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Realizing the Benefits of RPA in the Legal Field

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Abstract- **Robotic Process Automation (RPA) is finding many valuable uses in the legal field. Legal work is often repetitive and document-intensive, which makes it suited to RPA. Automation enables law firms and legal departments to speed up routine processes, saving time and reducing errors. As a result, attorneys and other staff members can focus on more critical tasks. RPA also helps with compliance. This paper examines how legal organizations are realizing the benefits of RPA, based on reviews of Ui Path by members of IT Central Station.**

Keyword:- **Ui Path, automation engine, single, repetitive, bot, work loads, legale.**

I. INTRODUCTION

Running a law firm or legal department involves many administrative chores and repetitive, document-intensive processes that have little to do with practicing law. They're over head-heavy distractions that get in the way of work that's interesting and profitable. Robotic Process Automation(RPA) can take over many of these workloads. With automation, law firms and legal departments can speed up routine processes.They can save time and work more accurately. Staff members are liberated to do more valuable work, the kind of legal work they trained for and prefer to do. RPA is also useful for compliance. This paper discusses these topics and more, looking at how legal professionals realize the benefits of RPA. It is based on reviews of UiPath by members of IT Central Station.

II. RPA USE CASES IN THE LEGAL WORLD

IT Central Station members in the legal field are employing RPA for a variety of tasks, such as the automation of searches in public databases. This is the use case for a Managing Associate at a legal firm with more than 50 employees. He elaborated, saying, "We have lawyers who need to search for various companies. For example, we are searching nsolvency files for a list of business partners, so we use the robot to perform the search and notify clients about its results. Thus, it helps us with our work in searching public registries."

An RPA Architect at Equitable, an insurance company with over 1,000 employees, uses UiPath for its reconciliation processes for insurance group retirement and LOB (Law on Occupational Benefits) plans.A Principal Solicitor at Consortium Legal, a small legal firm, uses RPA technology for arbitration agreements. He explained that "UiPath provides the automation engine behind it. Our product is a platform that is live online. It allows a party to provide some contract information, and the robot assembles a document and communicates with DocuSign, our signature provider. It then sends out a correspondence to the other party and manages the signature process for a bespoke contract for an arbitration agreement." As he further described, this is a pro bono service to promote arbitration and the adoption of a particular arbitration clause. "It's accessible to all," he said. "Parties can log in and it helps them to negotiate and conclude an arbitration agreement in a mediated fashion. The robot sends out an email on behalf of a third-party, a court of arbitration, and it helps the parties get that agreement done. It's about concluding an arbitration agreement before the dispute goes any further."

Filip & Company, a law firm with more than 50 employees, employs RPA to automate subcontracts and timekeeping entries. The firm is also using a robot to help with filling in engagement letters and contracts. Another robot helps with various public searches, e.g., the automation of searches of the public record. Drafting documents and sending mass emails are two RPA use cases for Konexo, a UK legal firm with more than 50 employees. According to a Lead Consultant at the firm, "We used a robot instead of a small army of paralegals to generate the documentation and draft up the emails where we had to communicate with 2,000 to 3,000 people. It was a little bit more involved than just doing a standard mail merge, but we were able to use UiPath to create a number of documents and email them to an individual customer, all through a central email address."

III. THE BENEFITS OF RPA IN LEGAL WORK

RPA legal users are finding a range of benefits from their use of the technology.Konexo's Lead Consultant shared that the ability to displace activity that was traditionally on

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the firm's paralegal team has improved the organization. As an outsourced managed legal services provider, they are what he calls a "people-based business." RPA thus becomes an additional type of resource. He said, "We are able to move work that was traditionally done by people and would be charged at a rate, off to automation where we can bring the costs down. It enables us to reduce our running costs of our clients. A single bot running post completion has saved us two FTEs [full-time employees]."

UiPath has also helped the firm speed up case resolutions because, as he put it, "People don't need to complete an entire task end to end. They can stop at a certain point and the robot take over. That allows a person to get through more work. Also, the fact that the robots are able to do this stuff overnight 24/7, means that we have more capacity to do stuff." A Co-Founder at a tech consulting company is finding that his legal clients are able to reduce headcount based on the fact that people are no longer having to do mundane tasks. "It helps us in providing added value to the clients and to the community at large," said the Principal Solicitor at Consortium Legal. "What I have found interesting is that our product acts as a human would but it's not intrusive. It doesn't require any real integration or interface with one's own systems, in any meaningful way. Obviously, you need access, an account to log in, but it otherwise acts as a human, and that makes deployment quite smooth. It doesn't require you to change anything in your system. I found that very useful."

For the Managing Associate, the benefit took the form of relieving the legal staff of the "burdensome task" of searching on the public registry. He said, "For them, this has been a big improvement. It saves time and also the risk of human error has been reduced, because now the robot does the work. So, you don't get bored when you check 2,000 companies on the portal. The staff is overall more satisfied because they can do more value-added tasks than performing this search."

IV. SAVING TIME AND MONEY WHILE REDUCING ERRORS

RPA saves time and money. It also improves the accuracy of most workloads. These known benefits have their own distinct flavor in the legal field. For example, the Managing Associate said the cost and time savings came in the business development area. "We are now trying to get more clients," he said. "If we were to do this manually, it would take us one day for 200 companies. Now, it takes about half an hour. So, it has reduced our time to process information." The RPA Architect at Equitable said, "It [RPA] has helped to eliminate human errors. It already saves 20 hours per month for reconciliation and LOB."

A Robotic Sales Specialist at T-Impact, a small tech services company that works with legal clients, also offered quantitative evidence of RPA's benefit, stating, "The man-hour cost for deduplicating the database was 11 man-years. We got that down to 30 days with a savings of 3.89 million pounds." The tech company Co-Founder revealed that RPA had reduced the amount of time spent doing administrative activities by50%.

Other notable insights into the time, cost, and accuracy benefits of RPA in legal work included:

- "These automations have decreased errors but it's hard to quantify by how much. They've inserted 20,000 transactions a year. I have no doubt that the error rates improved. It's just a hard thing to quantify."- Lead Consultant at Konexo, a UK legal firm with more than 50 employees.
- "In terms of reducing the cost of digital transformation, if a person had to do what the robot does, it would probably be impossible. Processing time is reduced by many orders of magnitude. As a professional, if I had to manage an addendum like that, it would take me weeks. And it takes about seven minutes or so, if all goes well." - Principal Solicitor at Consortium Legal, a small legal firm.
- "The most valuable feature is its ability to save time with a task. In general, it improves accuracy as well." - Partner at Filip & Company,a law firm with more than 50 employees.

V. ENABLING A FOCUS ON HIGHER VALUE WORK

RPA liberates legal professionals to do the work that is both more interesting and profitable for their organi zations. As Konexo's Lead Consultant noted, RPA "enables us to shift activity nobody enjoys onto a robot and lets staff focus on the stuff they've been trained to do."

He further shared that RPA takes work that people don't want to do at the moment, like having to download a document, take some details off the top and the bottom of the document, apply a stamp, and then re-upload. He said, "It's not what our paralegals and new trainees want to be doing on a day-to-day basis. UiPath enables me to free up capacity for people to work on new work."

The RPA Architect at Equitable remarked that RPA lightens workloads for menial jobs and "lets people focus on more innovative work." The Managing Associate similarly noted, "This has freed up our legal staff's time to focus on more important and strategic tasks."

VI. HANDLING COMPLIANCE NEEDS

RPA can help with compliance, a tedious but critical workload in law firms and legal departments.The Managing Associate described his use case by saying, "One of the departments in our organization does use UiPath for compliance purposes: To send reminders to

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our clients. We have to ensure that clients are compliant when they submit financial statements. We use the robot to send them reminders to update the steps of compliance, i.e., if it's done." He added, "It has increased their level of compliance because it's timely and there are no errors in the reminders." Deloitte, the global consultancy, uses RPA for contract compliance, according to one of their Strategy and Analytics Consultants. It's part of their back office reporting process for general deliverables.

VII. THE IMPORTANCE OF INTEGRATION WITH LEGACY SYSTEMS AND KEY LEGAL TECHNOLOGIES

RPA should ideally integrate easily with legacy systems and technologies, such as Optical Character Recognition (OCR), that are elemental to legal work. As the RPA Architect at Equitable put it, "The most valuable features provide solutions for when I am using OCR technology. It easily integrates with Google OCR, Microsoft OCR, and ABBYY OCR. We are using that integration feature to incorporate OCR mostly for reading scans."

VIII. CONCLUSION

RPA is becoming a valuable tool for the operation of a law firm or legal department. The technology is well-suited to some of the field's repetitive, document- intensive workloads. As IT Central Station members in the legal world are discovering, RPA has the potential to save time and money.Automating legal workloads can reduce errors, too.Employees are free to pursue more value-added legal work, rather than administrative routines. It is still early in the RPA life cycle for legal business. As the technology proves itself and continues to evolve, it will likely find an increasing number of applications that help legal firms and departments work more efficiently and profitably.

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