

**WHITE PAPER**

# The Future of Law:

## How AI-Powered Workflow Automation is Transforming Law Firms and Legal Departments

Oryele | AI-Powered Workflow Automation for Legal Organizations

---

### EXECUTIVE SUMMARY

The legal profession is under intense and growing pressure. Law firms and legal departments face relentless demand for greater efficiency, mounting client expectations for cost transparency, increasing competition from alternative legal service providers, and a persistent talent gap that makes scaling capacity without scaling costs extremely difficult.

While many firms have adopted practice management and e-discovery platforms, significant operational inefficiencies persist across client intake, matter management, document workflows, time and billing, and client communications.

This paper explores how law firms and legal departments can leverage AI-driven workflow automation to reduce non-billable overhead, accelerate matter cycles, improve client satisfaction, and build an operational foundation for scalable and profitable growth.

## THE CURRENT STATE OF THE LEGAL INDUSTRY

# Non-billable work is the hidden cost compressing firm profitability.

Law firms and legal departments today face a convergence of economic, operational, and competitive pressures that challenge both near-term profitability and long-term relevance.

### Non-Billable Administrative Burden

Research consistently shows that attorneys and legal staff spend a substantial portion of their time on non-billable administrative activities. Every hour spent on intake paperwork, document chasing, and status updates is an hour not billed to a client and not invested in legal work. This mismatch directly compresses firm profitability and erodes associate satisfaction.

#### Required Security and Compliance Capabilities

- Collecting client intake information and onboarding documentation manually
- Chasing clients and opposing counsel for signatures, documents, and responses
- Responding to repetitive client inquiries about matter status and next steps
- Preparing and routing engagement letters, conflict checks, and retainer agreements
- Managing deadlines, court dates, and task assignments across disconnected systems
- Compiling billing narratives, invoices, and matter status reports

### Rising Client Expectations

Today's legal clients expect transparent fee estimates, prompt responses, secure online document exchange, and proactive matter updates. Firms that fail to deliver face increased client churn, fee disputes, and reputational pressure in an increasingly competitive market.

**THE PROBLEM IN NUMBERS**

# What non-billable overhead actually costs your firm.

Every hour an attorney or paralegal spends on administrative coordination is an hour that could have been billed. At scale, the financial impact is significant.

**2.9 hrs**

**Billable hours per day**

average attorney records from an 8-hour workday

**74%**

**Of billable tasks automatable**

with AI according to analysis of 7 million time entries

**600 hrs**

**Lost per attorney per year**

to non-billable administrative tasks

## Sources

→ Average attorney records just 2.9 billable hours from an 8-hour day, leaving 5.1 hours non-billable: Clio 2025 Legal Trends Report

→ 74% of a law firm's hourly billable tasks are exposed to AI automation, based on analysis of over 7 million time entries: Clio 2024 Legal Trends Report

→ Attorneys average 12 non-billable hours per week, totalling 600 hours annually at an average cost of \$150,000 per attorney: Bloomberg Law 2025 Attorney Workload and Hours Survey

KEY USE CASES FOR LAW FIRMS AND LEGAL DEPARTMENTS

## Five workflows that free attorneys to practice law.

01

### AI Client Intake Agent

Opening a new matter requires conflict checks, engagement letter execution, retainer collection, identity verification, and document gathering. An AI Intake Agent automates each step, creating the matter in the practice management system without manual coordination.

**Key benefits:** Faster matter opening • Reduced intake errors • Better new client experience

02

### AI Document Collection Agent

Legal matters frequently stall waiting for documents from clients, opposing counsel, courts, and third-party providers. AI systematically requests outstanding items, sends automated follow-up reminders, tracks document fulfillment across all open matters, and escalates unresolved requests to the responsible attorney. All without manual follow-up.

**Key benefits:** Faster matter progression • Reduced attorney follow-up burden • Higher completion rates

03

### AI Client Service Agent

Law firms receive high volumes of repetitive client inquiries every day about matter status, next steps, billing balances, document requests, and upcoming deadlines. An AI Service Agent provides immediate, accurate responses integrated directly with practice management and billing systems, at any hour without attorney or staff involvement.

**Key benefits:** 24/7 client support • Reduced attorney interruptions • Higher client satisfaction

**04**

### **AI Legal Knowledge Assistant**

Attorneys and paralegals spend significant time locating case law, internal precedents, procedural rules, court filing requirements, and firm templates. An AI Knowledge Assistant delivers instant access to approved sources and institutional knowledge, enabling faster and more consistent legal work across the organization.

**Key benefits:** Faster legal research • Consistent work product quality • Accelerated onboarding

**05**

### **AI Matter Workflow Automation**

Law firms operate across multiple disconnected platforms including practice management, document management, e-billing, CRM, and Microsoft 365. AI-powered workflow orchestration automates task assignment, deadline tracking, approval routing, billing triggers, and status reporting across all systems simultaneously.

**Key benefits:** Full matter lifecycle visibility • Reduced malpractice risk • Faster billing cycles

**EXPECTED BUSINESS OUTCOMES**

# Execution that can be measured.

Law firms and legal departments implementing AI workflow automation consistently achieve measurable improvements across attorney productivity, client satisfaction, and financial performance.

<b>Productivity Gains</b>	20-40% reduction in non-billable workload, freeing attorneys for client work that directly drives revenue.
<b>Faster Client Response</b>	Near real-time responses to matter status and document inquiries, improving satisfaction and reducing churn.
<b>Improved Associate Retention</b>	Attorney and paralegal satisfaction improves when high-value talent is freed from administrative and repetitive tasks.
<b>Increased Matter Capacity</b>	Firms can take on more matters without proportional increases in headcount or overhead expenses.
<b>Higher Realization Rates</b>	Reduced write-offs from billing errors, missed time entries, and delayed invoicing improve overall realization.

## SECURITY AND COMPLIANCE

# AI without governance is risk.

Law firms are custodians of some of the most sensitive information in existence: privileged communications, litigation strategy, financial records, and personal data. Any AI platform deployed must meet the stringent security requirements of attorney-client privilege, bar association ethics rules, and increasingly demanding client security audits.

### Required Security and Compliance Capabilities

- Encryption at rest and in transit protecting attorney-client privileged communications
- Matter-level access controls ensuring confidentiality across client representations
- Multi-factor authentication across all attorney, paralegal, and client-facing access points
- Comprehensive audit logging to support ethics compliance and malpractice defense
- Configurable data retention and destruction policies aligned with bar rules and client requirements
- Support for ABA Model Rules, state bar ethics guidance, and client security audit requirements

## THE ORYELE PLATFORM

# One platform. Every matter. Better outcomes.

Oryele was founded to help professional service organizations modernize their operations through intelligent workflow automation. The platform combines purpose-built AI with deep integration into the practice management, document, and communication systems law firms depend on every day.

### Platform Capabilities

- AI Agents and Intelligent Automation
- Matter Workflow Orchestration Engine
- Microsoft 365 Deep Integration
- Client Communication Tools
- Legal Knowledge Management
- Billing and Time Entry Automation

### The Result

A unified operating environment designed specifically for legal organizations: faster matter cycles, higher realization rates, and superior client experiences at every touchpoint.

### CONCLUSION

The future of law will not be defined by firms that simply adopt AI. It will be defined by those that successfully integrate AI into their core operational workflows, transforming how they open matters, collect documents, respond to clients, manage deadlines, and deliver work product.

By automating repetitive administrative tasks and enabling attorneys to focus on the legal work that commands premium fees, law firms can improve realization rates, enhance client experiences, and build operational advantages that are difficult for competitors to replicate.

## Ready to Transform Your Legal Operations?

Contact Oryele today to learn how AI-powered workflow automation can be tailored to your law firm or legal department.

[www.oryele.ai](http://www.oryele.ai) | [info@oryele.com](mailto:info@oryele.com)