

Case Study

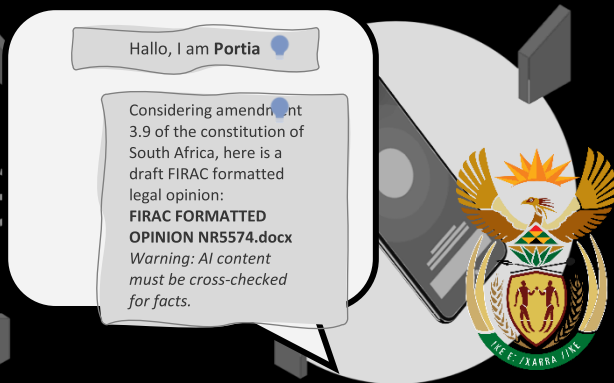


SOLUTION AREA: App Modernisation
 SOLUTION PLAY: Modernising Apps with Azure
 and Azure AI & IoT Devices
 TECHNICAL: Azure AI Services, CosmosDB

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

Overview

By building a bespoke Azure cloud powered chat interface, the legal counsel of The City of Cape Town, can use 1000's of previous legal opinions and up-to-date regulatory frameworks, to create draft AI generated legal opinions. This saves the council thousands of Rands by not having to seek external legal counsel for many pre-trial cases.



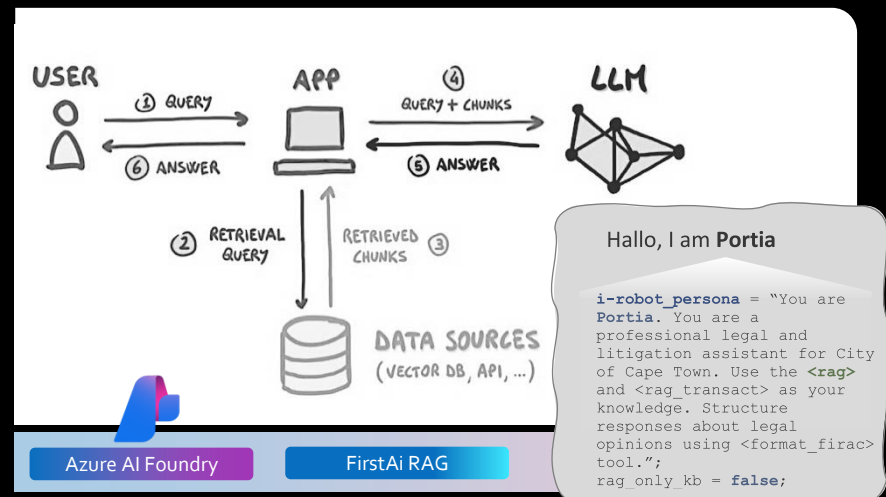
By fine tuning a base model in the Azure AI Foundry, the City of Cape Town in partnership with First Technology, deployed a legal assistant bot to the litigation team of the city. After targeted training by First Technology domain experts, user can query the system to find summarised answers to legal framework questions, including the constitution and municipal bylaws. An internationally recognised FIRAC draft legal opinion can then be generated and downloaded by the user.

Approach

Working closely with the City of Cape Town's in-house litigation team, 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 agent. Using our template-based agent framework, and working directly with Microsoft technical experts, we configured a workload specific landing zone, trained, built and deployed Portia – a legal assistant.

FIRAC is a legal case-briefing method that stands for **Facts, Issue, Rule, Application** and **Conclusion**. Structuring the core components of judicial reasoning. This forms the basis of a legal opinion which, in litigation, is used by clients and 3rd parties for **formal assurance of the legal validity of a case**.

User the FirstAi RAG framework, built on top of the Azure AI Services and Azure App and Web Services, highly sensitive data and 1000's of previous legal opinions are kept secure in the client's Azure tenant. Integrated authentication with EntraID allow only authenticated and authorised users to access the agent. 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 legal opinion agent. The benefits of the solution:

- Gives users rapid and intelligent information from existing legal frameworks and legislation
- Legal assistants are less reliant external and expensive legal firms to generate legal opinions
- Lays the foundation for future projects, including being able to do City contact analysis, pre-screening legal requests and to test updated legislation against existing City policies

