

# FIVE PRINCIPLES OF AI CONFIDENCE™

A practical guide to  
building trust, clarity and  
momentum with legal AI





# OVERCOME UNCERTAINTY. START MOVING WITH AI CONFIDENCE™

While the message that 'AI is reshaping legal work' is being broadcast loud and clear across the industry, many firms and departments are still figuring out what that means for them in practice.

With so many new tools in the market, how do you know which ones to trust? And how do you make sure your data, people and workflows are aligned and ready to adopt them?

At iManage, we believe AI Confidence™ isn't something you can buy. It's something you build — on a stable, secure foundation that allows you to embrace change with clarity and control.

This short guide outlines five principles we believe are essential to developing AI Confidence. Each is rooted in the realities of legal practice and embedded into how iManage works.

# WHAT THIS GUIDE COVERS



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<b>Principle 1</b>	Security that meets the highest standards
<b>Principle 2</b>	Trust with transparency means accuracy with every answer
<b>Principle 3</b>	Purpose-built tools support lawyers without disrupting them
<b>Principle 4</b>	It should be easy to capture knowledge and turn it into collective intelligence
<b>Principle 5</b>	Partners, not just products

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# SECURITY THAT MEETS THE HIGHEST STANDARDS



Legal professionals handle highly sensitive, privileged and regulated data. Without robust security, AI can become a risk that exposes firms and departments to breaches, compliance failures and reputational damage. So AI Confidence starts with security.

Law firms and legal departments need to feel confident that the tech they use to power AI productivity and leverage knowledge is purpose-built for legal-grade governance – that their data is secure and that they maintain full control over who sees what. Every matter, every time.

## Why it's important

1. Robust security prevents exposure to compliance risks and reputational damage
2. AI tools must adhere to need-to-know governance protocols and align with regulatory standards
3. Scaling AI requires airtight cloud security in the cloud

## How iManage helps

- ✔ Legal-grade security with access controls and robust audit trails
- ✔ Compliance that meets legal and regulatory standards (e.g., GDPR, HIPAA)
- ✔ Data sovereignty ensures clients retain full control over where and how data is stored
- ✔ Proactive monitoring with 24/7 threat detection and response
- ✔ Zero trust architecture that ensures only authorized users access sensitive content



**“iManage provides world-class data security”**

Brien Bergner  
Manager, Legal Operations, Gilead Sciences

# TRUST WITH TRANSPARENCY MEANS ACCURACY WITH EVERY ANSWER

Lawyers must be able to explain and defend every decision. If AI outputs can't be traced or justified, they're unusable in legal contexts. Transparency builds trust and ensures the defensible use of AI.

So a foundational principle of AI Confidence is having the ability to trace every AI insight back to a source: your documents, your knowledge, your standards. Only then can AI truly be put to work in a legal context.

## Why it's important

1. AI hallucinations erode trust, risk fines and put your reputation on the line
2. Legal work demands defensibility
3. Legal teams need precision; guesswork is out of the question



## How iManage helps

- ✔ AI outputs are grounded in your firm's documents and emails to provide answers that are highly relevant and supported by your own content
- ✔ Enhanced evidence features clearly show what's supported by your content using in-line citations and interactive highlights for unsupported claims
- ✔ Expert-designed guided actions, created for legal workflows in partnership with practicing lawyers, are tested to clear quality criteria to deliver results lawyers can trust
- ✔ Built by an experienced team of knowledge engineers, data scientists and legal experts

# PURPOSE-BUILT TOOLS SUPPORT LAWYERS WITHOUT DISRUPTING THEM



AI shouldn't reinvent your workflow, it should respect your process and refine it. Lawyers are already overloaded without having to manage general purpose AI tools that often disrupt workflows or miss legal nuance.

AI Confidence comes when new tools fit into your existing workflows without disruption. So AI should be embedded in the apps you already use, like Outlook, Word and Teams, adding automation and insight without the learning curve — allowing you to stay focused on rewarding, value-driven legal work, not figuring out new software.

## Why it's important

1. Lawyers don't have time to learn new tools
2. Productivity tools should reduce friction, not add to it
3. Adoption only happens when value is obvious

## How iManage helps

- ✔ Fully integrated with the Microsoft platform (Outlook, Word, Teams and Copilot) providing a unified user experience that reduces friction and accelerates every step of the knowledge lifecycle
- ✔ Legal AI that synthesizes obligations and rights across multiple documents, analyzes key terms, and extracts data points — allowing you to build timelines to test legal theories in a single click from Work
- ✔ Legal specific features such as signature detection and email filing
- ✔ Delivers value on day one without IT overhead, significant training or user adoption hurdles



# IT SHOULD BE EASY TO CAPTURE KNOWLEDGE AND TURN IT INTO COLLECTIVE INTELLIGENCE

Institutional knowledge is one of an organization's most valuable assets. Yet it's often siloed in documents, buried in systems, or lost entirely when people leave.

AI Confidence means making institutional knowledge easy to capture, surface and reuse. That means AI should do more than boost individual productivity; it should capture, connect and extend the collective expertise of the firm — turning fragmented knowledge into lasting strategic advantage.

## Why it's important

1. Knowledge loss is costly and hard to spot
2. New team members can use AI tools to onboard and ramp-up faster
3. Knowledge reuse ensures continuous improvement for clients

## How iManage helps

- ✔ A centralized knowledge base that captures and connects documents, emails, and prior work
- ✔ Search that surfaces relevant clauses, templates and insights at the point of need
- ✔ Knowledge continuity that ensures best practices, IP and expertise remain — even when people move on
- ✔ Document classification and enrichment that enhances the value and insights of customers' data
- ✔ Power to reuse the best work, reducing duplication and rework and driving a level of consistency and quality with clients



“iManage is making it feasible for us to tap into decades of legal expertise in depth”

Hayley Harris

Global Director of Central Knowledge Management, Bryan Cave Leighton Paisner (BCLP)

# PARTNERS, NOT JUST PRODUCTS



In a legal tech market crowded with fast-moving vendors and bold AI claims, confidence means knowing your tools – and the people behind them – will be there tomorrow.

AI is a long-term investment. So legal teams need more than just AI products; they need partners who understand their world and the complex stack of tools they already use – and will evolve with them. Because effective AI must integrate seamlessly and reduce friction, so lawyers can work smarter, not harder.

## Why it's important

1. You need a vendor that supports you with whatever tech you already use
2. Reliable support reduces IT strain
3. Trust builds over time, not through hype

## How iManage helps

- ✔ 30-year track record that is trusted by law firms and legal departments globally
- ✔ AI built into a stable platform that is able to remain highly performant at scale
- ✔ Microsoft partnership that includes deep integration with Microsoft Copilot and the productivity suite of applications
- ✔ Unified platform that provides a single place to manage documents while supporting an open ecosystem of tech partners to make sure customer data remains secure and governed across all your AI needs – no matter how unique they are

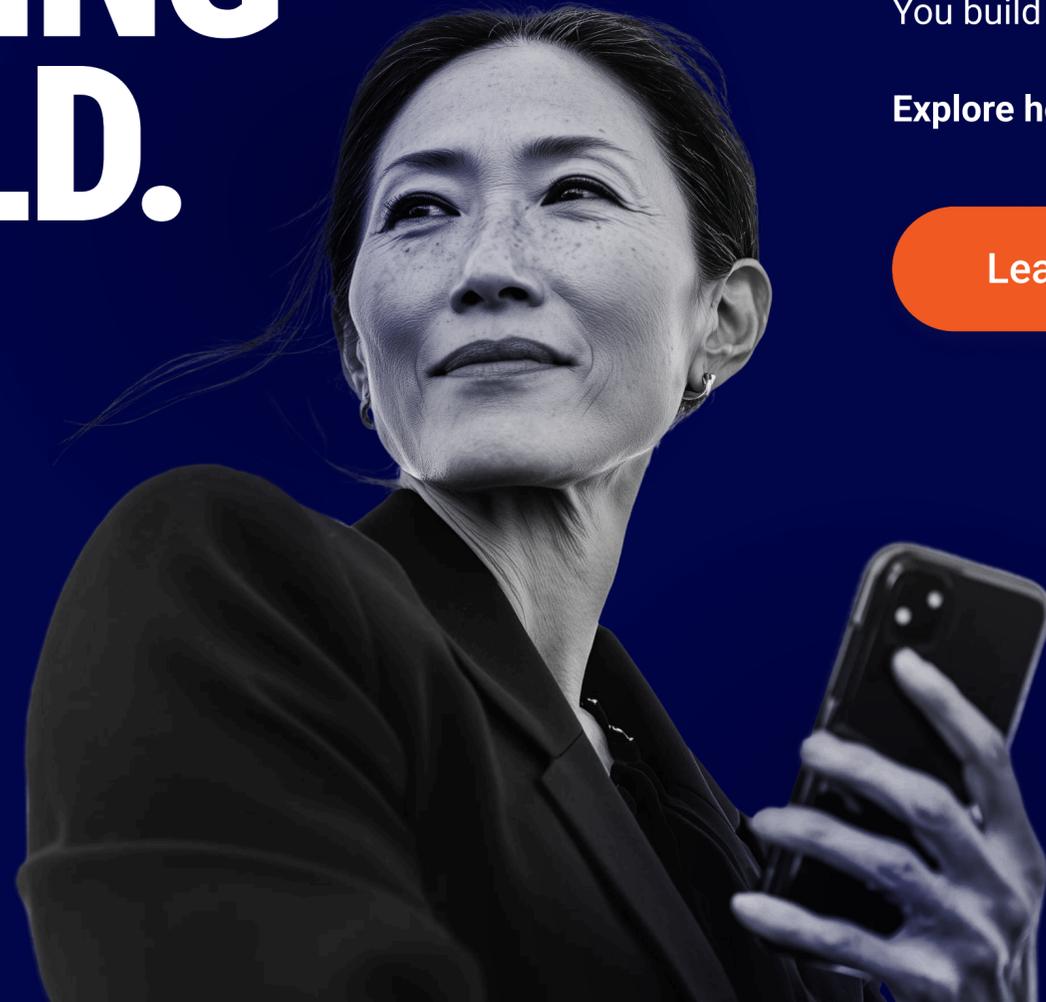


“iManage is the bedrock of everything we do:  
it's mission-critical”

Jordon Flato  
Director of Technology, Farella Braun + Martel LLP



# AI CONFIDENCE™ ISN'T SOMETHING YOU BUY. IT'S SOMETHING YOU BUILD.



Legal AI isn't a switch you flip. It's a shift in how teams work, how knowledge is shared and how confident people feel about the tools they use every day.

That confidence doesn't come from hype or features. It comes from knowing your foundation is solid. That your data is protected. That your workflows make sense. That your AI tools are as dependable as they are powerful.

With iManage, you're not taking a leap of faith into legal AI. You're stepping forward with structure, clarity and support. From a platform built specifically for legal and shaped by over 30 years of partnership with the world's most trusted law firms and legal teams.

Because when you give your people the right foundation, you don't just adopt AI.

You build AI Confidence.

Explore how iManage can help you build AI Confidence™

[Learn more](#)

