



TABLE OF CONTENTS

Executive Summary.....	4
Benchmark Metrics	5
Part 1: What Clients Want from Law Firms	6
Table: Types of Alternative Fee Arrangements.....	9
Part 2: The Limitations of the Billable Hour	10
Part 3: Off the Clock.....	13
Conclusion.....	17
Appendix: Methodology & Demographics.....	18
Appendix: Survey Results	20
Endnotes	28