industry has low market share with less than 40% of industry revenue built by the top 4 businesses



#### Sources of Competition for small firms

Competitive Landscape(1/2)

- Significantly larger firms competing for the same clients has increased form 52% in 2020 to 54% in 2022 encroach upon small firms clientele
- The DIY sites that are gaining the most traction for dealing with estate planning, starting a small business, etc. These sites pose an existential danger to businesses that are unable to develop a competitive strategy
- Small businesses that serve individual consumers must keep their attention on productivity and customer support to make sure they are offering a good caliber of service than other firms
- Regarding competition with other legal practices, the proportion of attorneys expressing anxiety about firms of a comparable size has remained reasonably constant and has been 11% in 2022



#### Competitive Landscape(2/2)

### GOIC

## In the midst of fee rises in all practice areas and firm sizes, the top 50 law firms in the United States saw their market share rise from 44.8% in 2021 to 47.3% last year

Strategies to gain competitive edge	Law Firm	Lawyer	Specialization	Focused Regions
Recognizing the competitive environment		Strength		
Understanding the competitive environment such as market trends, rival's positioning, emerging growth opportunities &evolving client needs, in which law firms operate is crucial for gaining competitive edge Leveraging Technological Advancements	Cooley	1300+	Corporate, Litigation, Regulatory, Intellectual property	3(United states, Asia, Europe)
Law companies can take advantage of technology in the current digital era to obtain a competitive edge through streamlining tasks, automating routine tasks, improving accuracy and making data driven decisions <b>Attracting and Retaining top talent</b> A law firm's ability to compete is largely dependent on the qualifications	Chapman and Cutler LLP Attorneys at Law + Focused on Finance*	200+	Commercial litigation, Finance , Corporate, Energy & Resources	1(Chicago, New York, San Francisco, Washington, Charlotte, Salt lake city)
and experience of its attorneys and law firms retain talent by providing attractive work environment, embracing technology etc. Law firm demand by practice category	GT GreenbergTraurig	2000+	Corporate, Intellectual property, litigation, Regulatory, International trade, Real estate	5( United states, Europe, Middle east, Latin America, Asia)
4.00% AM Law second hundred Midsize 4%	BartlitBeck	80+	Corporate, Intellectual property, Litigation	1(Chicago & Denver)
1.00% -0.20% -1.50%	Frankfurt Kurnit Klein+Selz	100+	Corporate & Finance, Litigation. Entertainment media, Real estate	1( New York, Los Angeles)
-5.00% -4.80% Overall demand Transaction demand Counter-cylical demand	HERRICK	100+	Corporate, Intellectual property, Real estate, Litigation, International	1(New York ,Newark, Pittsburg)

## GOI<mark>G</mark>I

# Leading litigation firm Selendy Gay is committed to taking on the most difficult business cases, public interest cases & investigations and maintained diversity & inclusivity since 2018

- Trial and appellate generalists, Selendy Gay's attorneys can handle cases involving a wide range of businesses and topics, such as corporate defense and investigations, corporate governance, securities and structured finance, bankruptcy, complicated commercial litigation, arbitration, and many more
- The firm is known for splitting its side business between plaintiffs and defenses; as plaintiffs' counsel, the firm has led cases that have brought clients over \$46 billion in recoveries; the firm has prevailed in bet-the-company situations when its clients' businesses and business models were in jeopardy while serving as defense counsel.

Key Highlights	Litigation Approach	KeyClients					
Founded 2018	<ul> <li>An Elite Litigation Team</li> <li>Investigative and litigation excellence is the focus of Selendy Gay's practice and have assembled the best legal expertise available, including the sharpest minds, the most nimble litigators, and the most imaginative strategists</li> </ul>	US bank NATIONAL UNION					
Headquarters New York, USA	<ul> <li>By putting clients' needs first, the firm positioned itself for the times when our clients may need them most: during a lawsuit that might make or break their reputation, during a change in corporate leadership or change in regulations</li> <li>A Market Leading Model</li> <li>Holistic right sizing skilled partners, associates, staff attorneys, and temporary</li> </ul>	BAUSCH Health					
60+	<ul> <li>Thoustic right sizing skilled partners, associates, staff attorneys, and temporary staff attorneys to appropriately size situations, and then carefully deploying contract attorneys to meet certain needs at particular times</li> <li>Throughout the course of a case, firm can adjust teams' size based on the demands of the litigation owing to this model, which gives the firm flexibility</li> </ul>	FORTIS Advisors BROOKDALE SENIOR LIVING					
\$ Revenue (2023)	Work Highlights						
\$5M-\$10M	<ul> <li>Represented a number of former first-lien lenders to food-service provider Trim ark USA LLC in a lawsuit brought against the company, its equity owners (Center bridge and Blackstone) &amp; first-lien lenders (Oaktree Capital Management LP, and Ares Management Corp.)</li> <li>Secured a deal with Navient, one of the biggest student loan servicers in the country, in a class action complaint that challenged Navient's methods for counseling federal student loan borrowers on Public Service Loan Forgiveness</li> <li>In legal action to collect hundreds of millions of dollars from DLJ Mortgage Capital Inc. and Ameriquest Mortgage Company for their wrongdoing in creating and securitizing mortgage-backed securities, I am representing US Bank as the plaintiff</li> </ul>						

## GOI<mark>G</mark>I

# Moses Singer offers businesses, people & families legal services and the firm possesses unique proficiency in the domains of intellectual property, business litigation, corporate etc.

- Leaders in banking and finance, media, entertainment, real estate, advertising, and technology are just a few of the diverse clientele; in financing and corporate transactions, the firm serves both established enterprises and entrepreneurs as clients; individuals turn to moses singer for complex & efficient legal services in areas of tax, real estate etc.
- Moses Singer is a part of an extensive global network of law firms, accounting firms, tax advisers, consultants, and other specialized experts owing to its membership in the MSI Global Alliance (MSI) with a global reach of 250 member companies in 105 countries worldwide and a network of more than 50 firms spread across 27 states in the US.

Key Highlights	Key Facts	Accolades		
Founded 1900	Individualized attention to clients Large, multi-office legal firms can easily lose sight of their clients' demands Customers seek out Moses Singer for this reason. Clients collaborate closely with partners who are top professionals in their industry and have the skills and	<ul> <li>Moses Singer Attorneys Achieve Super Lawyer 2023 Status</li> <li>Moses Singer attorneys were also named Rising Stars in the Metro Edition of New York Super Lawyers for</li> </ul>		
Headquarters New York, USA	<ul> <li>background to offer innovative, economical, and goal-oriented legal services</li> <li>Global Reach</li> <li>The firm has access to extensive professional experience and local knowledge of over 8,000 legal, tax, and accounting professionals globally thanks to the firm's affiliation with MSI Global Alliance; it allows the firm to effectively and seamlessly</li> </ul>	<ul> <li>their work in the fields of business reorganization,</li> <li>bankruptcy and creditors' rights, business litigation,</li> <li>corporate law, general litigation, and real estate</li> <li>Moses Singer Attorneys Honored in 2024 Edition</li> <li>of The Best Lawyers in America</li> </ul>		
Employees 100+	<ul> <li>represent their clients in almost every major jurisdiction worldwide</li> <li>Diversity and Inclusion</li> <li>Increasing diversity is a primary priority for the management of Moses Singer;</li> <li>attorneys interested in diversity are welcome to join the Firm's Diversity Committee, which aims to promote an atmosphere that values &amp; respects individual differences.</li> </ul>	For almost 40 years, Best Lawyers has been recognized by both the legal community and attorneys as the most reliable indicator of legal excellence and integrity in the US; this recognition signifies excellence in practice		
<b>S</b> <b>Revenue</b> \$20 Million	Key Clients			
Website Link		S ROBECO		