

# SOLID West Feb 2024

A Legal GenAI Success Story

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Dorothy Cullen  
Sr. Director, Legal Operations at Salesforce



# Introduction



- Legal Technology at Salesforce
  - Innovation Delivery
  - Data Intelligence
  - eDiscovery
- Salesforce platform, 3rd party and custom AI solutions
- Striving to reduce costs and increase efficiency for Legal





**How many of you are saving \$50k or more and 75% of your attorney's time per matter for legal research?**

**...using GenAI?**

# Solution Journey

*What we did to achieve impactful results using GenAI for legal research*



## Research

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- Use cases
- Cost analysis
- Investigation
- Demo
- Pilot
- Feedback

## People

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- Right Team
- Strong need
- Interested and open
- Licensed attorneys
- Curious
- Diligent
- Educated on GenAI

## Buy-In

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- Legal
- Finance
- AI Councils
- Ethics
- Security
- Architecture
- IT
- Procurement

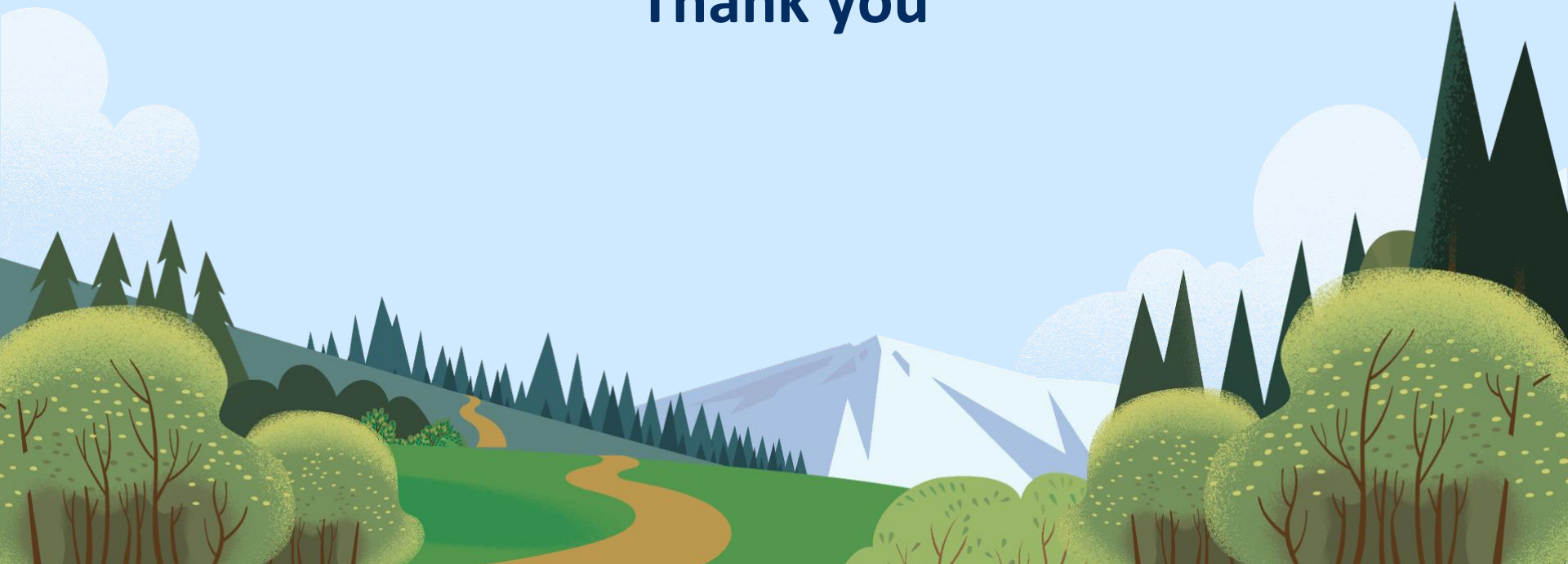
# Impact



- **Pilot use case examples**
  - Customer inquiry case law research and synthesis
  - New product feature legal risk impact analysis
- **Feedback**
  - **Savings of 75%** or more in-house attorney time
  - **Savings of \$50k** or more outside counsel costs
  - **Speed** of research analysis - minutes, not days/weeks
  - **Ease of use** in natural language
  - **Ability to validate** statutes and court filings references



**Thank you**





# Agenda

- Introduction
- Problem
- Solution
- Impact

