1FirstAlign

AI IN BUSINESS

Real-time Insights - Artificial Intelligence for Legal Services

Better understand legal back office processes, better customer engagement and the need for strategic thinking in adding value above all things

Transform People
"into High Performing Assets"

Legal Services is considered a human intensive industry with many lawyers and paralegals working on cases that require hours of strategy and thinking.

The truth of course is different, a lot of work is mundane, repetitive and lack human ingenuity. Research, document analysis and knowledge automaton consume time with little perceived value to the customer.

Observations

- Demand and delivery of legal services has changed, competition intensifying and morphing
- Corporate departments are becoming just another 'shared service'
- Industry isn't exploiting IT to create seamless environments, cyber security is having an impact
- Focus on how firms operate, lead and manage, but talent models do not reflect landscape change
- Too many firms and lawyers, mergers attempt to create synergies and value, but this is elusive

Why Artificial Intelligence

The objective of using Artificial intelligence (AI) is to:

- Better client engagement and satisfaction
- Create 'predictability', 'cost certainty', and 'transparency', to challenge low cost providers
- Address globalization, competition and regulatory environment
- Evolve the attorney role to be more proactive
- Reduce errors and improve efficiency
- Anticipate the needs of a new generation

Achieved by

- Knowledge automation, document comparison and organization
- Enhanced analysis and identification of persuasive precedents, including case prediction analytics
- Automated advice 'Algorithmic Law'
- Electronic billing, creating more transparent costs
- Accurate and early risk assessment

Let AI enabled automation do the heavy lifting

"Focus on people management via customer and employee experience"

The AI Legal Experience

- Enhances creative analysis and identification of persuasive precedents
  - Frees attorneys for higher level work
  - Enhances clarity in risk taking and most advantageous strategies
  - Reduces stress and frustration
  - Improves customer experience and relationships
    - Focus on customer not paperwork allowing more conversational and strategic communication
- Creates positive momentum
  - Good work follows good work
  - Less time triaging errors
- Promote stronger compliance culture

Where can AI be applied?

- Legal due diligence and research
  - Virtual paralegal – administrative support
  - Analytics insights and shortcuts
    - Due diligence to uncover background data
    - Contract review and legal research
    - Compliance with e-Discovery
- Prediction technology
  - Generate forecasts of litigation outcomes
- Automation creative process
  - Enhanced self-help advisory systems and assisted decision making
  - Legal document generation and review
    - Create documents based on data input
    - Analyse large IP portfolios
    - Draw insights from content
  - Conversational interfaces and bots
  - Deposition and data collection
- Legal analytics
  - Use data from case law, win/ loss rates and a judge's history to assess trends and patterns
- Electronic billing
  - Billable hours are computed automatically.
- Build more robust Cyber Security

AI wont replace Attorneys but it will enable them to focus on the important aspects of their work, the client!
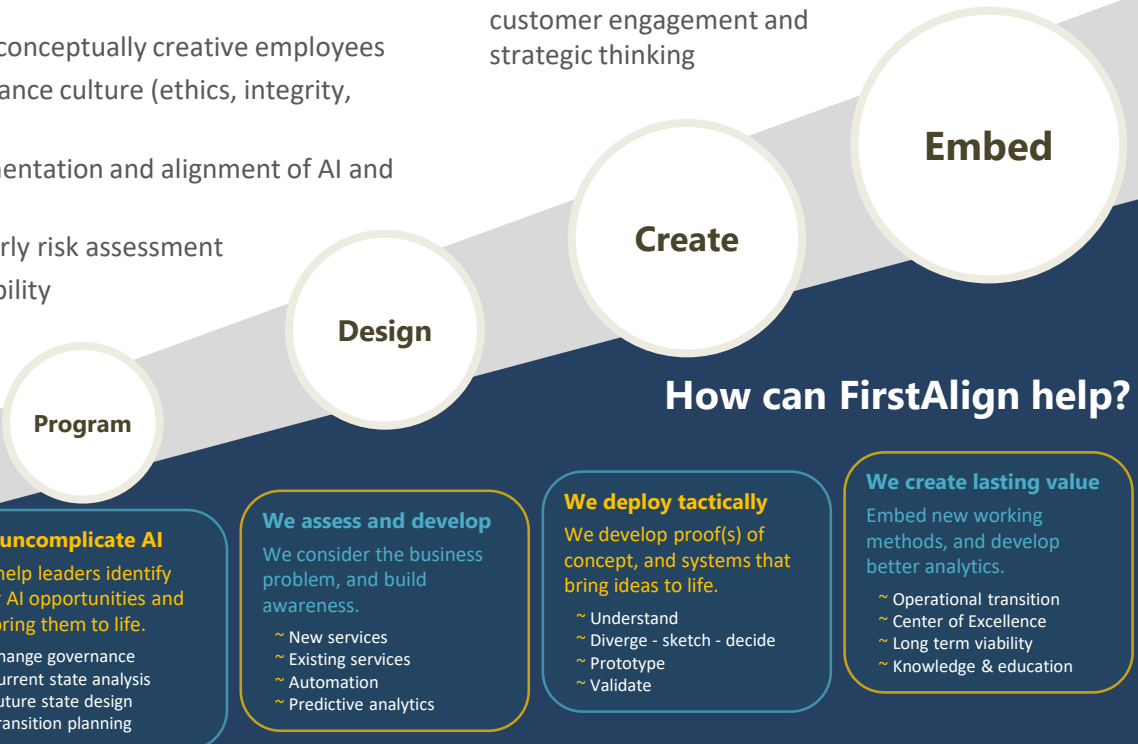
Client engagement is changing.

Demands for alternative fee arrangements, analytics and insight into legal spend is squeezing margins with increasing legal work done in house

Outcomes

- Stronger focus, leading to better informed and satisfied clients
- More engaged, conceptually creative employees
- Stronger compliance culture (ethics, integrity, trust)
- Successful augmentation and alignment of AI and legal practices
- Accurate and early risk assessment
- Higher predictability

Employee Engagement

Reduce the mundane, enhance customer engagement and strategic thinking

Program

Design

Create

Embed

How can FirstAlign help?

We uncomplicate AI
We help leaders identify their AI opportunities and we bring them to life.

~ Change governance
~ Current state analysis
~ Future state design
~ Transition planning

We assess and develop
We consider the business problem, and build awareness.

~ New services
~ Existing services
~ Automation
~ Predictive analytics

We deploy tactically
We develop proof(s) of concept, and systems that bring ideas to life.

~ Understand
~ Diverge - sketch - decide
~ Prototype
~ Validate

We create lasting value
Embed new working methods, and develop better analytics.

~ Operational transition
~ Center of Excellence
~ Long term viability
~ Knowledge & education

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