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ebook

Key insights from Legal Department Innovation Survey:

How can AI modernize your practice?

CCBJ
Corporate Counsel Business Journal

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How legal leaders are leveraging AI technologies to drive digital transformation and build their own Legal 2.0

OpenText and Corporate Counsel Business Journal conducted a research study surveying corporate law departments. The survey confirmed that general counsel and chief legal officers are beginning to explore ways to use AI to meet departmental and organizational priorities, support key activities, and automate corporate legal department workflows and tasks. At the same time, study respondents also expressed reservations about implementing new forms of AI, such as generative AI and large language models.

The responses to the survey further demonstrate that enterprise legal is increasingly looking to their chief information officer (CIO) partners for expertise and guidance on delivering legal department innovation strategy. This partnership is critical to supporting initiatives to optimize operations, make smarter data-driven decisions, reduce costs, and manage risks.

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Evolving expectations for AI

Faced with rapid change and escalating complexity, enterprise corporate counsel are increasingly interested in the potential of AI to alleviate corporate legal challenges and improve outcomes.

The survey confirmed that the top three reasons corporate legal departments are looking to AI technologies are to:

54%

Free up time to allow
them to focus on
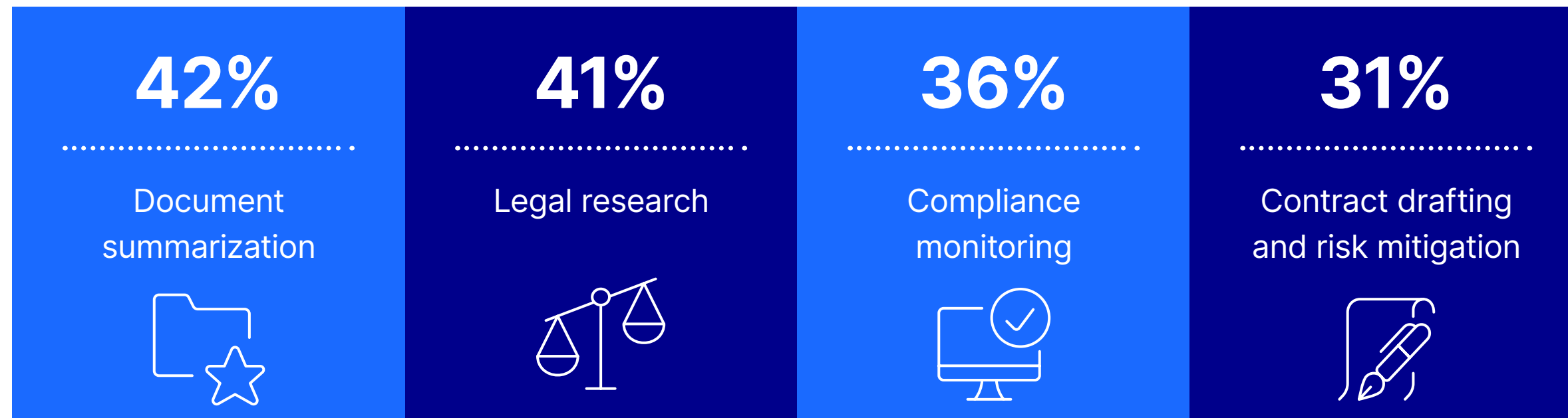high-value legal work

52%

Improve
decision making

48%

Improve
legal department
productivity

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Application of generative AI

Many corporate legal leaders are planning to apply generative AI to their work activities. Among the most cited use cases were:

42%	41%	36%	31%
Document summarization	Legal research	Compliance monitoring	Contract drafting and risk mitigation

Regarding eDiscovery specific tasks, respondents indicated that they were most comfortable using generative AI for a variety of different tasks including:

41%
Creating summaries / narratives to educate reviewers on case details

34%
Locating documents for issue review

33%
Prioritizing document review and case strategy

33%
Drilling into data sets to find key documents

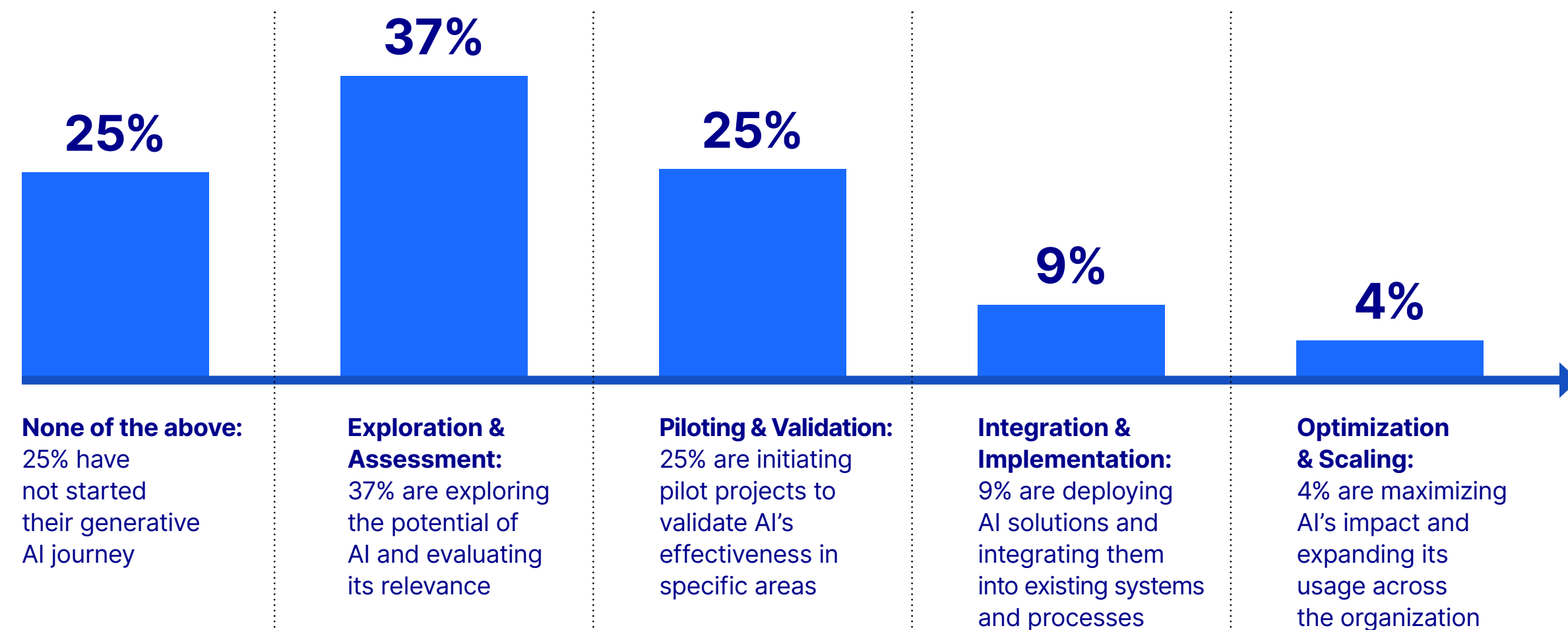Key insights from Legal Department Innovation Survey

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Implementation of generative AI

While legal department interest in generative AI is rising rapidly, wholesale adoption and implementation of generative AI and large language models appears to be further out on the horizon. The survey indicated that concerns about ethical and legal issues (e.g., misuse and bias) (68%) as well as reliability of results and poor quality (59%) are likely factors in a desire to proceed with caution.

In fact, organizations who are considering implementation of AI are generally in the very early stages of its exploration and validation of technology.
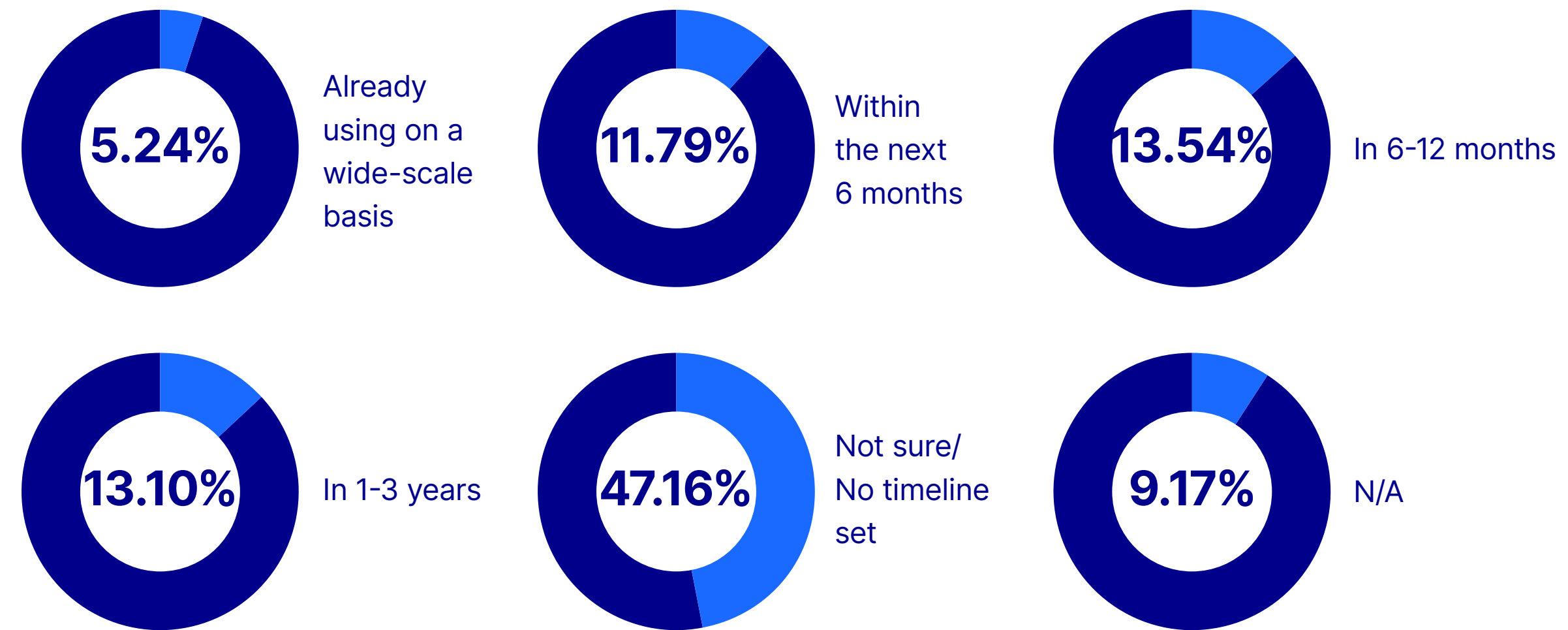
When asked where their organization stands regarding generative AI, respondents responded as follows:

25%   **37%**   **25%**   **9%**   **4%**

None of the above:
25% have not started their generative AI journey

Exploration & Assessment:
37% are exploring the potential of AI and evaluating its relevance

Piloting & Validation:
25% are initiating pilot projects to validate AI's effectiveness in specific areas

Integration & Implementation:
9% are deploying AI solutions and integrating them into existing systems and processes

Optimization & Scaling:
4% are maximizing AI's impact and expanding its usage across the organization

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Timeline for roll out

Since generative AI is in its nascent stage, departmental roll out is likely to take some time. Our survey confirmed these findings.

What is your time frame to roll out generative AI usage?

5.24% Already using on a wide-scale basis

11.79% Within the next 6 months

13.54% In 6-12 months

13.10% In 1-3 years

47.16% Not sure/ No timeline set

9.17% N/A

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Conclusion

Forward-thinking lawyers are already creating high-performance, highly flexible legal departments. With AI, they can see a path to a nimbler organization that will further optimize workflow, enhance decision-making, and improve departmental productivity—especially by automating and simplifying time-consuming, manual processes.

While the exact timelines for full scale implementation remains uncertain, and there are many issues and concerns still to be addressed, planning is already underway or being piloted by the most innovative legal teams seeking to thrive in the digital age.

For an in depth look at the importance and potential impact of a strong relationship between GC's and CIOs read the position paper

About OpenText

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