

IBM Watson

# Empower legal employees to make better decisions faster

Help improve employee experiences by augmenting workflows with actionable information

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# 01

## AI-powered legal document insights

Staffing decreases, increased workload pressures and flat budgets are only some of the challenges law firms, legal departments and government agencies face. Simultaneously, their employees struggle with an overwhelming amount of information. To spend more time acting on insights instead of locating them, paralegals, attorneys, and compliance and contract specialists need to identify relevant information quickly.

Whether researching and drafting litigation, or managing the contract lifecycle, key information can be found in printed books, legal websites, commercial databases and historical case files. Finding relevant passages in these siloed sources is a time-consuming manual process, which leads to frustrating employee and negative customer experiences.

With IBM Watson Discovery, legal organizations can automate the manual process of finding and reviewing large complex documents. Employees can use the technology to apply intelligent document processing to find information and data faster in different document structures such as PDF, PowerPoint, Word, Excel, images, webpages and specialized document types like contracts, purchase orders and invoices. Equipped with natural language processing (NLP), Watson Discovery can also understand industry-specific language within private, licensed or public information sources.

By augmenting employees with AI for document insights, legal organizations can:



Get information, answers and insights quickly



Improve customer experiences



Make more confident, data-informed decisions



Help prevent fraud and limit risk



Increase employee productivity



Reduce human error

## 02

# Watson Discovery features

With Watson Discovery, existing non-technical employees can take advantage of AI models based on the nuanced language of their job function to help make better decisions faster. Help eliminate information silos and find information from diverse sources with the following features:

**Retrieve answers:** Ask questions in natural language and get concise answers in context sourced from long, complex documents

**Understand document structure:** Get insights from industry-specific documents with complex structures, such as claims, client information records, billing statements, policies and document types like PDFs, tables and charts using the intuitive smart document understanding training tool

**Find patterns and trends:** Identify hidden anomalies and relationships in data such as customer feedback, product issues and documented cases of fraud using content mining

**Recognize industry specific language:** Build a custom dictionary that understands language specific to your insurance business and get recommendations for similar terms without need for additional software



# 03

## AI in action: Drafting litigation and responses

Attorneys are held to tight deadlines for producing documentation across cases, which puts constraints on the time available to investigate allegations, identify issues to target, draft pleadings and motions, and spend time with clients.

Attorneys can augment research workflows by using Watson Discovery to help analyze:

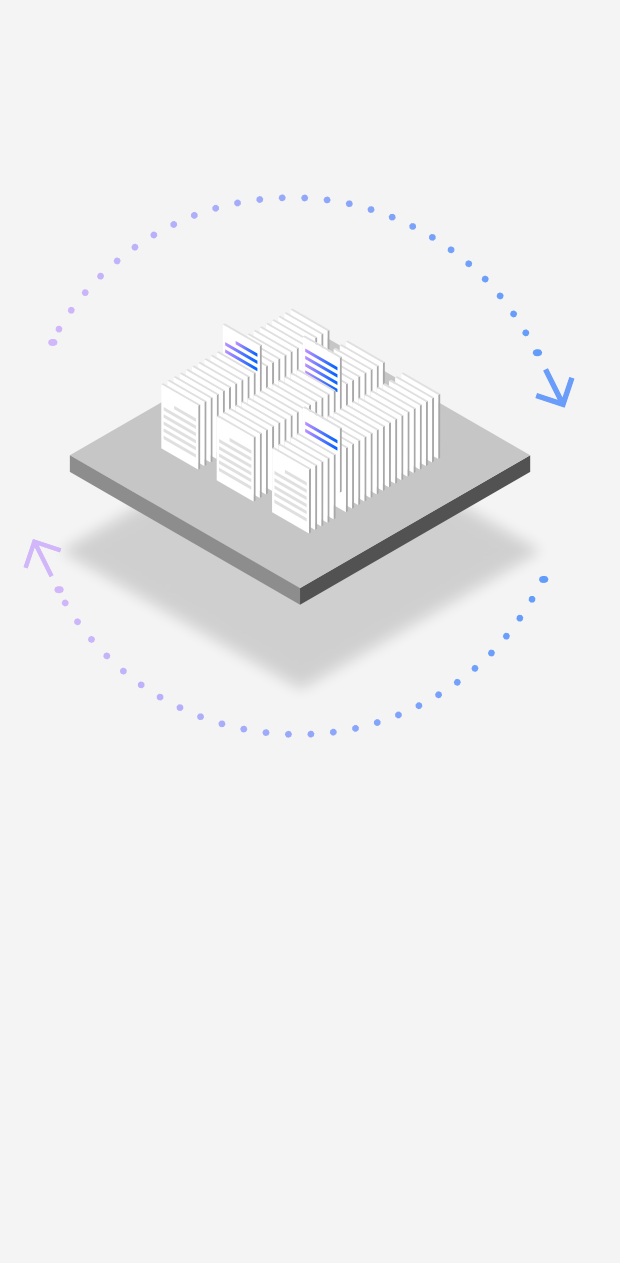
- **External legal reports:** Identify possible sentiment changes in regulatory filings, monetary policy changes, economic reports and political events that affect clients and their industries.
- **Internal documents:** Spot patterns and trends across communications, customer presentations, earnings call transcripts, press releases and other information

### Benefits

Teams can quickly research litigation and craft detailed responses:

- Accelerate manual search for information
- Recommend relevant cases and corresponding key points
- Empower teams to focus on strategic work

Legal practitioners can use simple drag-and-drop functionality to draft early phase response documentation crafted in two minutes or less.<sup>1</sup>



# AI in action: Legal research



Paralegals are challenged **with** to ensure insights from cases, court rulings, statutes and publications are easily accessible in a library. Without this archive, drafting briefings takes more time than needed.

Paralegals can augment research workflows using AI for Document Insights to help analyze:

- **Commercial databases:** Access information quickly by using answer retrieval to pull up relevant records and primary sources across trade association publications and legal databases.
- **Historical court cases:** Review case information found in legal encyclopedias, reports and in-house, to evaluate consistency and contradictions.
- **Legal research websites:** Identify emerging trends that impact strategies using natural language processing.

## Benefits

Teams can support legal research by using Watson Discovery to help:

- Reveal previously unknown information connections
- Understand the latest legal developments
- Help lawyers do more billable work faster
- Spend more time counseling client by using automated insights

40% legal research time savings gained by helping lawyers expedite matches between inquiries and database answers.<sup>2</sup>



## AI in action: Contracts lifecycle management

From identifying and preventing potential disputes to giving provision and amendment recommendations or conducting routine contract auditing, contract analysts spend a lot of time conducting research.

Contract analysts can augment the contract lifecycle management workflow by using Watson Discovery to help analyze:

- **Existing contracts:** Prevent contract lifecycle management delays or impediments to contract managers' productivity, such as extended negotiations
- **Regulatory reports:** Identify patterns to spot potential trends and analyze regulations to produce a consolidated view of the rules that firms must comply with, and make necessary contract amendments

### Benefits

Contract analysts can create more efficient contract lifecycle management systems, reduce waiting time, costs and risks, and make recommendations with a client-centric perspective:

- Reduce costs by automating manual review tasks
- Exceed customer expectations by responding to client inquiries quickly
- Justify next-best-action with robust information
- Improve compliance by standardizing business processes and increasing oversight
- Save time, reduce contract cycle times for creating, negotiating and approving contracts
- Eliminate human error, such as gaps in standardized language, missing data or introducing risk

Create contract management inventories of over 400,000 contracts and speed contract renewal time by 50%.<sup>3</sup>



# 06

## AI in action: Client service

Legal secretaries have access to limited technology to help search existing client files, which slows down paralegal research and lengthens response times to clients. Since clients expect quick answers during correspondence, locating information in near-real time is essential to the client experience.

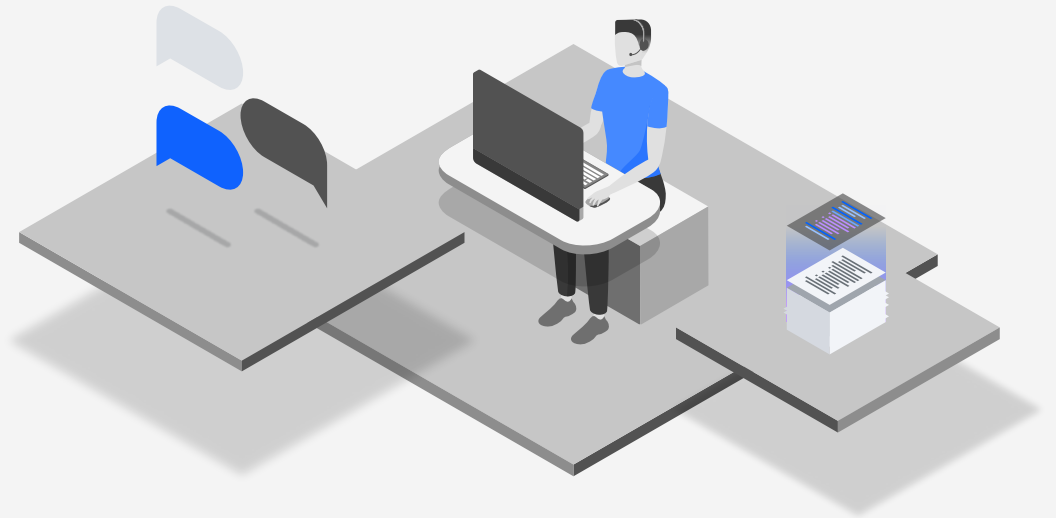
Legal secretaries and paralegals can augment the client service workflow by using Watson Discovery to help analyze:

- **Legal databases:** Analyze documents for relevant passages, identifying opportunities for clients and confirming facts and figures to quickly address client questions
- **Client documents:** Identify patterns in active and historical client data to spot potential opportunities and assess a client's legal situation

### Benefits

Legal professionals deliver improved customer experiences that can give firms increased opportunity to:

- Acquire new clients
- Re-engage with past and existing clients
- Increase firm revenue



QNC's online lawyers typically finish their research in 10 - 15 minutes and provide clients answers in under an hour.<sup>2</sup>



## Next steps

For roles that heavily rely on understanding large amounts of information like clerks and attorneys, organizations can apply AI for insights and empower employees to uncover hidden insights in proprietary and public sources quickly.

IBM Watson Discovery delivers insights in context to help drive operational efficiencies and improved decision-making. An intelligent search, text analytics and intelligent document processing platform, this solution is designed to understand the language of your business and complex document structures. Empower your legal employees with the knowledge to increase their productivity and drive new revenue.

To get started, [speak with an IBM representative](#) or explore the benefits of AI-powered insights.

Learn more →



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<sup>1</sup> LegalMation, IBM, July 2021.

<sup>2</sup> QNC GmbH, IBM, October 2019.

<sup>3</sup> How Watson Discovery helps ContractPodAi provide legal excellence, IBM, 25 May 2021.

