

Choosing the most reliable AI technology solution and provider

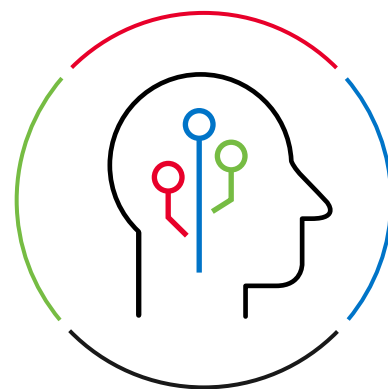
You've done the research and decided that artificial intelligence can help your legal department function more efficiently and meet organizational goals. Now, it's time to answer the questions of which AI-driven solution and which technology partner will deliver the results you need. Getting this process right is critical to a successful AI journey for your legal department. However, it is also a risky moment where a misstep can significantly set you back if you choose a tool or provider that isn't up to the task.

Follow these steps to ensure that you're making the right selections:

Vetting technology options

When putting AI to work for your legal team, you need to be confident that you can rely on the output it provides. To make sure your new AI tools do not have biases or provide inappropriate recommendations, research your candidate's solutions:

- 1 Evaluate the data quality.** Choose a tool with trustworthy data sources and a large database. Does the data source offer the characteristic "[four V's](#)"? How does the size of the data set compare to that of competitors?
- 2 Ask how the AI was trained.** Machine learning algorithms train AI models, which provide more accuracy and better recommendations with a larger, more diverse data set.
- 3 Investigate who was responsible for the AI training.** Legal experts are critical to the process. If data scientists did this work without legal expertise, the product may not be fully reliable for legal use cases.
- 4 Assess the AI's ability to learn and adapt.** Is there feedback from a human subject matter expert on every output from the AI? This is the process by which AI is able to improve results over time.
- 5 Determine whether the AI is scalable.** An AI model should grow along with the needs of your legal department.



When putting AI to work for your legal team, you need to be confident that you can rely on the output it provides.

Evaluating solution providers

Within the last few years, many additional legal tech providers have begun offering AI-enabled solutions. However, there is a great deal of variation in the level of AI proficiency these companies bring to their offerings. The following steps will help you separate the experts from those jumping on the AI bandwagon.

- 1 **Find a partner with a substantial track record.** Reliable and trustworthy AI systems are not built overnight. Providers that have developed their technology over time and spent years training large and diverse data sets are more likely to deliver great results.
- 2 **Choose change management experts.** A new AI-driven solution requires a more nuanced change management strategy during implementation than simpler tools do. Consider only those vendors that have extensive experience helping their clients manage the change to AI.
- 3 **Look for human data analysts.** AI technology does not work well without people and their expertise. The partner you select should have both data scientists and compliance experts to ensure the system's data is clean, up to date, and accurate.
- 4 **Work with a vendor who has committed to maintaining high quality.** To provide the best solution, your vendor must take extra steps to maintain the integrity of its AI. They need to execute regular third-party audits and comply with recommendations. Partners should also develop and train AI models specific to your unique needs and guidelines, rather than simply adhering to standardized rules.

By appraising both the AI technology being offered and the companies that make it, your legal department will be able to narrow down your options and ensure you choose only the most reliable solutions and most experienced experts.



For more information on using AI-enabled solutions to meet your legal operations challenges, download our eBook [How to leverage AI in your corporate legal department.](#)

Contact

+1 713 572 3282
+44(0) 20 3197 6500
elmsolutionssales@wolterskluwer.com

www.wolterskluwer.com