

Case Study

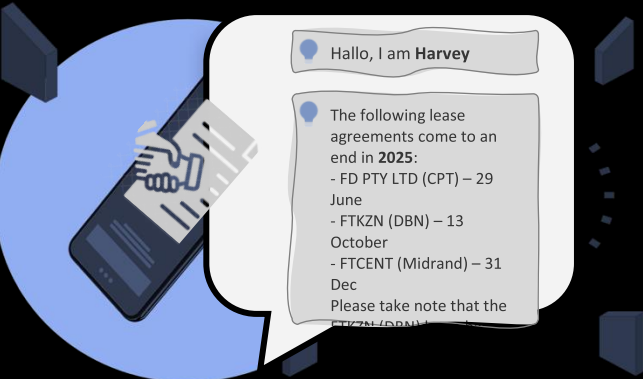


SOLUTION AREA: App Modernisation
 SOLUTION PLAY: Modernising Apps with Azure
 and Azure AI & IoT Devices
 TECHNICAL: Azure AI Services, CosmosDB

INDUSTRY: ... Legal Services
 REGION: South Africa
 REACH: Global

Overview

By building a bespoke cloud powered chat interface, legal consultants can query contract terms, dates and notice periods quickly using generative AI.



Legal and paralegal consultants at First Technology Head Office needed to query various supplier, client and landlord contacts to check contact terms, termination dates and conditions. This time consuming part of the legal cycle often relied on the input of senior legal consultants, slowing down the contacting cycle.

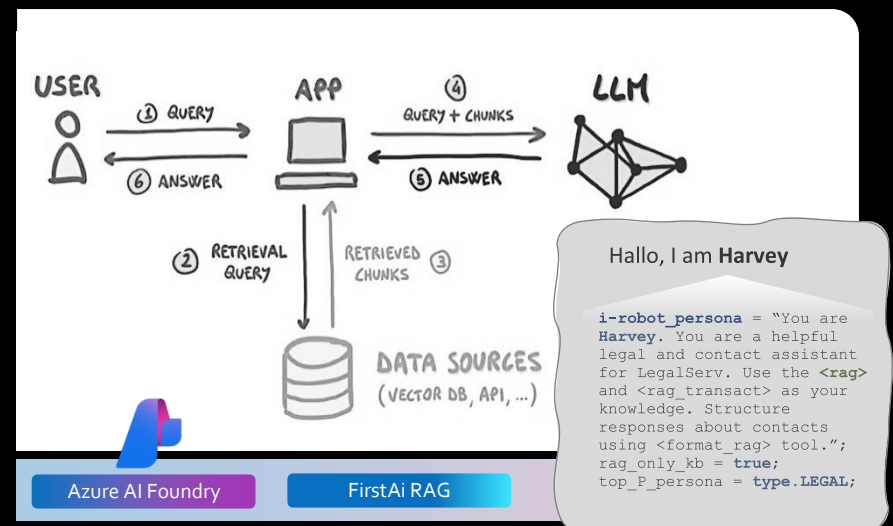
As an early adopter of generative AI, First Technology's in-house legal team is benefiting from intelligent access to existing contact knowledge. This is resulting in rapid responses to queries, and secures the knowledge of the company for the future.

Approach

Working closely with First Technology's senior legal counsel, First Technology identified the need to deploy generative AI as an emerging technology. After investigating various use cases, we agreed a viable business case to augment legal assistants with a generative AI chatbot. Using our template-based chatbot framework, we configured and deployed Harvey within a week, using an Azure AI RAG architecture.

Retrieval-Augmented Generation (RAG) is an AI technique that enhances language models by retrieving relevant information from a **known knowledge source** and integrating it into the model's response to **improve accuracy, reduce hallucinations**, and provide **up-to-date answers**.

User the FirstAI RAG framework, built on top of the Azure AI Services and Azure App and Web Services, data is kept secure in the client's Azure tenant. Integrated authentication with EntraID allow only authenticated and authorised users to access the chatbot. Security and cost efficiency was achieved following an AI-based workload landing configuration, including selecting the most cost effective model from the Azure AI Foundry model catalogue.



Summary and Benefits

First Technology's Digital Team developed a generative AI knowledge system. The benefits of the solution:

- Gives users rapid and intelligent information from existing legal contracts
- New legal assistants are less reliant on domain and contract knowledge from peers
- Lays the foundation for future projects, including being able to do contract comparison, pre-screening supplier contracts and client NDA and legal guidance



First Technology delivers expert IT solutions with deep industry experience, empowering businesses through advanced infrastructure, cloud, security, and managed services tailored to the evolving digital landscape. First Technology Digital is a specialist Innovation and generative AI division of the group.