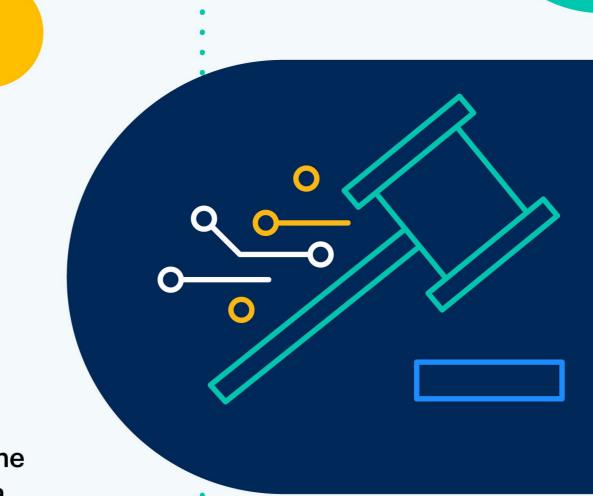
GenAl in Legal: Transformative Strategies and Challenges

As organizations reshape their legal workflows, the integration of generative AI (GenAI) emerges as a transformative force. How do organizations use GenAI on their legal teams?





Legal leaders anticipate enhanced efficiency as a major benefit of deploying GenAI

Skills gaps, unforeseen security threats and regulatory/governance challenges are some of the biggest barriers to legal GenAl adoption

Respondents: 50 legal leaders who are familiar with GenAl

Gartner Peer Community is for technology and business leaders to engage in discussions with peers and share knowledge in real time.

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Surveys are designed by Gartner Peer Community editors and appear on the Gartner Peer Community platform. Once the respondent threshold is met, survey results are summarized in a One-Minute Insight.

The results of this summary are representative of the respondents that participated in the survey. It is not market representative.





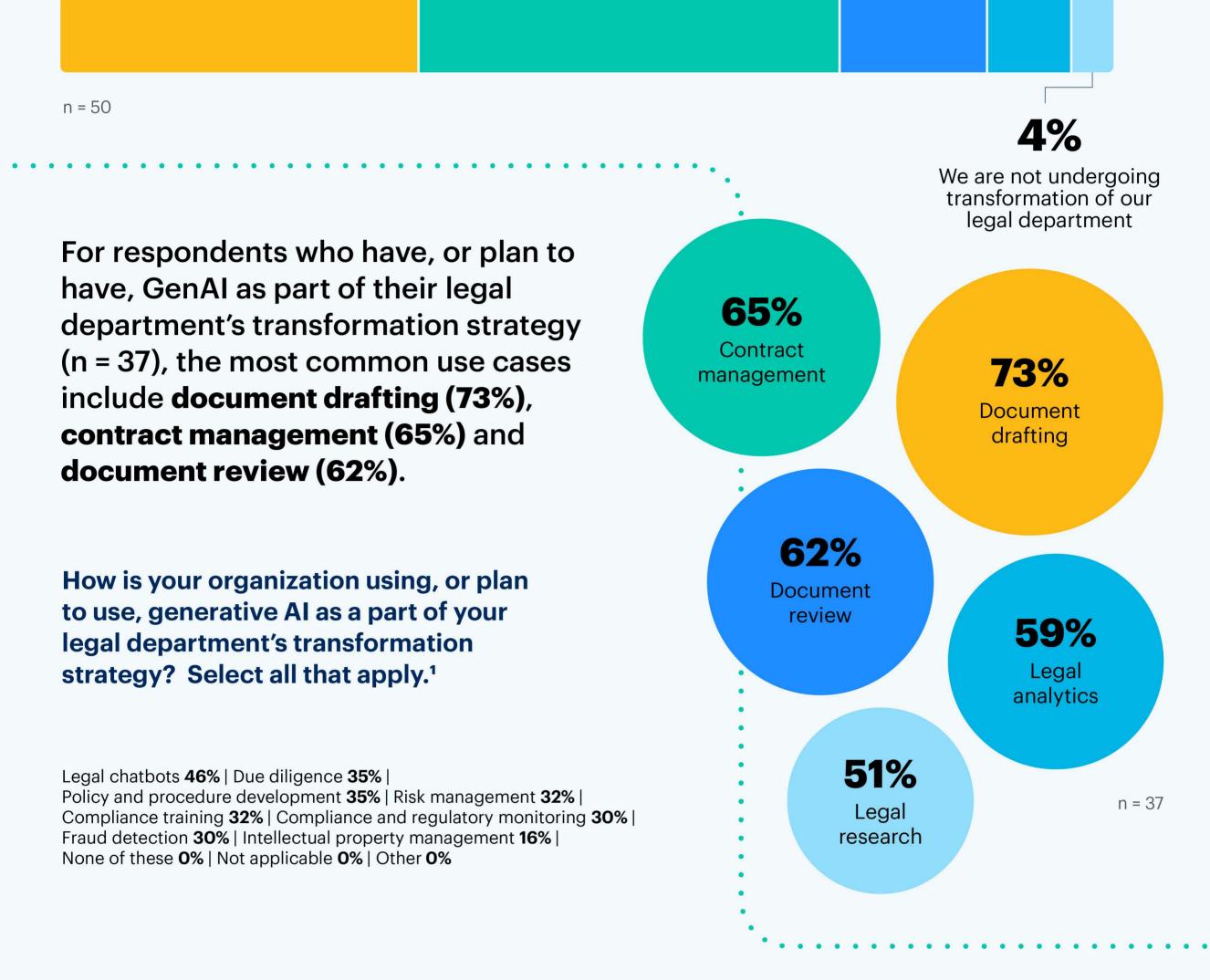
plan to deploy, GenAI as part of their department's transformation strategy. Is your organization currently deploying generative AI as a

Not sure

About three-quarters (74%) of legal

leaders are currently deploying, or

40% 14% No, but we plan to No, and we do not plan to



can provide preliminary legal advice to clients and answer common legal questions. These chatbots may become more sophisticated and capable of handling a wider range of legal inquiries." Director, professional services industry, 1,000 - 5,000 employees Question: In your opinion, what is the future of generative AI in the legal industry?

"Generative AI in the legal industry was already showing

could be Chatbots for Legal Advice: AI-driven chatbots

significant promise, and it's likely that this trend has

continued to evolve. Potential future developments



deployment.

Leaders have seen, or expect to see,

Improved efficiency is the

of deploying GenAl

most anticipated advantage

What benefits has your organization seen, or expects to see, from generative AI deployment? Select all that apply.1

Reduced overhead costs 49% | Improved accuracy 49% |

Improved decision making 49% | Improved consistency 46% Improved resilience 35% | Improved employee morale 35% |

improved efficiency (86%) as one of

the biggest benefits from GenAI

Improved cybersecurity 22% | None of these 0% | Not applicable 0% | Other 0% "I think it will add efficiency (much needed) and take

about other matters."

Director, software industry, <1,000 employees

Question: In your opinion, what is the future of generative AI in the legal industry?

50%

Improved customer satisfaction 32% | Improved sustainability 30% |



86%

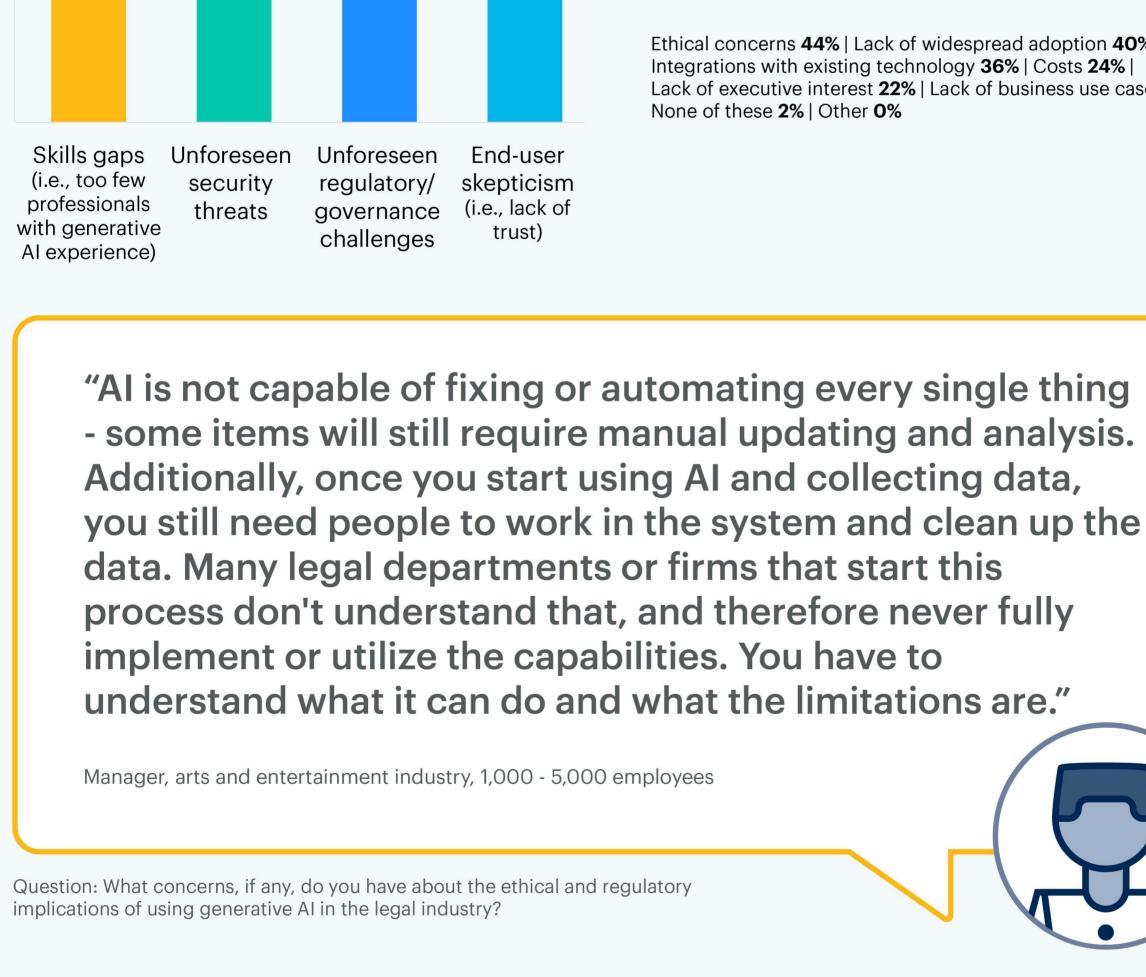
Lack of experience hinders legal GenAl adoption

48%

away some amount of drudgery, so that we can think



50%



Ethical concerns 44% | Lack of widespread adoption 40% | Integrations with existing technology 36% | Costs 24% | Lack of executive interest 22% | Lack of business use case 18% | None of these 2% | Other 0%

68% of respondents cite skills gaps

as a main barrier to GenAI adoption,

followed by unforeseen security

threats (50%) and regulatory/

governance challenges (50%).

What do you see as the main barriers to

generative AI adoption in legal, risk, and

compliance overall? Select up to 3.

Question: What concerns, if any, do you have about the ethical and regulatory In their own words... "The future looks bright for certain defined tasks such as contracting and drafting documents using generative AI, but there will be



Respondent Breakdown

North America 42%

Region

"Could be helpful for improving

management lifecycle or initial

actual attorney review needed

template drafts (but a lot of

efficiency in contract

for AI outputs)"

- VP, software industry,

1,000 - 5,000 employees

Director, software industry, <1,000 employees

some limitations where expertise is

regulation/law would be required."

required in law and some

opinions/interpretation of the

Job Level Director 46% IC Manager **22%** 20% C-Suite VP 6% **APAC 50**% **Company Size** 10,001+

employees

employees

1,001 - 5,000

employees

5,001 - 10,000

20%

30%

4%

<1,001

46% employees

EMEA 8%

Respondents: 50 legal leaders who are familiar with GenAI

1 Question shown only to respondents who answered "Yes" or "No, but we plan to" to "Is your organization currently deploying generative AI as a part of your

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about its accuracy or completeness. Source: Gartner Peer Community, Generative AI in Legal Transformation survey © 2023 Gartner, Inc. and/or its affiliates. All rights reserved.

legal department's transformation strategy?"

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