

SKU

BUS-LEG-REQ

Solution area

Business Operations

Works with

Contract Lifecycle Management (CLM), Legal Matter Management, Policy Management, Vendor & Supplier Management

Updated

Sep 26, 2026

Datasheet

v1.0

SmartSuite

Business Operations › Legal Operations · Datasheet

Legal Requests & Intake

Capture and manage legal requests with structured intake, automated workflows, and real-time visibility.

What it is

Legal Requests & Intake is the process of capturing and managing requests for legal services through structured workflows. It ensures that all legal work begins with complete, validated information and follows consistent processes for prioritization and execution.

SmartSuite's Legal Requests & Intake solution provides a structured, scalable system to capture and manage legal requests across the organization. It replaces email threads, shared documents, and informal processes with a centralized, governed intake system.

With a standardized intake layer, all legal requests are submitted through structured forms, ensuring complete and consistent information from the start.

Core capabilities

Structured Legal Intake Forms

Capture complete and consistent request information.

Multi-Type Request Management

Handle contracts, reviews, compliance, and advisory requests.

Automated Routing & Prioritization

Assign requests based on type, urgency, and workload.

Workflow Automation & Approvals

Streamline request handling and approvals.

Legal Workload Visibility

Track request volume, status, and bottlenecks.

Policy & Compliance Integration

Ensure requests align with governance requirements.

Notifications & Escalations

Ensure timely responses and resolution.

Audit Trails & Documentation

Maintain traceability for all legal activity.

Reporting & Performance Dashboards

Monitor legal operations efficiency and trends.

The Legal Intake Lifecycle

Step 1 Submit Legal Request Capture structured request data through intake forms.	Step 2 Validate & Route Apply rules and assign to appropriate legal teams.	Step 3 Prioritize & Review Assess urgency and workload.	Step 4 Execute Legal Work Route into contracts, matters, or workflows.	Step 5 Track & Report Monitor status and outcomes.
---	--	---	--	--

Who it is for

Legal Teams (General Counsel, Legal Ops) Manage and prioritize legal requests.	Business Stakeholders Submit legal requests and track status.	Procurement Teams Request contracts and legal reviews.
Compliance Teams Submit governance and regulatory requests.	Executive Leadership Monitor legal workload and performance.	Operations Teams Coordinate legal workflows across departments.

Works with

Contract Lifecycle Management (CLM) Initiates contract workflows.	Legal Matter Management Tracks ongoing legal work.
Policy Management Handles governance-related requests.	Vendor & Supplier Management Supports supplier-related legal activity.

Built differently. Legal Requests & Intake runs on the same relational platform as every other SmartSuite product, so its records link to the risks, controls, issues and evidence they affect, and every report reflects the current state rather than a copy.

See it working with your data

Ask your SmartSuite account team for a demo of Legal Requests & Intake configured for your organization, or read the full product entry at smartsuite.com/products/legal-requests-intake.

Schedule a demo