

# Beyond the Features

## Consider Prompts Summary

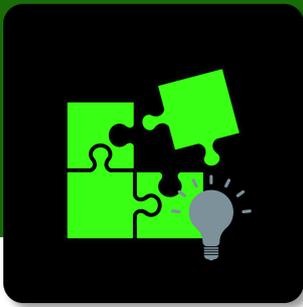


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## Your Legal Tech Considerations

### A Companion to Beyond the Features

This resource brings together every 💡 Consider prompt from Beyond the Features – the key questions that matter most when selecting, implementing, and refining legal technology in your firm.

Each prompt is designed to move beyond surface-level thinking and encourage deeper reflection. Whether you're starting your legal tech journey or reviewing past decisions, these questions help you step back, ask smarter questions, and stay focused on strategy.

Each entry includes:

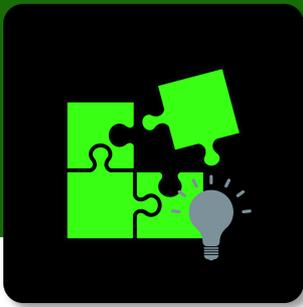
- **Chapter reference:** to quickly revisit the relevant insights
- **Context:** a brief description of what the prompt is really probing

These aren't questions to answer once and forget. Use them to:

- Guide internal discussions and planning
- Prepare for vendor demos and procurement
- Track progress during reviews and optimisation
- Align projects with your firm's broader goals

The prompts explore more than just tech – they touch on culture, usability, client expectations, and change management. By bringing them together in one place, this becomes a practical guide you can use and reuse as your needs evolve.

Print it, share it, mark it up. Legal tech success comes from asking the right questions – and staying curious about the answers.



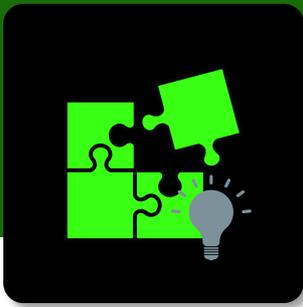
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## Things to Consider

Chapter	Consider Prompt	Context
1	 Is your firm choosing technology with clear purpose— or reacting to the latest issue or vendor pitch?	Setting the tone
2	 How will this goal improve the client experience?	SMART Goals
2	 Who's often overlooked in these conversations?	Key Stakeholders
2	 Are there 'nice-to-haves' that could become essential over time?	Must-Haves vs. Nice-to-Haves
3	 Are your systems serving your strategy— or distracting from it?	Understanding systems
3	 Are your chosen categories flexible enough to support growth and change?	Future adaptability
4	 Are you solving a surface problem— or the deeper one beneath it?	Root cause

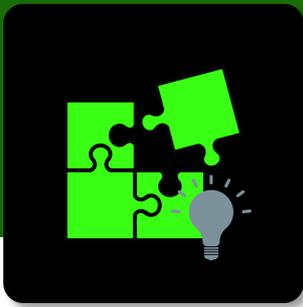


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4	 Are you requesting features because they're truly needed— or because they sound impressive?	Misaligned features
5	 Does your new system enhance collaboration— or create another silo?	Integration vs isolation
5	 Are your systems communicating— or competing for attention?	Integration strategy
5	 Can your internal team support this system— or will it require constant vendor reliance?	Supportability
6	 Is your firm balancing usability and security— or defaulting to 'lock it all down'?	Balancing usability and security
6	 Are you accounting for the fact that the biggest security risk is often user behaviour, not bad actors?	Human factor
7	 Is this purchase a short-term fix— or a long-term investment?	Short-term fix vs. long-term value
7	 Is your firm underinvesting in key systems only to overspend on workarounds?	False economy

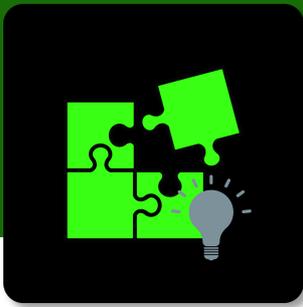


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7	 Have you calculated the cost of standing still— or only the cost of change?	Cost of doing nothing
8	 Which benefit would deliver the biggest win for your firm right now? Start there.	Identifying key benefits
8	 Are you chasing enterprise features— or focusing on what your firm actually needs to thrive?	Real-world needs
9	 Does the vendor's promise align with your firm's practical reality?	Evaluating promises
9	 Are you asking vendors for reference sites that match your size, structure, and jurisdiction?	Reference checks
9	 Are you comparing pricing— or total cost over the full lifecycle?	Total cost of ownership
10	 Are your clients' real concerns shaping your tech roadmap— or just the loudest voices?	Client concerns
10	 Do your clients understand how your tech choices benefit them— or are they just living with the outcomes?	Voice of the client

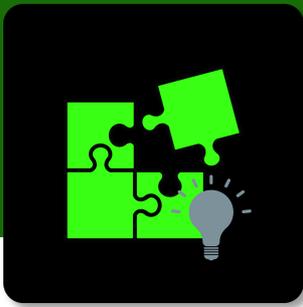


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11	 Do you have the capacity to go fast *and* do it right?	Rollout readiness
11	 Is your firm genuinely ready to go live— or just eager to tick the box?	Readiness
11	 Are your users prepared and confident— or overwhelmed and resistant?	Training
12	 Is your IT lead equipped to handle the complexities of legal tech implementation — while still keeping day-to-day operations humming along?	IT Lead
12	 Have you engaged SMEs from across all critical departments — not just legal — to ensure your system works for everyone, not just a select few?	Subject Matter Experts
12	 Who in your firm has the credibility, energy, and patience to champion change — and get even the most sceptical team members on board?	Change Champion
12	 Do your trainers and support staff have the patience, knowledge, and resources to turn hesitant users into confident advocates — or are they bracing for a flood of frantic emails?	Trainers and Support
12	 Are you making the most of vendor resources while ensuring they're tailored to your workflows — not just copied and pasted?	Vendor Resources

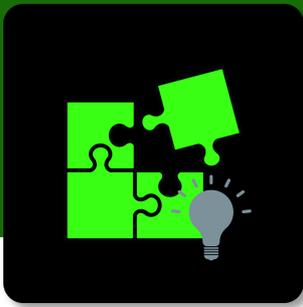


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12	 Are your external experts helping to build internal capability — or are they quietly setting up camp for the foreseeable future?	External Experts
13	 Has your firm built continuous improvement into its tech strategy — or is the system running on autopilot?	Mindset
13	 Is user feedback driving meaningful updates, or is it being filed under 'nice to have'?	User Feedback
13	 Are you using analytics to guide improvements — or relying on guesswork?	Performance Analytics
13	 Are decisions grounded in both experience and evidence?	Combined Approach
13	 Are you waiting for the 'perfect moment' to make sweeping changes — or actively chipping away at everyday frustrations?	Everyday Frustrations
13	 Is your improvement strategy driven by leadership— or co-created with end users?	Team involvement
13	 Are user suggestions acknowledged and acted on— or lost in the void?	Closed feedback loops

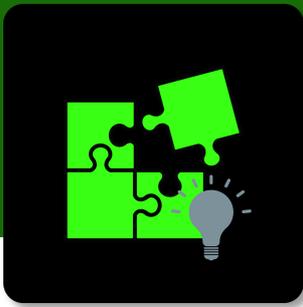


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13	 Do your improvement plans align with firm strategy— or react to the loudest complaints?	Strategic alignment
13	 What's one small, annoying thing your users complain about regularly— and why hasn't it been fixed yet?	Daily pain points
14	 Is your tech stack truly localised, supporting compliance, cultural needs, and operational realities in each region you serve?	Compliance and Culture
14	 Are you balancing global consistency with local flexibility— or enforcing a one-size-fits-all approach?	Global vs. local
15	 Are you designing your systems for one region— or all of them?	Cross-regional alignment
15	 Are you building workflows that respect different working styles— or unintentionally creating barriers?	Cultural nuances
15	 Are your collaboration tools and workflows time zone-friendly— or creating bottlenecks?	Time zones and tools
16	 Does your firm truly understand what AI can (and can't) do — or is it buying into buzzwords?	Buzzwords

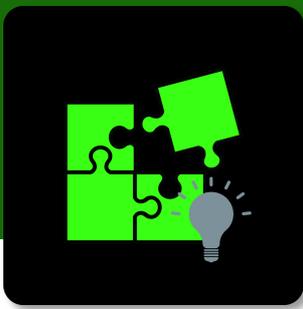


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16	 Are your firm's expectations grounded in reality — or driven by headlines and vendor promises?	Expectations
16	 Do you understand how the AI makes decisions— and can you explain it to clients or regulators?	Transparency
16	 Is human oversight built into every AI use case— or are you hoping the tech gets it right?	Oversight
17	 Are your external experts helping to build internal capability — or are they quietly setting up camp for the foreseeable future?	External Consultants
17	 Are you planning for what's next— or patching what's already outdated?	Future-proofing
17	 Do your tech priorities align with leadership's broader vision— or are they running in parallel?	Stakeholder alignment
17	 How will you measure success— and who's accountable for it?	Measurable outcomes
18	 What's the first small win that will build momentum?	Where to begin

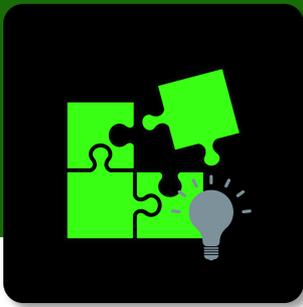


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18	 Are your roadmap goals achievable— or wishful thinking?	Realistic milestones
18	 Have you identified all the systems and processes that will be impacted by your tech changes?	Dependencies
19	 Is your firm innovating with purpose— or just chasing trends?	Innovation filters
19	 Are you making space to explore emerging technologies— or too busy keeping up with day-to-day demands?	Big picture thinking
19	 Does your innovation agenda reflect your firm's values and responsibilities— or just market pressure?	Ethical alignment
20	 What's one small thing you'll do tomorrow to improve your tech approach?	Next steps
20	 What will you do *differently* tomorrow based on what you've read today?	Behavioural follow-through



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## Need Help Navigating the World of Legal Tech?

Choosing the right legal technology is a high-stakes decision that can impact firm efficiency, client service, compliance, and long-term growth. With so many factors to consider – from functionality and integration to security, cost, and user adoption – it's essential to take a structured and informed approach.

BlindSpot Solutions partners with firms to simplify the selection process, reduce risk, and ensure long-term value from technology investments.

### Services include:

- **Existing legal tech assessment:** Evaluate your current systems and identify gaps, risks, and opportunities.
- **Requirements gathering:** Work closely with stakeholders to define functional, technical, and strategic needs.
- **Software selection consulting:** Identify your needs, compare options, and make confident, data-driven decisions.
- **Implementation strategy:** Align new systems with your existing tech stack and workflows for a smooth rollout.
- **Change management:** Support user adoption and help teams adapt to new systems with confidence.

If you'd like help applying these ideas in your firm – or want to explore workshops, reviews, or tailored support – get in touch.

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