

# Webinar: A Recent Case Study of How AI improves Contract Analysis

Hosted by:



A DFIN Company



THE LEGAL  
INNOVATION  
HUB

The background is a collage of three images: a person pointing at a laptop screen, a desk with papers and pens, and a computer screen displaying code.

**.re  
invent**

**THE LEGAL  
INNOVATION  
HUB**

**PEOPLE**

**PROCESSES**

**TECH**

Baker  
McKenzie.

LAW FIRMS

CORPORATE  
LEGAL DEPARTMENTS,  
KNOWLEDGE PARTNERS

 **BOSCH**  
**DAIMLER**  
**ING** 

 Wolters Kluwer



*BusyLamp*

ayfie

ipoquants

 LEXEMO

LAWLIFT

**BRYTER**

 LEGARTIS

  
BUCERIUS EDUCATION  
EXECUTIVE EDUCATION

 **LEGAL TECH LAB**

**[MLTech]**  
STUDENT ASSOCIATION

THINGS  
THINKING 

 openasapp

**NAIX**  
TECHNOLOGY

GoodIP

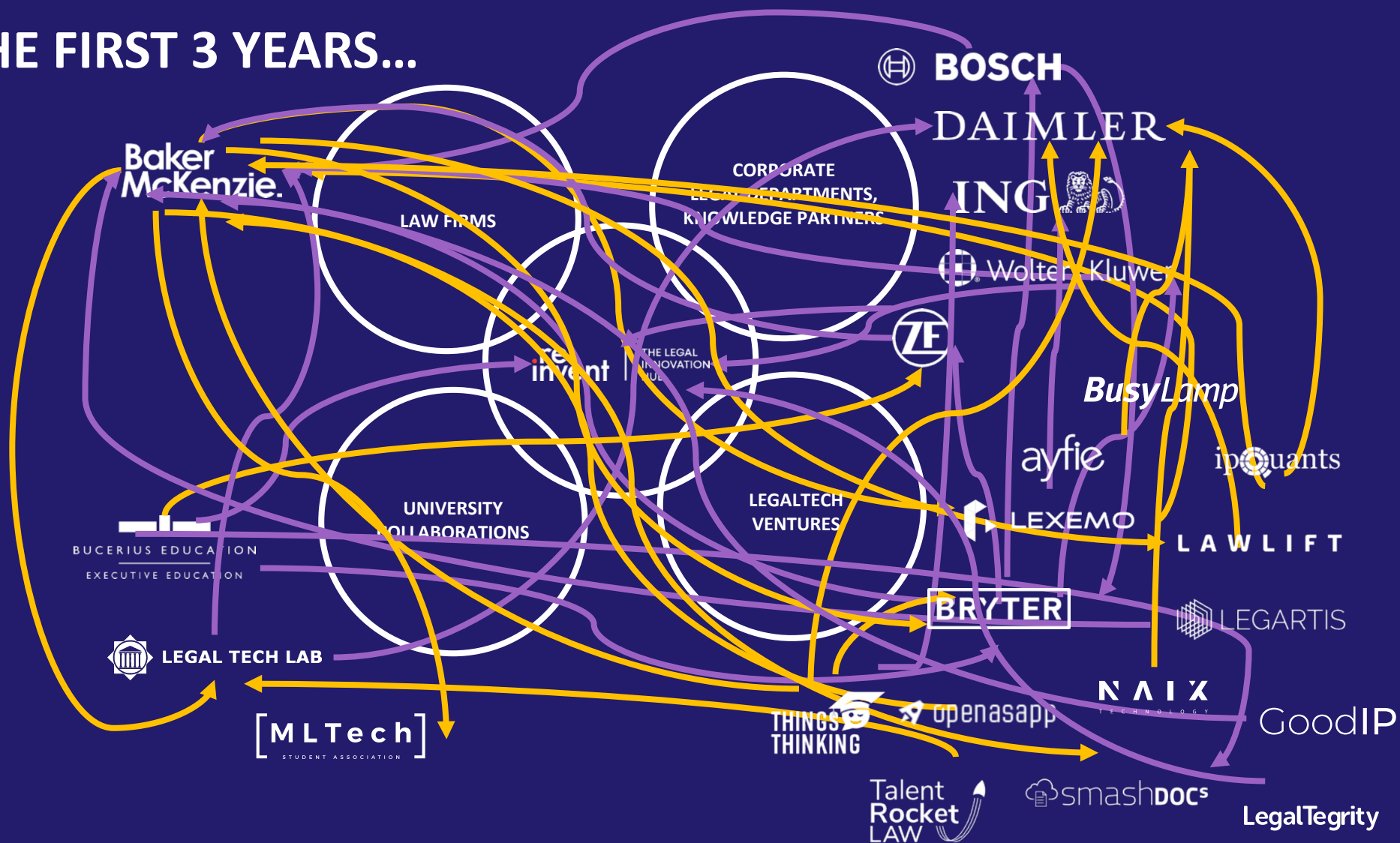
Talent  
**Rocket**  
LAW 

 smashDOCs

LegalTegrity



## AFTER THE FIRST 3 YEARS...



# Panel Speakers

**Nigel Foster**  
Programme Director



**David Wineman**  
Product Manager

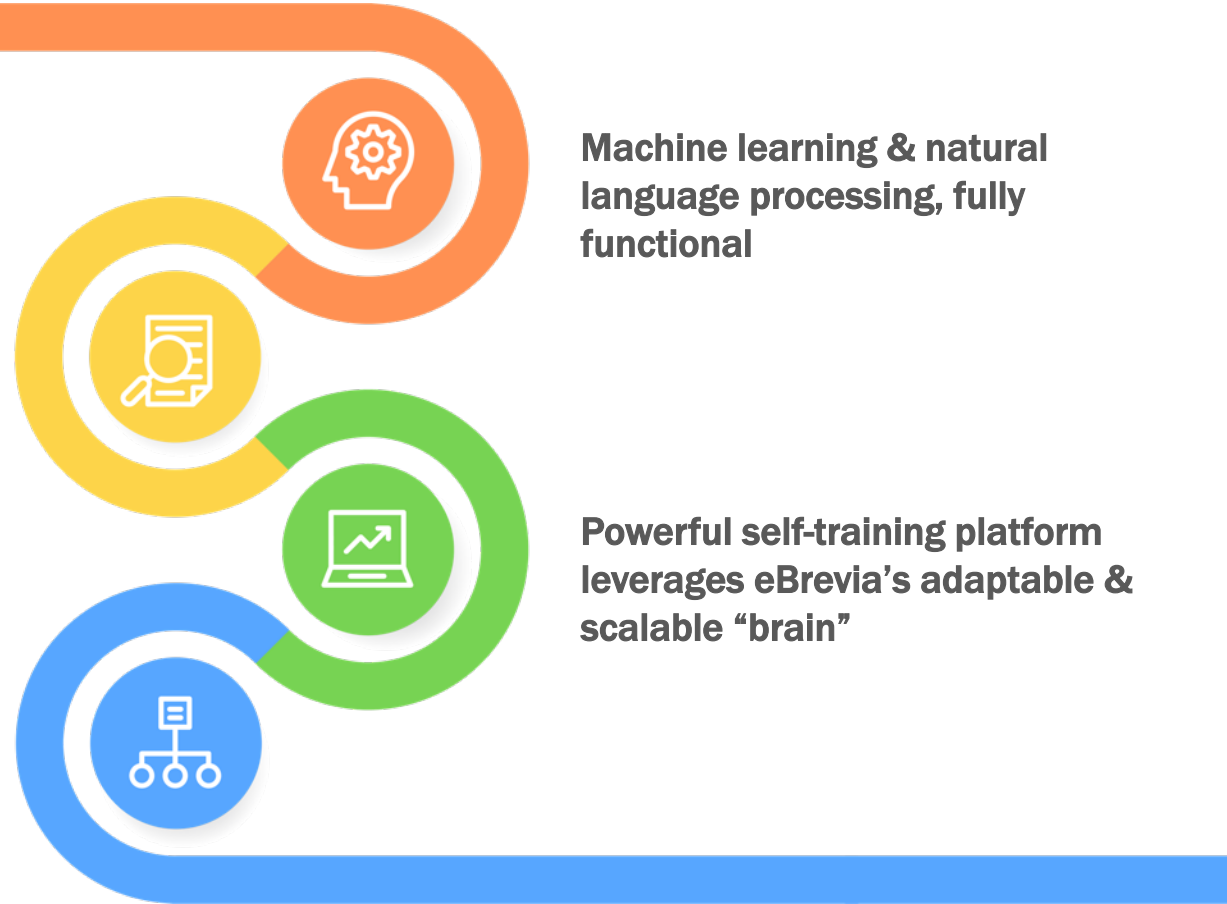


**Adam Nguyen**  
Co-Founder



**Legal concepts extracted  
regardless of specific words  
used & location in documents**

**Multi-format exports &  
multi-system integration using  
APIs**





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## Representative Clients





**Digitisation of  
Contract  
Review with AI**



# Capita plc

## At a Glance

**Founded:** 1984

**Industry:** Business  
Process Outsourcing

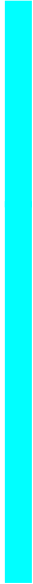
**Publicly traded:** London  
Stock Exchange since  
1991

### Company Structure and Size:

- Headquartered in the UK
- Business mainly across the UK, but also trading in India, Poland, Ireland, US, Germany, South Africa
- 63,000 Employees
- Annual Revenue (2019): \$3.679 Billion



## The Challenge



**Copy the entirety of the company's commercial contracts into the one SharePoint as Capita moves from the historic federated model to a new “One Capita” model.**

# Project Atlas

## Goal


The “One Capita” Model, introduced by the company’s new CEO, has generated the need to centralise all Capita’s live commercial contracts in the one SharePoint repository, Division by Division.

### Main challenges:

- Six divisions: Software, People Solutions, Customer Management, Government Services, Technology Solutions, Specialist Services
- A major period of acquisition in recent years has resulted in disparate processes for storing executed contracts.
- Due to the variety of locations where contracts have historically been stored, any interrogation of the many thousands of contracts for data entails diverting trained commercial resource to achieve the task manually.



## The Solution



**Rapid scanning of legal contracts  
with AI-powered contract analytics  
solution as a key part of the  
process: eBrevia.**

# Decision-making

## Selection Process

Finding the right solution to meet the goals and gaining internal support.

### Core activities:

- Evaluating several providers to find the best solution that offered good functionality coupled with an acceptable cost model
- Building the case, demonstrating value, and gaining internal support for replacing manual processes in which suitably qualified individuals would have to read the contracts themselves.





## Implementation

**After selecting eBrevia, it took a short while for the company to find projects that could harness the power of the tool to bring genuine business benefit.**

# Onboarding

## Change management

Leveraging early adopters, training, and establishing new practices.

### Core activities to creating the centralised Library in SharePoint:

- Understanding the current working practices of the main stakeholders
- Acknowledging where they had misgivings and the underlying reasons
- Adopting a route of “divide and conquer”: conducting dozens of online coaching sessions to smaller groups, to allow the enthusiasm to percolate around the peer group
- Being quick to respond to queries; being genuine with the answers supplied



## The Impact

**We estimate that by automating the key elements of Project Atlas, Capita has saved approx. £228,800 in labour costs (4,260 hours).**

# Results

## Success Metrics

Without the robust savings in labour hours, there simply would not have been the funding for this level of resource, so “Project Atlas” would not have started.

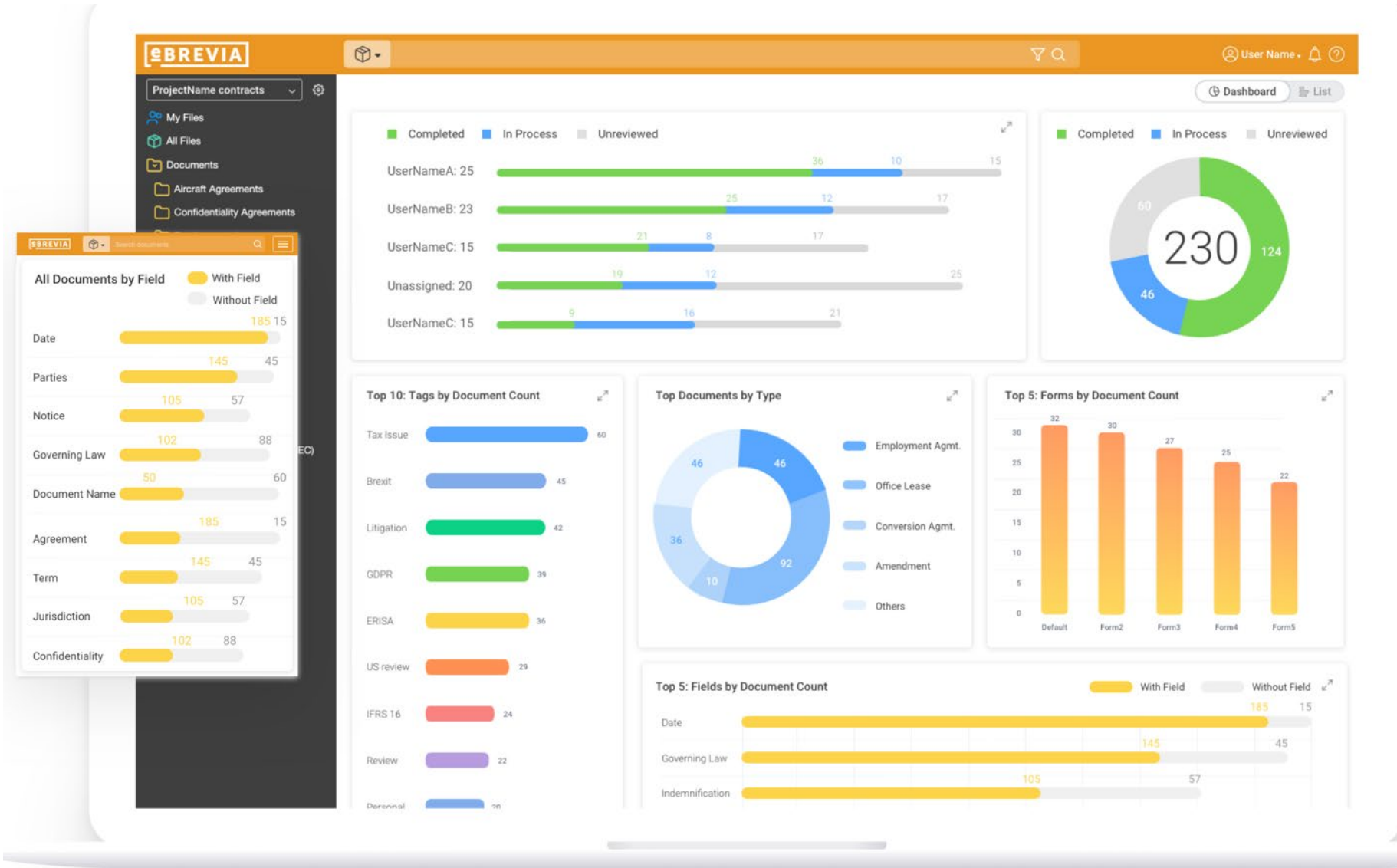
### Impact to date:

- Capita’s **first centralised library of live contracts** for Group Commercial in SharePoint (also some continued usage by Group Procurement and Group Legal)
- **Number of documents processed:** Since April 2020: 35,000+. By 31<sup>st</sup> March 2021 forecast to be a total of circa 41,000
- **Additional metrics:** 5 Divisions now “live” users of the new Library; 1 Division 80% complete and will go live by end of March 2021



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# Tracking Dashboard





eBREVIA

Leases > American Life Inc Lease Agreement.doc

32.2. BROKERS' FEES. Tenant represents and warrants to Landlord that has engaged, finder or other person who would be entitled to any commission or fees for the negotiation, execution, or delivery of this Lease other than as disclosed in this Lease. Tenant shall indemnify and hold Landlord harmless against any loss, cost, liability or expense incurred by Landlord as a result of any claim asserted by any such broker, finder or other person on the basis of any arrangements or agreements made or alleged to have been made by or on behalf of Tenant. This subparagraph shall not apply to brokers with whom Landlord has an express written brokerage agreement.

32.3. ENTIRE AGREEMENT. This Lease contains all of the covenants and agreements between Landlord and Tenant relating to the Premises. No prior agreements or understanding pertaining to the Lease shall be valid or of any force or effect and the covenants and agreements of this Lease shall not be altered, modified or added to except in writing signed by Landlord and Tenant.

32.4. SEVERABILITY. Any provision of this Lease which shall prove to be invalid, void or illegal shall in no way affect, impair or invalidate any other provision of this Lease.

32.5. FORCE MAJEURE. Time periods for either party's performance under any provisions of this Lease (excluding payment of Rent) shall be extended for periods of time during which the party's performance is prevented due to circumstances beyond such party's control, including without limitation, fires, floods, earthquakes, lockouts, strikes, embargoes, governmental regulations, acts of God, public enemy, war or other strife.

32.6. GOVERNING LAW. 10 of 14 construed in accordance with the laws of the State of Washington.

10

Index

Export

Undo

Redo

File Saved

In Process

Summary

Amending Agreement: [?] ⓘ

- No prior agreements or understanding pertaining to the Lease shall be valid or of any force or effect and the covenants and agreements of this Lease shall not be altered, modified or added to (Page 10) [x]

Events of Default: [?] ⓘ

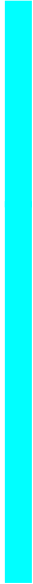
- The following occurrences shall each be deemed an Event of Default by Tenant: (Page 7)
- Tenant fails to pay any sum, including Rent, due under this Lease following five (5) days' written notice from Landlord of the failure to pay. (Page 7)
- Tenant vacates the Premises (defined as an absence for at least thirty (30) consecutive days without prior notice to Landlord), or Tenant abandons the Premises (defined as an absence of ten (10) (Page 7) [x]
- Tenant becomes insolvent, voluntarily or involuntary bankrupt or a receiver, assignee or other liquidating officer is appointed for Tenant's business, provided that in the event of any involuntary (Page 7) [x]
- Tenant's interest in this Lease or the Premises, or any part thereof, is taken by execution or other process of law directed against Tenant, or is taken upon or subjected to any attachment by any (Page 7) [x]

Governing Law: [?] ⓘ

- Washington (Page 11)



## The Surprises



**I had not expected the AI to have become so accurate, once properly trained.**

# Accuracy

## Exceeded expectations

As Capita users increased their use of eBrevia and trained the AI, the accuracy surpassed expectations.

### **Favourite features:**

- The speed of OCR and Analysis.
- The accuracy of the AI, once properly trained.

### **Future use:**

Artificial Intelligence is clearly here to stay. The possibilities for improving customer service are endless.



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# Accuracy Report

## Bespoke Training: Counterparts

13 Examples

Import Model from File

+ Train New Model

Model 3

1/13/21 11:37 AM

Type: Sentence

Total Doc: 14

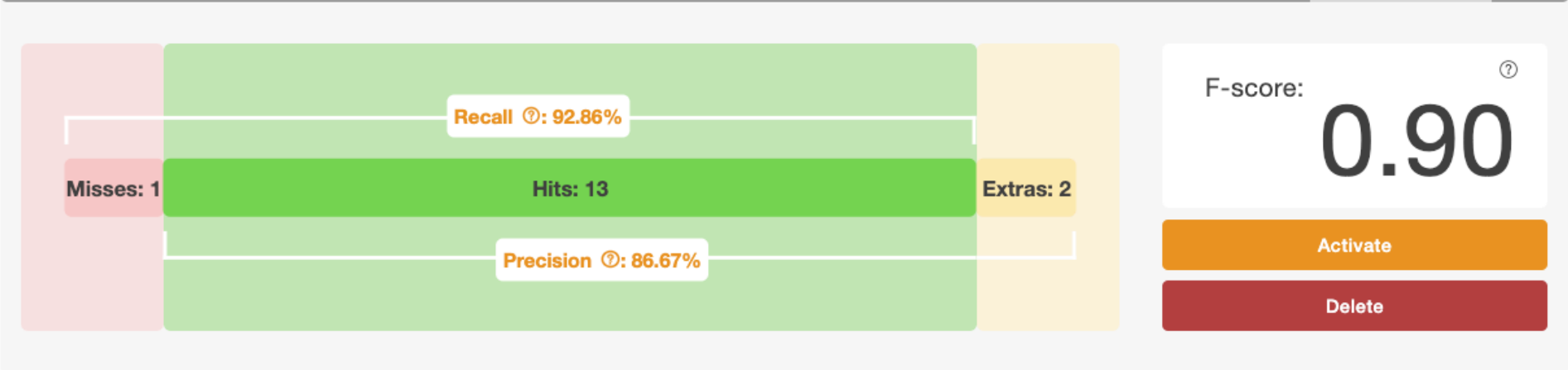
Positive Doc: 12 (14)

Recall: 92.86%

Precision: 86.67%

F-score: 0.90

Export to File



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Search annotation

Sort: Score ↓ Document Name ↓

1.00	Directorship Agreement Letter between BT Group and Timotheus Höttges.pdf	For convenience, this letter may be executed in counterparts. Once executed, the counterparts will constitute an original, and both counterparts together will constitute one instrument.	View
1.00	Distribution Agreement 12.7.09 Banc of America.pdf	This Agreement may be executed in one or more counterparts and, if executed in more than one counterpart, the executed counterparts hereof shall constitute a single instrument. If the foregoing ☑	View
1.00	Consultant Services Agreement 5.17.12 Trio Seagel.pdf	16.3 This Agreement may be exeecuted in any number of counterparts and by facsimile transmission, each of which shall be deemed to be an original instrument, but all of which taken together shall ☑	View

↓ Expand Full Examples (13)

**THANK YOU!**

**QUESTIONS?**



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# STAY IN TOUCH

\*(click buttons for hyperlinks)\*

