

The Mobile Connectivity ROI Index 2025 Law Firms

How the **legal industry** could benefit from better indoor
4G and 5G coverage



Make sure you're connected and there won't be any objections

Workforce productivity is seen as the biggest opportunity for legal organisations when it comes to enhanced 4G/5G connectivity

73%

59%

of legal organisations say **automated workflow tools** are driving demand for better indoor mobile connectivity

Firms in the legal industry say they would **gain**

£4.3
BILLION

in productivity benefits from improved indoor mobile connectivity

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Let us help you make the case for better connectivity

By Brendan Hourihane, Senior Director at Freshwave



Did you know that 80% of mobile voice and data traffic occurs indoors?

And as people are now accustomed to working from wherever they choose, assured mobile connectivity is more important than ever for productivity, worker satisfaction, and an organisation's bottom line.

Most of us take for granted that we can use our mobile devices while on the move, a convenience made possible by the substantial investments mobile network operators (MNOs) have made in their networks. Understandably, these investments have been focused on areas that serve the largest number of people – typically outdoor locations.

"We've already connected the equivalent of more than 60x the average London skyscraper's footprint, including 20+ law firms."

But indoors is a different story. Stricter building regulations and the net zero transition have encouraged developers to incorporate energy efficient materials, such as low-e glass, into their developments. This, combined with other construction materials and complex building layouts, blocks outdoor mobile signal from entering buildings, leaving them mobile signal dead zones.

We pioneered the enterprise-pays model for mobile connectivity in the UK and have long partnered with all the MNOs to extend their networks indoors for the benefit of everyone inside. In fact, we've already connected the equivalent of more than 60x the average London skyscraper's footprint, including 20+ law firms.

As a connectivity infrastructure-as-a-service organisation, we understand that our legal services customers need help articulating what they stand to gain from investing in dedicated multi-operator indoor connectivity – both from the day they move into a workspace and for the years to come. It could be how connectivity supports their people to work more productively, increasing billable hours or making communication with clients easier. Or it could be how it accelerates digital transformation activities, such as secure access to digital case management systems or AI tools for tracking billed time.

To support that need, we surveyed 100 C-suite leaders and IT Directors from legal firms across the UK as part of our wider ROI Index. This report includes both a legal sector deep dive, as well as results from the full 900 respondent sample.

"Across companies in the sector, the legal industry decision-makers surveyed estimate that poor current connectivity costs them £6.2 billion annually."

Across companies in the sector, the legal industry decision-makers surveyed estimate that poor current connectivity costs them £6.2 billion annually. They also believe that improved indoor mobile coverage could deliver £4.3 billion in productivity gains, representing a significant return on investment in dedicated indoor mobile connectivity.

I hope you find the insights of your peers useful. Read on to find out more about how to use our data in your organisation to build the case for indoor mobile connectivity, how it can be used to drive productivity, speed the adoption of digital technologies, and demonstrate a return on investment.



We surveyed 900 senior executives from medium and large organisations across the UK's private and public sectors. The industries represented include transport and logistics, professional and financial services, healthcare, retail, manufacturing, hospitality, stadiums and leisure, property development, law, and government.

Connectivity delivers returns

We surveyed 900 C-suite executives and IT decision-makers from a range of sectors to understand what impact poor indoor connectivity has on their operations, as well as what they think they stand to gain from investing in dedicated indoor mobile connectivity.

This included 100 leaders in legal firms, on which the findings of this sector deep dive are based.

In a sector where the billable hour is king, the legal industry is constantly facing demands for efficiency and innovation. Clients have growing expectations of responsiveness, and hybrid working and flexible offices are now standard, requiring strong indoor connectivity in both main offices and shared workspaces. AI tools are reshaping who does the work and how, and virtual courtrooms are now common.

With trust and confidentiality at the heart of legal practice, clients expect seamless, secure communication wherever legal advisors are based. A dropped call, a missed message, or patchy in-building signal damages productivity and erodes client confidence. Reliable multi-operator indoor mobile connectivity ensures everyone remains reachable, productivity remains high, and client trust remains intact.

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Connectivity also powers the systems that support operational resilience and regulatory compliance. The Solicitors Regulation Authority's (SRA's) Principle 7 expects firms to "act in the best interests of each client" and to maintain effective systems for continuity of service. Dedicated indoor mobile coverage ensures uninterrupted client contact should other systems or the Wi-Fi fail. This is especially relevant for court deadlines, emergency injunctions, or crisis situations, where missed calls can have material legal consequences.

It also supports the SRA requirement to adequately supervise all staff, including remote or hybrid workers. It enables consistent supervision via video calls or remote access systems and also allows timely communication between partners and associates even when they're working in different parts of the building or remotely.

When thinking about improving in-building connectivity in legal firms, most people consider Wi-Fi the only solution. But Wi-Fi is less secure and uses unlicensed spectrum, meaning it can become overburdened and fail. It's also prone to interference. This can seriously impact employee satisfaction and business productivity. Law firms also often host large meetings with senior executives being brought together to discuss high stakes issues, and few of them want to spend time fiddling with a password to access a Wi-Fi network.

Digital transformation is the top priority in British law firms in 2025 (60%) yet only 40% expressed strong confidence that their current infrastructure can fully support business goals.

– *OneAdvanced Legal Trends Report 2025*



A dedicated multi-operator indoor mobile system extends the MNOs' networks indoors, guaranteeing seamless signal and capacity for everyone in the building. And technologies such as small cells or distributed antenna systems meet all UK cyber security and Ofcom legislation requirements. They are also annually audited by the mobile operators to meet controls, assuring security.

We rely on our phones. Our phones rely on connectivity.

Poor mobile coverage hits organisations where it hurts – their bottom line. It slows decision-making, disrupts client communications, and erodes productivity in high-value teams that depend on responsiveness and reliability. For leaders, it's more than an inconvenience; it directly affects client experience, and it could potentially affect case outcomes as well as profit per equity partner.

In a sector where record keeping is integral, seamless mobile connectivity is critical. Reliable mobile data connections enable secure syncing and backup of case files and communications to cloud-based systems. It also reduces the risk of lost data due to unsent or failed transmissions when moving around the office.

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Poor connectivity doesn't just affect external relationships – it undermines internal efficiency too. UK law firms are increasingly adopting bring your own device (BYOD) policies. But the move away from one corporate mobile provider means it's even more important to have multi-operator indoor connectivity so that everyone can use their devices seamlessly, no matter which network they're on.

Strong in-building mobile infrastructure does more than eliminate coverage complaints – it strengthens organisational resilience and efficiency. Mobile-enabled systems support everything from secure access control and automated workflow tools to AI-led document analysis and tools for tracking billed time. The result: more productive teams, smarter buildings, and workplaces that reflect the digital-first professionalism clients expect from their legal advisors.

The business case for mobile is clear.

Poor mobile connectivity creates significant challenges in the legal sector, as it does to businesses across the UK economy.

"At times the connectivity fails and the employees face problems with business communication."

– Senior ITDM in legal sector, London

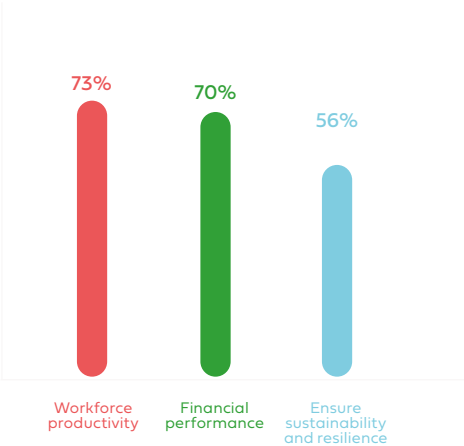


According to the legal industry decision-makers we surveyed, issues with current connectivity are costing them £6.2 billion in lost productivity a year.

However, they also believe that dedicated indoor mobile connectivity would recoup the majority of these losses, delivering £4.3 billion in productivity for a sector in which every six-minute increment counts.

Workforce productivity is particularly significant in the legal sector, where faster, more reliable connectivity is crucial in powering communication with clients, seamless collaboration, and real-time access to critical information.

Top 3 organisational outcomes that would be improved with better indoor mobile connectivity in law ▼



Value destroyed by poor current connectivity
-£6.2BN

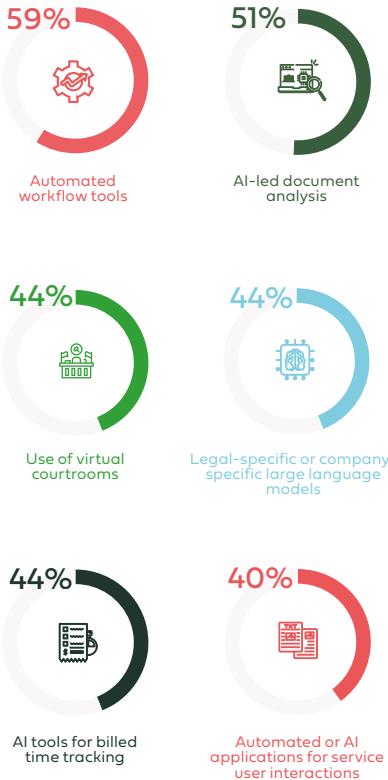
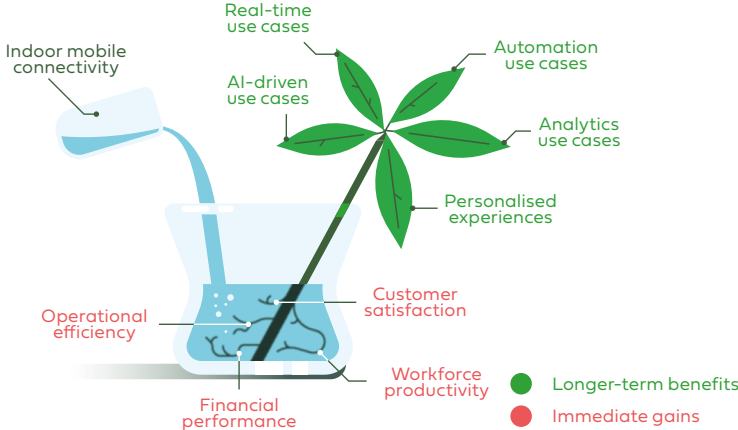
Getting connected unlocks immediate gains and longer-term opportunities

The shift in the legal industry towards hybrid working, digital-first client engagement, and smarter, more sustainable workplaces highlights the critical need for reliable indoor mobile connectivity. Workplaces need to work in different ways for different people and have become places for colleagues and clients to collaborate, making connectivity a key consideration.

Strong mobile coverage underpins modern workplace expectations – from hybrid collaboration tools and secure client communications to mobile-enabled access control and integrated building systems. It helps firms achieve near-term objectives such as boosting employee productivity, reducing workflow disruptions, and maintaining uninterrupted service delivery.

Deploying multi-operator in-building connectivity also maximises the value of existing technology investments. Everything from cloud-based apps and room-booking systems to digital collaboration platforms and real-time client dashboards works more smoothly and reliably, ensuring teams can work at full potential.

Supporting multiple use cases on the same digital infrastructure connectivity enables “use case stacking” that delivers greater aggregate returns on digital investment. It future-proofs organisations against rising employee expectations, regulatory requirements, and the evolving demands of clients, positioning firms to remain competitive in a rapidly changing market.



The future use cases your peers believe could be unlocked by dedicated indoor mobile connectivity

Looking to the longer-term opportunities, dedicated multi-operator indoor mobile connectivity is paving the way for next-generation legal services. Reliable, high-speed mobile networks enable secure, real-time access to case data, client records, and digital court systems – empowering lawyers to act instantly and with confidence.

AI and gen AI-driven tools are transforming document analysis, time tracking, and knowledge management, unlocking greater efficiency and precision in every matter. Seamless connectivity supports hybrid hearings, virtual courtrooms, and collaboration across dispersed legal teams, while maintaining the confidentiality and compliance standards the profession demands.

Meanwhile, intelligent systems for workflow automation and client interaction strengthen operational resilience and enhance service quality. Together, these capabilities are redefining how legal firms manage risk, deliver value, and future-proof their digital infrastructure in an increasingly data-driven justice system.

Improved connectivity in action

We've already connected millions of square feet to multi-operator indoor connectivity – here are some real-world examples.



Multi-operator indoor mobile connectivity at Grant Thornton's new HQ

When Grant Thornton decided to relocate their largest office to 8 Finsbury Circus, London, they wanted to put sustainability, accessibility and wellbeing at the core of its design.

This approach to sustainability carried through to their selection of an in-building mobile system. They chose Freshwave's Omni Network which provides multi-operator connectivity while using up to 60% less energy than a distributed antenna system; it also needs less space in the comms room.

The office was designed with different zones to create a diversity of space. As well as open plan offices and meeting rooms, there are also areas for concentration and reflection. Omni Network provides multi-operator mobile connectivity throughout the office, via a combined small cell box, so no matter how people are working, they have the right signal for their needs.

"Feeling connected is fundamental to wellbeing at work. By providing multi-operator mobile coverage across our office, we're helping to remove the everyday stress of poor signal. Not only does it make it easier for everyone in our office to stay in touch with clients, colleagues, friends and family but it also helps support flexible, hybrid ways of working by keeping people reliably connected wherever they are in the building."

David Perrow, Project Manager Digital, Data and Technology at Grant Thornton



Providing more sustainable mobile connectivity at SIDARA with Omni Network

International multidisciplinary design and engineering company SIDARA decided to co-locate several of their member firms in the same building. This was to encourage collaboration and knowledge sharing between the different disciplines and enhance innovative thinking.

After evaluating a number of mobile connectivity options, including a distributed antenna system, SIDARA chose Freshwave's small cell solution Omni Network to provide coverage throughout their building. Freshwave are also providing an ongoing managed service.

"Throughout the development of 150 Holborn, I challenged our contractors and technology partners to meet our objectives that maximised flexibility and scalability to adapt to our ongoing changing needs as we evolve as a global business. Freshwave and their Omni Network have delivered on these. I believe in delivering technology with a purpose, not just because we can, and the mobile connectivity our staff and visitors experience adds huge value to our organisation."

Daniel Cope, former Head of Technology at SIDARA



Connecting the City of London's tallest skyscraper

Smart buildings need the right network. We collaborated closely with 22 Bishopsgate to design an innovative commercial model that provides assured connectivity for landlord and tenants alike. Under this model, 22 Bishopsgate provides mobile connectivity in the common and landlord areas as part of their service to the tenants.

Tenants who want mobile signal in their office may opt-in to connect to the DAS and this is arranged, managed and billed by us. Our infrastructure and flexible approach allow them to "plug and play".

"From when we first started to design 22 Bishopsgate, we knew that technology would play a key role in creating the kind of building that everyone would want to work in. Mobile connectivity is an essential part of our smart building vision and Freshwave's project management, program installation and commissioning of the DAS system has been seamless from start to finish and done to an exceedingly high standard."

Peter Bicknell, former Head of Engineering at 22 Bishopsgate

88% of UK leaders believe outdated connectivity is restricting the potential benefits of technologies like artificial intelligence.

– Ericsson



5 key indoor mobile connectivity trends

When 900 business leaders shared their views on improving indoor mobile connectivity, five core themes stood out.

- 1 **Poor current connectivity is costing the UK £billions**
- 2 **Better indoor mobile coverage would bring immediate payback**
- 3 **Investment returns increase over time as organisations progress in their digitalisation journey**
- 4 **CEOs are the biggest advocates**
- 5 **Wales, London and the South East would benefit most**

All sectors summary

The UK is ready to unlock the benefits of better indoor mobile connectivity.

Across all the sectors we surveyed, 66% of organisations expect their overall budget for connectivity to grow in the next two years. And of everyone surveyed, CEOs felt there was greatest potential for productivity gains from better indoor mobile coverage at their sites, estimating it as 2.1% of their annual revenue or budget.

We surveyed 900 leaders from a range of sectors to understand what impact they hope that extra budget will achieve.

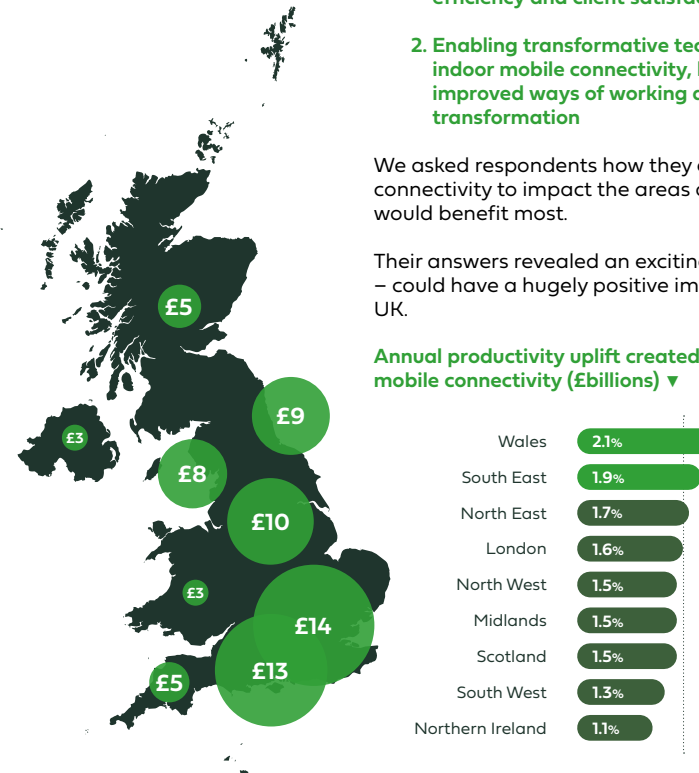
Our research uncovered two key opportunities from improving indoor mobile connectivity:

1. **Optimising the current operational model, using enhanced connectivity to improve everyday processes by boosting workplace productivity, financial performance, operational efficiency and client satisfaction**
2. **Enabling transformative technologies through advanced indoor mobile connectivity, like unlocking new and improved ways of working and accelerating digital transformation**

We asked respondents how they expect improved indoor mobile connectivity to impact the areas above and how their sectors would benefit most.

Their answers revealed an exciting opportunity that – if realised – could have a hugely positive impact across all regions of the UK.

Annual productivity uplift created by better mobile connectivity (£billions) ▼



Three key benefits of better indoor mobile connectivity

1

Reduce the impact of poor connectivity

Large organisations across the UK are losing £100 billion every year due to current connectivity limitations.

This impact could be reduced by 70% with better indoor mobile coverage.

Annual productivity uplift created by improved indoor mobile connectivity

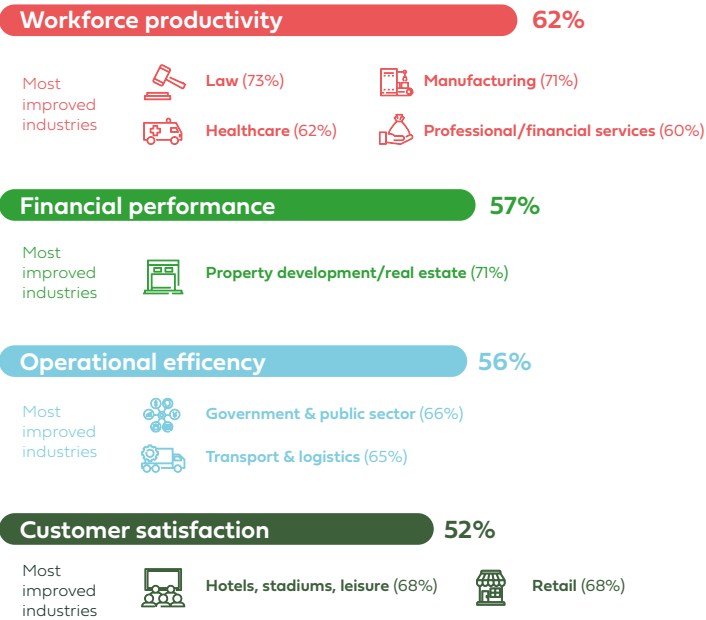
+£70BN

2

Improve a range of critical KPIs

62% of those we surveyed said better indoor mobile connectivity could boost workplace productivity, making it the biggest opportunity for improvement.

Organisational outcomes identified as being improved by indoor mobile connectivity across all sectors ▼



But other key outcomes like improving financial performance, boosting operational efficiency and increasing customer satisfaction also came out strong.

- **Workforce productivity** is particularly significant in sectors such as legal, manufacturing, healthcare, and professional/financial services, where faster, more reliable connectivity is crucial to enable flexible working, seamless collaboration, and real-time access to critical information.
- **Financial performance** was the main focus for property development and real estate, where reliable on-site mobile connectivity can facilitate better site management, faster deal closures, and improved client relationships.
- **Operational efficiency** was particularly important for government/public sector and transport/logistics. In these industries, reliable connectivity can enable smoother coordination, better use of resources, and minimised downtime.
- **Customer satisfaction** is particularly vital in consumer-facing industries such as hotels, stadiums, leisure, and retail. In these sectors, mobile connectivity can allow businesses to provide seamless digital experiences to their customers, from improved mobile payment systems to real-time personalisation and immersive entertainment options.

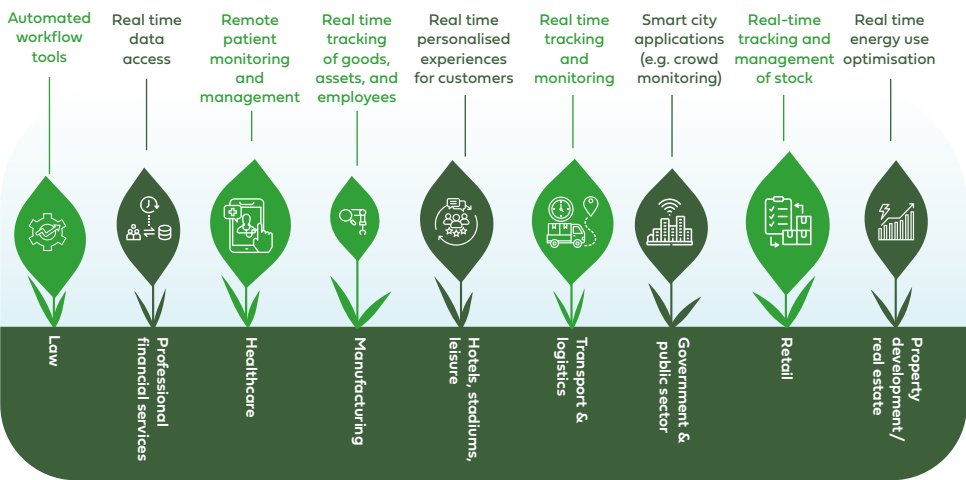
3

Accelerate digital transformation

The growing demand for improved indoor mobile connectivity is driven not only by the need to optimise existing processes but also by the push for digital transformation across all sectors in the UK. Organisations are looking to break down traditional operational silos, enhance their responsiveness to dynamic environments and deliver more value to customers and stakeholders.

Organisations are increasingly seeking to enhance real-time data collection, gain actionable insights and improve monitoring and management capabilities through advanced mobile connectivity.

The top digital transformation activity driving demand in each sector ▼



Next steps

A huge opportunity for legal organisations across the UK.

With the direct line from time billed to money made, legal firms need to make the most of every moment.

For the UK's legal industry, connectivity is no longer a background utility – it's the foundation of productivity, professionalism, and progress. And seamless mobile coverage ensures time is spent advising and acting for clients, not searching for signal.

The most improved organisational outcome from enhanced 4G/5G mobile connectivity cited by our legal services respondents was workplace productivity at 73%.

Enhanced indoor mobile connectivity directly supports the priorities shaping modern legal services: it enables lawyers to work faster and smarter, wherever they are; it improves client service and trust; it enhances compliance and resilience; and it unlocks digital transformation and next-generation legal tech.

As the legal profession continues to evolve, reliable, multi-operator mobile coverage will distinguish firms that can adapt and thrive from those that fall behind. Investing in assured indoor connectivity is a simple but transformative step toward future-ready legal operations – one that strengthens client relationships, supports hybrid working, and powers long-term competitive advantage.

The question is no longer why, but when. The firms that take action will be the ones to define the connected, digital legal practice

of tomorrow. This is your chance to be part of an exciting transformation, one that will strengthen the productivity of the UK as a whole.

Based on the insights in this report, those that move quickly to invest in assured indoor mobile connectivity could improve everything from workplace productivity to financial performance to operational efficiency and more.

But the time for that immediate payback is now.

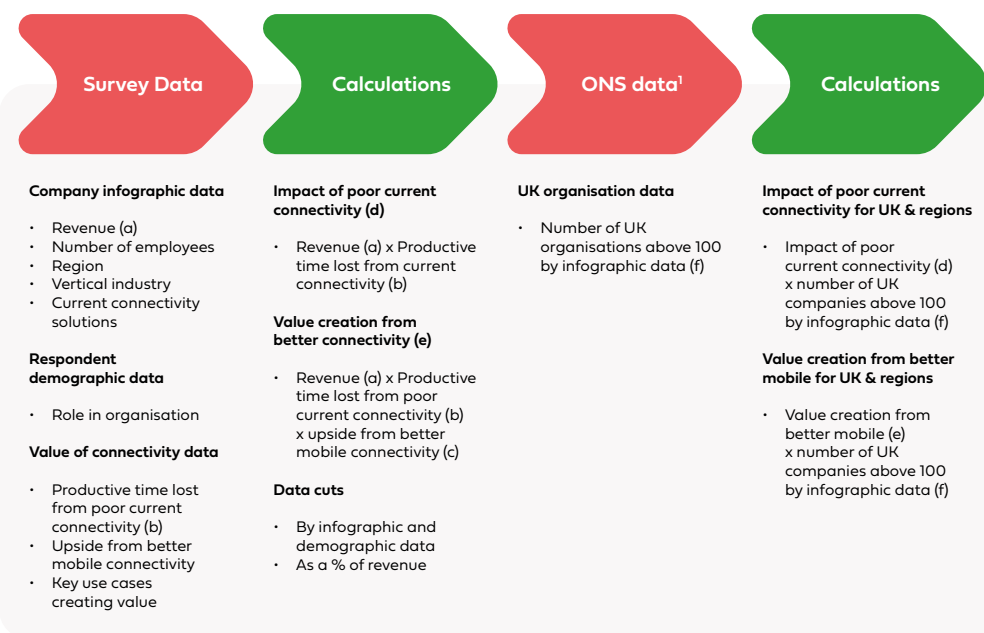
And the question is: will your organisation be part of this high ROI, mobile connectivity-based future?



Methodology

The survey we ran posed several questions for organisations across the UK from nine different sectors (100 organisations with greater than 100 employees) including the impact of existing connectivity issues on their business. We also asked them how much of this impact could be mitigated through improved mobile connectivity. This enabled us to calculate the average loss and mitigation value for businesses of different sizes within each sector across different regions of the UK.

We then used these average values and applied them to all relevant businesses across the UK – those with greater than 100 employees, within our target vertical industries, within each region. This enabled us to calculate the impact on specific industries, specific company sizes, and specific regions. The legal industry figures in the vertical deep dive come from 100 responses from people working in legal services organisations.



Definitions

Current connectivity

Network system within an organisation, consisting of predominantly fixed connectivity.

Large organisations

Organisations with more than 100 employees.

¹<https://www.ons.gov.uk/businessindustryandtrade/business/activitysizeandlocation/datasets/ukbusinessactivitysizeandlocation>

Ready to assure mobile connectivity to enhance your people's productivity and build trust with your clients?

Let's start the immediate payback and high ROI conversation.

mobileroi@freshwavegroup.com

