STUDENT BRIEF

DEVELOP AN AI SOLUTION FOR STREAMLINING LEGAL REQUESTS MANAGEMENT

TLT LLP

Summary

We're TLT LLP, a UK law firm that helps businesses navigate legal challenges and seize opportunities with practical, business-ready advice. One of the big ways we add value is by looking ahead for our clients, especially when they're dealing with new challenges like restructuring or adopting emerging technologies. This brief focuses on a fictional client, FutureFinance, a financial services company being spun off from its parent bank. We want your fresh ideas on how AI tools could help streamline their legal processes, making life easier for their small in-house team and ensuring everything runs smoothly. By the end of this, you'll have explored how technology can solve real-world problems in the legal and financial sectors.

KEY WORDS

Legal operations, AI tools, financial services, user experience, efficiency, governance, data security, process improvement

INDUSTRY

Legal & Professional Services, Financial Services, Technology

FOCUS

- How FutureFinance's legal needs will change after the spin-off
- Common bottlenecks in handling legal requests
- What makes a great user experience in legal processes
- Balancing efficiency with confidentiality and regulatory compliance
- Measuring success in AI-enabled solutions

Brief

I'm part of the team at TLT LLP that works with clients in financial services, helping them tackle legal challenges and improve how they operate. One of the big things we're looking at right now is how technology, especially AI, can make legal work more efficient. For this brief, we're imagining a client called FutureFinance: a new financial services company being spun out of a larger bank. After the spin-off, they'll have just one in-house lawyer to manage all their legal needs, from simple day-to-day queries to keeping up with regulations and reporting to the board. That's a lot to handle, especially when they'll also be working with multiple external law firms.

The problem is that this setup can easily become slow and messy. Requests might come in with missing details, deadlines might get missed, and it's hard to keep track of what's happening or how much it's costing. This is where we think AI could help — by making the process of managing legal work quicker, clearer, and more reliable. But there are a lot of things to think about: How do you design a system that's easy for people to use? How do you make sure it meets strict financial services regulations? And how do you prove it's working well enough to justify the cost?

Here's what I'd like you to do:

1. **Map out the types of legal requests FutureFinance is likely to deal with.** Think about things like contracts, compliance, or disputes. Who in the business might need to raise these requests, and how urgent or risky might they be?

2. **Identify where delays and confusion might happen.** Look at the process of handling legal requests — from someone in the company asking for help, to the external law firm delivering a solution. Where are things most likely to go wrong, and what kind of data would help spot these problems?

3. **Define what "good" looks like for the people involved.** If you were an employee at FutureFinance raising a legal request, or the in-house lawyer managing everything, what would make the process feel smooth and straightforward? How could this be measured and reported to the leadership team?

4. **Analyse the challenges of using AI in this scenario.** What would FutureFinance need to consider to make sure their tool is secure, accurate, and meets legal and regulatory standards?

5. **Suggest how to measure success.** Once the AI tool is in place, how could FutureFinance check if it's actually helping? Think about things like time saved, cost control, and whether people find it easy to use.

A strong piece of work will show you've thought carefully about each step, drawing on what you can find about legal and financial services online. You don't need to know everything about AI, but focus on how the tool could solve the specific problems FutureFinance might face.

Good luck — I'm looking forward to seeing how you'd tackle this!