Microsoft

All in on AI

Making legal departments more efficient with AI: Learn from Microsoft's journey

Legal departments are navigating increasingly dynamic and complex legal, regulatory, and compliance landscapes. The workload is growing not just in volume, but in speed and complexity. Leaders are looking for tools that will help meet these challenges.

The Corporate, External, and Legal Affairs (CELA) organization at Microsoft is harnessing the power of Microsoft Copilot and AI to enhance the efficiency, quality, impact, and scale of their work. Here are the lessons learned that can help customers on their own transformation journey.

Focus areas: Transform work with the help of AI

- **Enhance advisory services** by leveraging AI to enhance the processes, efficiency, quality, and scalability of counsel provided and enhance client interactions.
- **Streamline transactional processes** by increasing efficiency, understanding, and consistency across contracting motions, from generation through to obligation management with AI.
- **Strengthen compliance and risk management** by efficiently managing, analyzing, monitoring, and complying with a dynamically changing and complex regulation, compliance, and public policy landscape using AI at scale.

Benefits: AI enables us to do more

With AI on the job, employees can automate tasks and augment capabilities to focus on novel and complex issues requiring their judgement with increased speed. For example, Copilot and AI can create efficiencies for regulatory work by quickly summarizing regulations, streamlining analysis, staying up to date on industry news & developments, drafting guidance, and providing actionable insights to help manage the tsunami of regulations.

Opportunity: Copilot for Microsoft 365 saves time on everyday tasks

Across Microsoft 365 applications, Copilot helps people be more productive. In a May 2024 randomized controlled experiment, Microsoft's Office of the Chief Economist assigned realistic legal tasks to over 50 CELA legal professionals and measured the speed and quality of their work. Individuals with Copilot completed the overall tasks 32% faster and with 20% greater accuracy. *All findings statistically significant at $P<0.05$*. The results suggest how rapidly Copilot can deliver value.

Lessons to share: Managing data and expectations are key for successful AI implementation

- Data management is a key priority. Consolidating data from disparate locations takes time but the rewards are high.
- Manage expectations by positioning AI as a journey, rather than a destination, to emphasize continuous learning.
- Engage champions to evangelize and inspire peers and celebrate wins.
- Leverage leaders to actively support and promote AI initiatives and model behaviors needed for successful adoption.

> Adoption of AI is not a luxury for legal departments; it's a necessity…It can never replace human judgment, but it can help us do our work better and faster."
>
> — Hossein Nowbar, Chief Legal Officer and Corporate Vice President at Microsoft

Learn from the Microsoft AI journey

Discover how Microsoft has embraced AI to navigate the rapidly changing legal and compliance landscape. Learn valuable insights for AI transformation from Hossein Nowbar, Chief Legal Officer and Corporate Vice President at Microsoft.

Watch the video