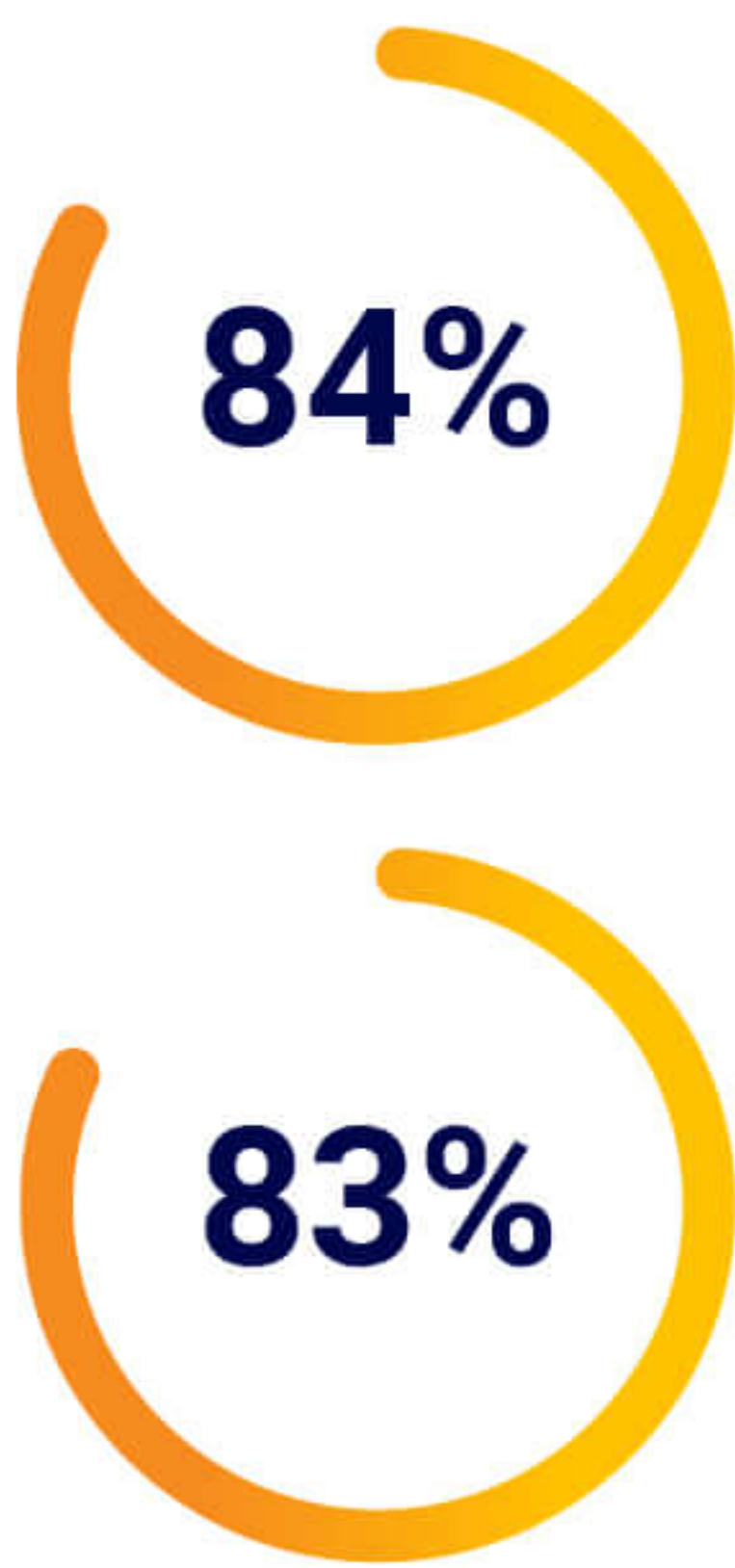


Redefining legal operations to adapt to uncertainty and rapid change

In April 2025, Draftwise, iManage, and Neota Logic engaged Ari Kaplan Advisors to interview leaders in legal operations about the evolving landscape in corporate law departments. These are the key data points captured in the research.

Legal ops in transition



report that the **legal ops function is expanding**, with roles now including data analytics, strategic planning, and knowledge management.

of respondents say the legal operations role has **changed significantly**.

AI is front and center in legal operations



94%

believe **automation and AI will change legal work** — though most say it's still early days.



71%

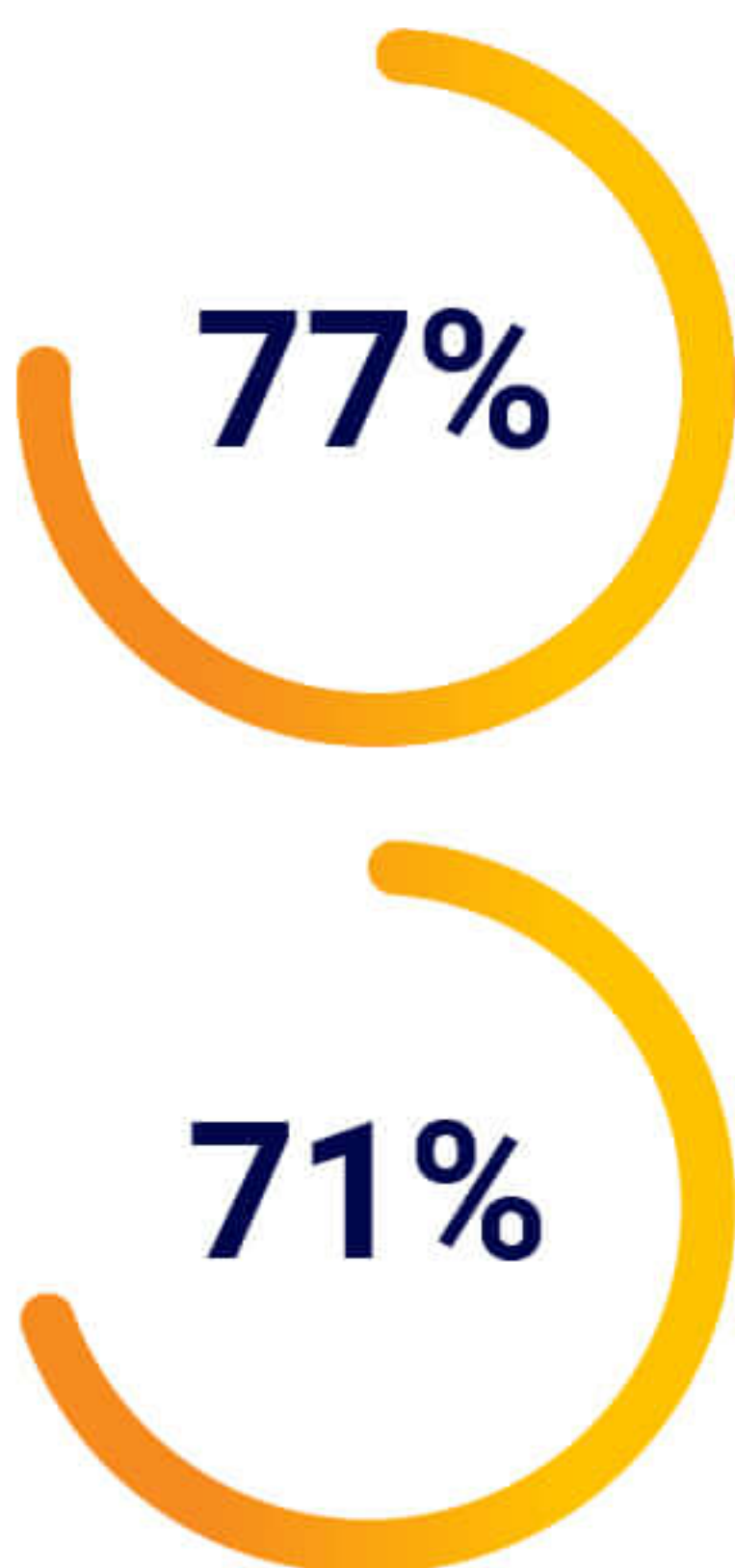
are already exploring or using generative AI for tasks like e-discovery, contract review, and summarization.



90%

find generative AI useful for specific legal tasks, especially in **automation** and **document handling**.

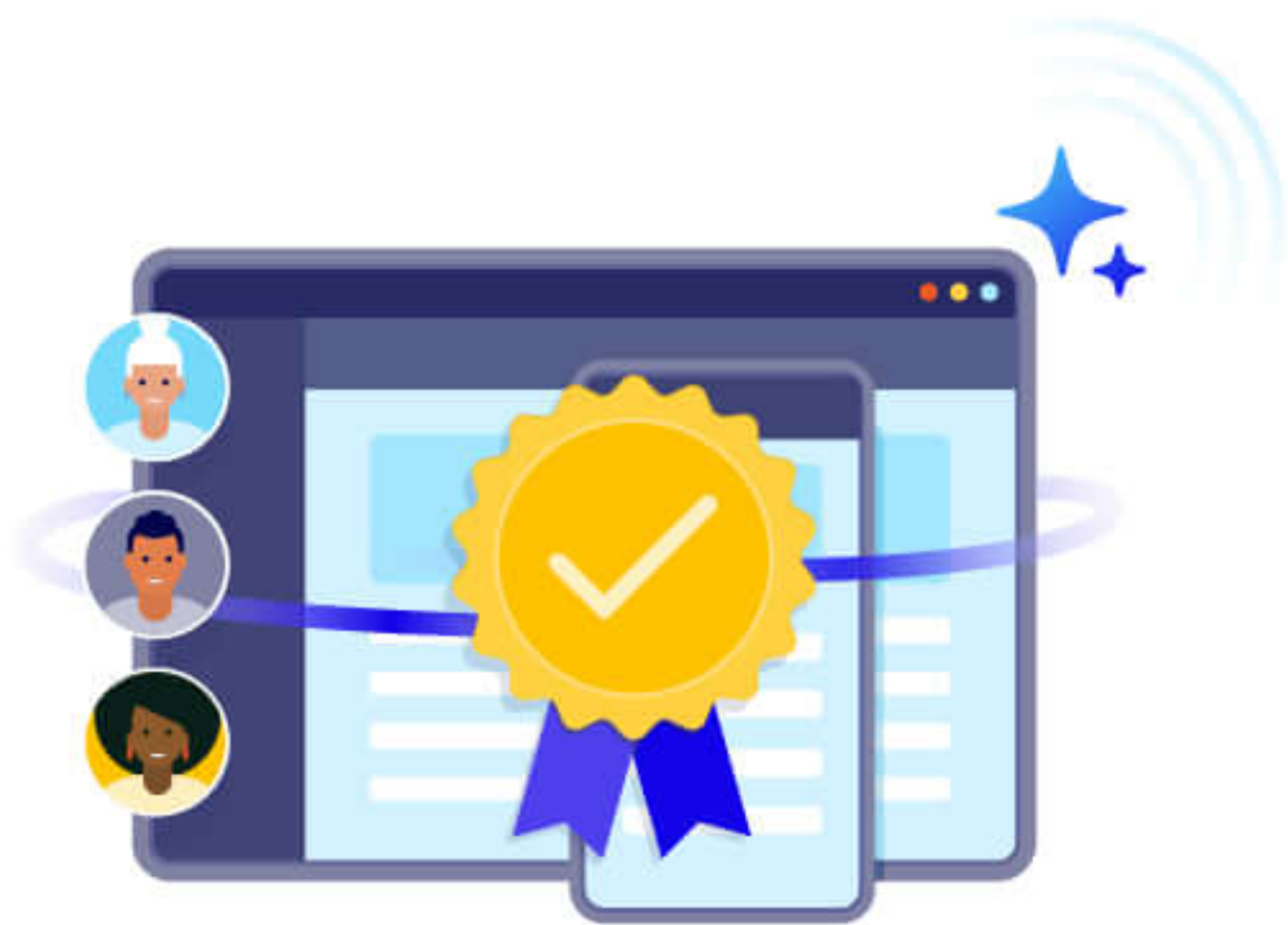
Increasing influence though technology



have responsibility for **selecting technology** for the legal department.

of legal departments are offering or planning to offer self-service tools like **NDA**s and **legal intake systems**.

The changing dynamic between law departments and law firms



agree that the law firm/in-house relationship has changed, with a **shift toward strategic partnerships** over transactional interactions.

▼ See link below to download full summary