

AI is the new normal in top tier firms

Holland & Knight, Slaughter & May, Bird & Bird, Dentons and Eversheds Sutherland discuss at the Luminance Summer Seminar



Holland & Knight

SLAUGHTER AND MAY

Bird & Bird

大成 **DENTONS**

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SUTHERLAND

This year, Luminance held their flagship **Summer Seminar** event at the Rosewood Hotel in London. We were privileged to host some of our long-standing customers who shared their experiences of using our technology within their firms.

Speakers included **Gavin Williams**, Partner at **Holland & Knight**, who delivered the keynote speech, **Duncan Blaikie**, Partner at **Slaughter & May**, **Stuart Hopper**, Director of Practice and Innovation UK & ME at **Dentons** and **Tom Ray Jackson**, Senior Legal Technologist at **Eversheds Sutherland** who spoke on our panel session "Letting Lawyers be Lawyers" hosted by Luminance CEO, **Emily Foges**. Luminance's Senior Legal Product Expert, **Alex Ross**, also sat down for a fireside chat with **Dr. Artur-Konrad Wypych**, Associate at **Bird & Bird**, to discuss the power of Luminance.



Duncan Blaikie
Partner
SLAUGHTER AND MAY



Stuart Hopper
Director of Practice
Development & Innovation
大成 **DENTONS**



Dr. Artur-Konrad Wypych
Associate
Bird & Bird



Tom Ray Jackson
Senior Legal Technologist
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"Luminance allows you to spend more time being a lawyer as opposed to a detective". Gavin Williams, Partner, Holland & Knight



The legal technology market is inundated with the whys and wherefores of AI adoption, but few discussions are actually led by customers talking about their own real-life experiences. At the Luminance Summer Seminar, we were pleased to offer a chance for guests to learn about the benefits as well as the challenges. Over the course of the afternoon, three key themes emerged from our speakers: the importance of AI now, how to overcome the challenges of implementation and finally, the benefits of adoption.



Why AI now?

As **Duncan Blaikie** began, one of the main drivers of adoption now is increasing pressure from clients. The reality is that AI is no longer a futuristic technology, rather a proven benefit which is expected, even a requisite, for clients deciding which advisors to choose. For **Gavin Williams**, once the firm had set out on their goal to drive innovation within Holland & Knight, the benefits of using Luminance dictated the need to embrace the technology. What's more, with the ever-increasing volume of data, lawyers feel increasingly overcome by the quantities of documents that must not only be read, but analysed. This burnout is something that Duncan Blaikie touched on too. New recruits expect the technology to be in place to streamline their work. If it's not, the danger is that we risk alienating the new workforce from the profession and worse, contribute to the declining mental health of so many in this sector. Ultimately though, any technology implementation which will take up a firm's valuable time and money needs to prove itself.

Challenges of implementation

A ubiquitous challenge in any firm is how to make a key decision on the firm's future and, when there are multiple decision-makers, it can become even more of a challenge to reach an agreement. Gavin Williams spoke about how his firm came up against the same barrier to change and their solution was to limit the number of decision-makers to a more select group who could then make decisions more effectively. It's not always straightforward once the decision has been made, however, and implementation within firms can pose further challenges.

Duncan Blaikie emphasised the importance of managing the expectations of users to increase user adoption – it has to be clear from the outset that AI isn't a magic solution that will carry out a lawyer's job for them. Equally, it's about assuaging fears that AI will make their role redundant. Stuart Hopper agreed with this and went further to cite the importance of carrying out different, targeted sessions for partners and associates at Dentons. Gavin Williams spoke about the benefits of an open dialogue during implementation to address fears that AI will replace them and in the end the results bore out: "We found that with Luminance, it allows a lawyer to spend their time being a lawyer, and less time being a detective". It's therefore seen to be important to train teams effectively in what to expect from the technology as well as how to use it within firms.

The benefits

Artur-Konrad Wypych discussed a highly insightful case study demonstrating how Luminance has significantly streamlined workflow at Bird & Bird.

In one historic project, the manual review took three weeks with eight lawyers reviewing just 10 % of documents. When Bird & Bird later carried out the same review of documents using Luminance, the review process was cut dramatically to 2.5 weeks with just two people - Artur and his colleague – reviewing 90 % of the documents. Not only did Luminance deliver rapid insight into the data but this insight has ensured Artur and his team are much more confident in their results, therefore providing better advice to their clients.

Alongside the benefits of speed and confidence, Gavin Williams spoke about the 'unintended' benefits that came with using Luminance to categorise and cluster data. Following the retirement of one of the partners at Holland & Knight they found that some crucial organisational knowledge on the lease agreements was lost relating to one of the projects that Holland & Knight manages, however, Luminance was able to search through the text and categorise the entire set of leases to present a complete understanding of the data for their clients. This flexibility was also elaborated on by Tom Jackson who spoke of how Luminance Diligence was able to provide value for a whole host of use cases from GDPR to LIBOR.

All our speakers were agreed on the need to implement AI as a force for good and their real-life experiences provided valuable working insight into the implementation and value of Luminance in their day to day lives. We are grateful for their time and look forward to hosting our next Summer Seminar.

