

AI TRANSFORMATION CHECKLIST

From Faster Work to Better Outcomes

Five tests for firm leadership to turn AI efficiency into stronger client results, new services, and value-based pricing.

THE PREMISE

Clients now expect AI savings. Firms that only deliver the same work faster will compete on price. Firms that use the capacity to deliver better work will compete on value.

- 1

Define the client outcome
 Start with the result, not the tool.

☐ We have chosen one practice, matter type, or client where a better result would matter.
☐ We can state what that result lets the client **decide, prevent, or achieve**.
- 2

Identify where AI changes the work
 Look past speed to substance.

☐ **Quality:** review more evidence, test more scenarios, and spend more time on judgment.
☐ **New work:** offer analysis or deliverables that were previously too costly to provide.
☐ **Connected work:** combine documents, data, and workstreams into one clear recommendation.
☐ **Service design:** make the work better timed and built into the client's business.
- 3

Reinvest capacity in the client
 Use time saved to get ahead and deepen trust.

☐ We flag risks and recommend action **before the client asks**.
☐ Freed lawyer time goes to understanding the business, discussing options, and following through.
- 4

Price the value, not the hours
 Better results rarely fit an hourly rate.

☐ We have tested whether hourly billing reflects the value of a more complete or integrated result.
☐ We have evaluated **fixed or phased fees, subscriptions, or portfolio pricing** where they fit the service.
- 5

Protect talent and firm economics
 Sustain the model behind the work.

☐ We have a plan to **build junior lawyer judgment** as AI absorbs traditional training work.
☐ Partners can see how AI improves outcomes, strengthens relationships, and supports profitability.

LAUNCH ONE PILOT

Opportunity _____

Client benefit _____

Owner _____ Review date _____

MEASURE WHAT CHANGED FOR THE CLIENT

- Better decisions and risks surfaced earlier
- Quality, responsiveness, and access
- Relationship strength
- Economics of delivering the work

Time saved is one measure, not the objective.