

How SITA is Empowering Non-Legal Teams with Legal-Grade™ AI

SITA

SITA fuels the travel world today. From connecting pilots to ground control, to enabling faster passenger check-in, SITA's IT solutions are critical to travel as we know it with nearly 5,000 employees supporting approximately 90% of the world's airlines.

Streamlining Contract Review

Faced with an overwhelming in-tray of contracts, SITA's Contracts and Legal team found their time consumed with labour-intensive tasks rather than creative and strategic matters. With the Contract Management, Procurement, and Legal teams all involved in the review process, it became clear that a more efficient solution was needed.

By introducing Luminance's Legal-Grade™ AI, SITA has revolutionised its contract review processes. Utilising Luminance's suite of AI-powered negotiation functionality in Microsoft Word, the teams can now expedite the review of customer contracts, terms and conditions, and supplier agreements.

Given the business critical market in which SITA operates, consistency and compliance across all contracts is paramount. Luminance ensures compliance by reviewing clauses to ensure they align with SITA's playbook. Acting as an AI-powered 'legal spellchecker,' Luminance conducts a first pass review of incoming contracts, highlighting risky or non-standard clauses needing review and amendment. Luminance then redrafts clauses that do not comply with SITA's legal playbook, which can be inserted seamlessly into contracts with just a click.

“Luminance is empowering our non-legal teams with the knowledge they need to take a first pass review, as well as the process needed to approve the contract.”



Audrey Geber,
Senior Legal Counsel

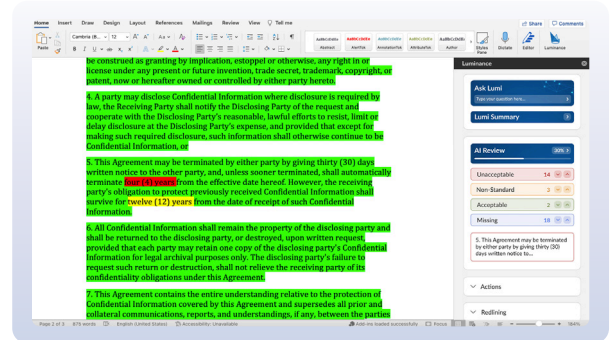
KEY RESULTS:



Enhanced contract review across multiple teams



Maintained compliance in highly regulated industry



Luminance's Traffic Light Analysis will take a first pass review of any incoming contract

Creating an AI-Powered Business

Luminance is not just a tool for the Legal team. The technology is empowering SITA's Procurement and Contract Management teams to take a first pass review of incoming contracts, reducing the burden on Legal.

By centralising all legal knowledge, including negotiation preferences and internal precedents, Luminance acts as an intelligent single source of truth. This information is accessible to teams across the business, enabling reviewers to operate from a unified playbook and ensuring knowledge gaps are minimised. As a result, the quality of SITA's contract reviews is consistently enhanced, with risky clauses promptly identified and addressed.

By embracing Luminance, SITA is not only streamlining contract management but also setting a new standard for efficiency and accuracy. The adoption of AI-powered tools positions SITA at the forefront of innovation, ready to meet the demands of a fast-evolving global landscape.