



ELM Solutions

Checklist: AI provider requirements

Artificial intelligence (AI) solutions can help legal and claims departments improve legal operations efficiency, reduce spend, and improve outcomes. However, the degree of success you have with these tools depends largely on the quality of the provider you choose to partner with. Keep the following requirements in mind while you evaluate vendors to ensure that you meet your goals:

Big data

- ☐ **A large data set:** Data is the key to AI performance. When AI is “trained” on a very large data set, it improves the results it provides.
- ☐ **Incorporation of your internal data:** By including your historical data in the data set that the AI learns from, the algorithms can better address your unique challenges.
- ☐ **Data Integrity, relevancy, and reliability:** The vendor’s data should be clean, vetted, and carefully curated to keep the AI accurate.

AI expertise

- ☐ **AI and data science experience:** For you to know you can rely on them for effective and reliable AI technology, a vendor must have:
 - Seasoned experts with training and experience in both AI and data science
 - Robust, detailed data that spans industries
 - Accurate, complete, and consistent AI models that continuously improve over time
- ☐ **Impressive reputation and track record:** To know you can rely on a technology partner, you should choose one that offers:
 - Transparency into their process and non-proprietary aspects of their technology
 - Cost-effective solutions with demonstrated high ROI
 - Industry leadership that has been recognized by analysts and award programs
- ☐ **Advanced technology:** It is important to partner with a vendor that isn’t simply following industry trends to include AI in their solutions but innovating the use of AI to solve real problems and improve results. Look for:
 - Sophistication of AI model, as demonstrated by patents or other evidence and ability to be customized for your specific rules and business need
 - Investment of revenue back into R&D and innovation efforts
 - Advanced AI model that continuously learns over time

Checklist: Requirements for an AI provider for legal operations

- ☐ **Analytics that drive insights:** Visibility and insights are key because they highlight direct steps you can take to improve operations to provide transparency into the health of your program and outcomes. Your vendor should provide:
 - Reporting options that allow you to mine your data for exactly the information you need
 - Dashboards that deliver key information at-a-glance and are tailored to your audiences
 - Metrics that help you demonstrate law department value

Legal expertise

- ☐ **Legal Ops experience:** Your vendor should have extensive experience partnering with clients to improve their legal operations and firm relationships. This should include:
 - Building and improving best practice processes and workflows
 - A deep understanding of legal operations and your unique business challenges based on work with hundreds of clients and Am Law 200 firms
- ☐ **Cross-industry expertise:** A vendor with sufficient experience will have worked with clients across many legal sectors, including banking, real estate, intellectual property, insurance claims, and so forth, and will be familiar with the common terminology used in your industry
- ☐ **Legal bill review expertise:** Legal bill review is a discrete discipline of its own and accounting or other types of billing knowledge are not substitutes for direct legal bill review experience. Be sure your vendor has:
 - Ability to demonstrate concrete examples of cost savings and guideline compliance improvement
 - Experience working on bill review with peers in your industry
 - Experience reviewing a high volume of legal invoices
 - Billing guideline expertise to determine:
 - How your guidelines compare to others in your sector/industry
 - Whether your guidelines are too complex or overly simple
 - If there are opportunities for improvement within your guidelines to better reach your goals
- ☐ **Effective change management experience:** A vendor should be able to successfully guide you through the change management steps necessitated by new enterprise software. It is critical that they have a long track record with:
 - Law firm/legal vendor relationship management
 - Support and training for your organization's users
 - Successful, on-time onboarding

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When you have to be right