



Summize

# AI and Contract Lifecycle Management

The Complete Guide



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## Creating contract clarity for the whole company

Summize is an AI-powered Contract Lifecycle Management (CLM) solution that creates contract clarity for the whole company by breaking the cycle of forgotten obligations, scattered intake and contract chaos.

For business teams, adoption is simple. No need to learn a completely new way of working, as Summize embeds into your familiar tools – Outlook, Teams, Slack, Gmail, Salesforce and HubSpot.

For legal teams, Summize puts you back in control with leading CLM features. Self-serve contracting reduces your workload, seamless integrations create structure, and our powerful AI supports and enhances your tasks, with your expertise in mind.

It's contract clarity for the whole company.

# Introduction

Traditionally, contract management has been a labor-intensive process that consumed significant time and resources from legal teams. Today, in-house legal departments face mounting pressures: rising overheads, budget constraints, and ever-increasing workloads. To address these challenges, businesses are turning to innovative solutions that enhance efficiency whilst reducing costs.

Artificial Intelligence (AI) has evolved dramatically - from academic research to a transformative business paradigm. The emergence of Generative AI (GenAI) represents a quantum leap in capabilities, enabling systems to understand, generate, and manipulate complex legal language with unprecedented sophistication. This technology, combined with agentic AI approaches that orchestrate multiple specialized AI models for different tasks, is revolutionizing how we approach contract lifecycle management (CLM).

Summize stands at the forefront of this AI revolution, re-imagining contract lifecycle management through the lens of efficiency, accuracy, and strategic advantage. By leveraging an ecosystem of specialized AI models - each optimized for specific aspects of contract analysis - Summize creates an intelligent, agentic system.



**Richard Somerfield,**  
Chief Technology Officer at Summize

## What is CLM?

Contract Lifecycle Management (CLM) has become a cornerstone of modern business operations. Despite being a new player in the tech space, it already has a pivotal role and is branded by Gartner as a must-have tool. Effective contract management can mean the difference between success and failure in an increasingly complex and fast-paced business world.

CLM tools help businesses automate processes across each stage of the contract lifecycle, from creation to negotiation, while extracting essential information for the organization. They are automated solutions that can use AI, natural language processing, or other similar technologies. Previously a software designed solely for the in-house legal team, they are now crucial for any department that works with contracts.

## What is AI?

**Artificial Intelligence (AI) is often misunderstood as a tool. It's an umbrella term describing technologies that rely on data to make decisions.**

**AI, cognitive computing, and machine learning are interchangeable terms. However, they do have some differences. For example, Machine learning is AI that learns from data without being programmed. Meanwhile, cognitive computing uses AI systems to simulate human thought to solve problems and is trained rather than programmed.**

**The popularity of AI tools is simple: they bring significant productivity gains and cost savings across the business, freeing employees from low-value, routine tasks. Allowing computers to complete this work (faster and more thoroughly) will enable people to focus on strategic tasks requiring critical thinking, knowledge, and expertise to add value, something computers still can't do.**

## AI and contracts

Contracts are at the heart of every business. They define relationships with employees, suppliers, and stakeholders, and without them, transactions can't be completed.

However, the contract management process is long-winded and tedious. It ties up the legal department's time and resources in repetitive, routine work. In fact, according to Weshare, \$270 billion is lost each year due to ineffective contract management.

Alongside these resource issues, if no CLM tool is in place, anything completed manually could also lead to errors and problems for the business. Despite the standardized wording in most contracts, one small mistake could cause significant impacts.

Because of these issues, delays and bottlenecks happen all too frequently. EY found that 59% of Business Development professionals reported lost opportunities due to inefficiencies in their contracting process. This has done little to dispel the reputation of the legal department being a 'cost center.'

# 59%

of Business Development professionals reported lost opportunities due to inefficiencies in their contracting process.

**"I think that the biggest challenge is also the biggest opportunity: the term "artificial intelligence" is not very tangible and has both positive and negative connotations. In the end, it's about showing in which specific areas of application artificial intelligence can solve problems or add value to everyday work."**



Philipp Meyer-Lindemann, Head of Legal at Ionity

IONITY 

# How it all works

Many consider the 1956 Dartmouth workshop as the founding moment for AI. But despite its long history, AI didn't gain momentum until computer power and usage increased, and the cost of acquiring a computer or online storage decreased. Since then, AI has evolved, but it's critical to understand this journey to comprehend AI's true power, benefit, and impact in the modern workplace.

## Stage 1

AI starts as nothing more than a computer capable of mimicking human intelligence to complete tasks. For example, it can identify spam emails and move them into your deleted folder or identify songs you might like based on your listening history. At this stage, AI is about programming machines so that they can solve problems like humans.

## Stage 2

The second stage is machine learning, where AI allows a computer to learn from data without being specifically programmed. It's like teaching a child to read - at first, they are not particularly good at it, but they become more experienced over time. It learns to the point where it can provide accurate and trusted answers using mathematical rules and algorithms.

However, this stage of AI uses mathematical rules and substantial data to stimulate responses. So, when you talk to Alexa or Siri, they don't understand you like another person. The system analyses the words within its vast database and chooses the best response based on criteria.

## Stage 3

Generative AI can create new concepts like images, songs, or stories.

For example, Standard AI would be able to learn to identify you in photos, but Generative AI can take it much further. After learning what you look like, it can create new images of you, drawing on what you learned from the photos you've used. This trend has taken over social media, with Generative AI creating new images of users in different decades, outfits, and styles - it can even be used to create a new LinkedIn headshot!

# AI: What the legal community knows

The in-house community's anxiety about AI often stems from concerns that it will replace their team. AI is not designed to replace humans in the workplace. Instead, it augments employee's capabilities and removes manual or time-consuming work.

However, AI has positioned itself as a suitable tool to manage routine legal tasks that take up countless hours and resources, such as reviewing a new contract or answering questions about an agreement. With considerable coverage in the media, business leaders are now looking to implement these tools to unlock more efficient and streamlined legal processes, particularly across the contract lifecycle.

Despite this, complex or strategic tasks will still require lawyers' experience, knowledge, and expertise, so the relationship between legal teams and the wider business is invaluable. AI isn't a silver bullet, and it can't do everything! It will never replace essential legal skills but can increase the team's capabilities and change the department's focus.

**Over-promising AI as a silver-bullet is one way to create a bubble that will burst. Focusing on AI as a critical component to your strategy that must be integrated into your systems is the way to keep building acceptance. Contracts are complex to understand and analyze, but AI can simplify these processes to something that is being applied in the real world.**



**“We are still a long way from AI being able to replace legal advice given by lawyers, but we can already see huge productivity gains in how AI can speed up legal reviews, legal research and legal reporting. It is giving us the tools to do things more efficiently than ever before.”**



GP.Bullhound

Kate Preston, Chief Legal Officer & Company Secretary at GP.Bullhound



## It's time for change

Historically, the legal industry has been slower to adopt tech. But as businesses become more comfortable with AI, more departments will be expected to use it to simplify and automate routine tasks. It can greatly benefit any organization, streamlining their processes and reducing costs.

## From productivity to risk management

Learning to use Generative AI as part of your legal processes takes time and experimentation. Many lawyers' experiences with AI have been with generic, free models. These tools use historical internet data, sometimes returning questionable results. While they can still be used for some basic legal tasks, there is enormous potential for an AI with legal-specific capabilities.

Specialized AI can enhance the legal team's productivity by automating more focused but still routine tasks. This allows the team to concentrate on more complex, strategic tasks, leading to significant cost savings and growth opportunities across the organization. Due to this, legal tech vendors are incorporating Generative AI into their platforms, including contract lifecycle management tools for contract authoring, reviewing, and data extraction.



**"I think lawyers traditionally are a little bit more risk averse. It's part of our jobs and AI is new, so it's natural for us to be risk averse. I happen to think it's just cool technology, so I was ready to use it. Summize made the AI integration so simple that it really didn't get any pushback from my team. Nobody felt like, oh, this is coming for our jobs. It was just a tool in order to help us move faster."**

*Kimberly Trull, Head of Legal at Matillion*

**"Some people call this artificial intelligence, but the reality is this technology will enhance us. So instead of artificial intelligence, I think we'll augment our intelligence."**

*Klaus Martin Schwab, founder of the World Economic Forum*



# The opportunities

When considering where AI can be used within the legal department, it's important to remember the diverse ways technology can be applied and what outputs it can generate. Areas of AI focus for in-house legal teams should include:

## Document authoring

AI can assist in drafting routine legal documents based on inputted examples, such as contracts, agreements, and memos.

## Summarization

AI can summarize long documents or a collection of texts. It can seamlessly condense contracts, due diligence reports, legal research, or legislative changes into understandable and valuable summaries by surfacing the critical terms of the document.

## Q&A

Software solutions can give non-legal users quick and straightforward answers when seeking legal guidance in their business. This creates an integrated front door to legal for self-service requests to answer a set of simple contractual questions without requiring legal input.

## Data extraction

AI can be used to review corporate legal contracts. Legal teams can reduce their time on manual reviews by using a tool to extract essential information and data points from a contract.

## Transformation

This is when content needs to be converted into a new type, format, or style. In the legal industry, this is commonly used to simplify legal language within complex documents or even translate it into another language.

It's important to note that while generative AI can be a powerful tool, a human overview is crucial, especially in the legal field where precision and accuracy are so important. Legal professionals should always review and validate the output generated by AI systems to ensure it meets the required standards and complies with applicable laws and regulations.

**"Embracing digital transformation within my department has helped free up the legal team and other business units' time to focus on where we can add value. Automating processes, increased transparency, and reporting have improved efficiency in our contracting processes and provided important data points to allow us to have a handle on our contracts. It's also made us more collaborative and share responsibility for contracts instead of assuming it as something legal do."**

**Natalie Salunke**  
International General Counsel at Zilch



# Getting started

AI will play an increasingly significant role in in-house legal departments. But faced with a crowded market of AI and CLM vendors, it's hard to know where to begin! We have identified the key benefits of adopting AI for in-house legal processes.



## Increased efficiency

One of the most significant benefits of AI adoption for in-house teams is that it empowers them to work more efficiently and productively. Goldman Sachs estimates that 44% of legal tasks could be automated with Generative AI.

Automating routine work will enable in-house teams to take a step back from low-value tasks and focus on high-impact projects that require their knowledge and expertise.



## Consistent reviews

Contracts are long documents full of confusing legal terms and language, and manually reviewing a contract is prone to human errors and oversight.

AI-powered contract review and redlining tools can quickly identify and flag areas of concern, while usefully summarizing deviations from standard contract terms. It automates the process, helps spot clauses needing negotiation, identifies risk and opportunity, and exposes errors.



## Accelerated process

CLM tools that incorporate AI, like Summize, use it across every stage of the contract lifecycle to speed up the end-to-end contract processes by automating traditionally manual tasks.

With Summize, legal teams can review contracts in under 2 minutes, receive a redline analysis in as little as 60 seconds, and negotiate contracts directly from Microsoft Word, typically cutting time spent on contract reviews by 85%.



## Reduced costs

It's easy to think of AI tools as another cost center. But the benefits of adopting AI far outweigh the initial investment and the cost of doing nothing.

Some tools will also help save budgets. Analysts suggest that organizations can save 2% on annual costs by using legal technology to automate mundane tasks and minimize the risk of human error and non-compliance.



## Meet SIA

# Our agentic approach to CLM

**SIA (Summize Intelligent Agents) is our multi-agent experience, created by our legal experts and powered by AI to enhance how your entire organization manages contracts.**

SIA is engineered to assist and enhance every stage of the contract lifecycle. SIA is built within our Summize CLM software, working behind the scenes to create a smarter and faster contract experience for your entire business.

It's like having your own team of AI agents, working alongside you and your contract processes. SIA helps you draft, review, summarize and analyze your contracts, providing expert analysis and guidance at every step, so that you always know how SIA reached its final result.

Our agentic, multi-agent approach mimics the way legal professionals work in teams. For example, rather than having one paralegal working on one task, it would be faster and smarter to have many paralegals working together. This is what SIA does - rather than relying on a singular AI to handle complex tasks, SIA functions as a team of AI agents, each performing specific roles, validating outputs, and ensuring accuracy at every stage.

SIA simply helps legal teams achieve more, with less.

# How can SIA help you?

SIA helps you save time where it counts. SIA brings speed, automation, and intelligence to how your legal and commercial teams create, negotiate, and manage contracts across the entire business.

SIA is a super-smart team of agents for legal teams helping contract drafting, reviewing, redlining and summarizing. SIA allows you to ask questions about your contracts, compare them to your playbook, and redline terms or phrases that don't adhere to your standards.

## Increased adoption

SIA empowers legal and commercial users to collaborate using familiar tools like Outlook, Gmail, HubSpot, Teams, Slack and Salesforce for contract creation and legal requests. SIA provides an effective integrated front door to legal for the business, making legal approvals seamless and leading to faster revenue generation.

## Fast and compliant contract reviews

SIA accelerates contract reviews with expert precision! In under 30 seconds, SIA reviews your contract and provides a clear checklist of the compliant, non-compliant and even missing clauses. SIA then automates your redlines, suggested amendments and explains the train of thought, so you have the utmost confidence in SIA's results. And guess what? It all happens in Microsoft Word!

## Quick answers for all your contract questions

If anyone across your business has a contract or workflow question, it's easy to get the answer they need with Ask SIA. Ask SIA is Summize's AI-powered chatbot, that provides quick and concise answers to your questions. Unsure about a termination date? Curious about a negotiation workflow? Just Ask SIA! SIA scans all your pre- and post-signature workflows to find the answer you're looking for.

## Simple drafting

Access SIA in Microsoft Word online, the desktop app, or within the Summize tool to draft, modify, translate, and query your contracts. Save time with templated prompts for standard requests and streamline contract tasks with this efficient, always-on companion.

**The ability to review contracts in Word with the Summize Add-In meant we reviewed 400+ contracts in 5 working days. The reviews were completed 85% quicker at a third of the usual cost compared to our previous processes.**

**Joanna Luke**  
Former Legal and Compliance Director, Elior



**elior** 

# Ask SIA

## Your own AI assistant

**Ask SIA is Summize's AI-powered chatbot, that provides quick and concise answers to your contract and CLM workflow questions. Available to the whole business, Ask SIA provides contract clarity where you need it the most.**

For legal teams, Ask SIA provides instant access to contract data, while easing the legal queue from overwhelming business-wide contract queries.

Gain a quick view of your outstanding tasks, compare clause redrafts to existing contracts and learn how long certain tasks take.

For business teams, Ask SIA no longer keeps you in the dark! Ask SIA removes legal bottlenecks by providing non-legal teams with quick access to contract and workflow related information.

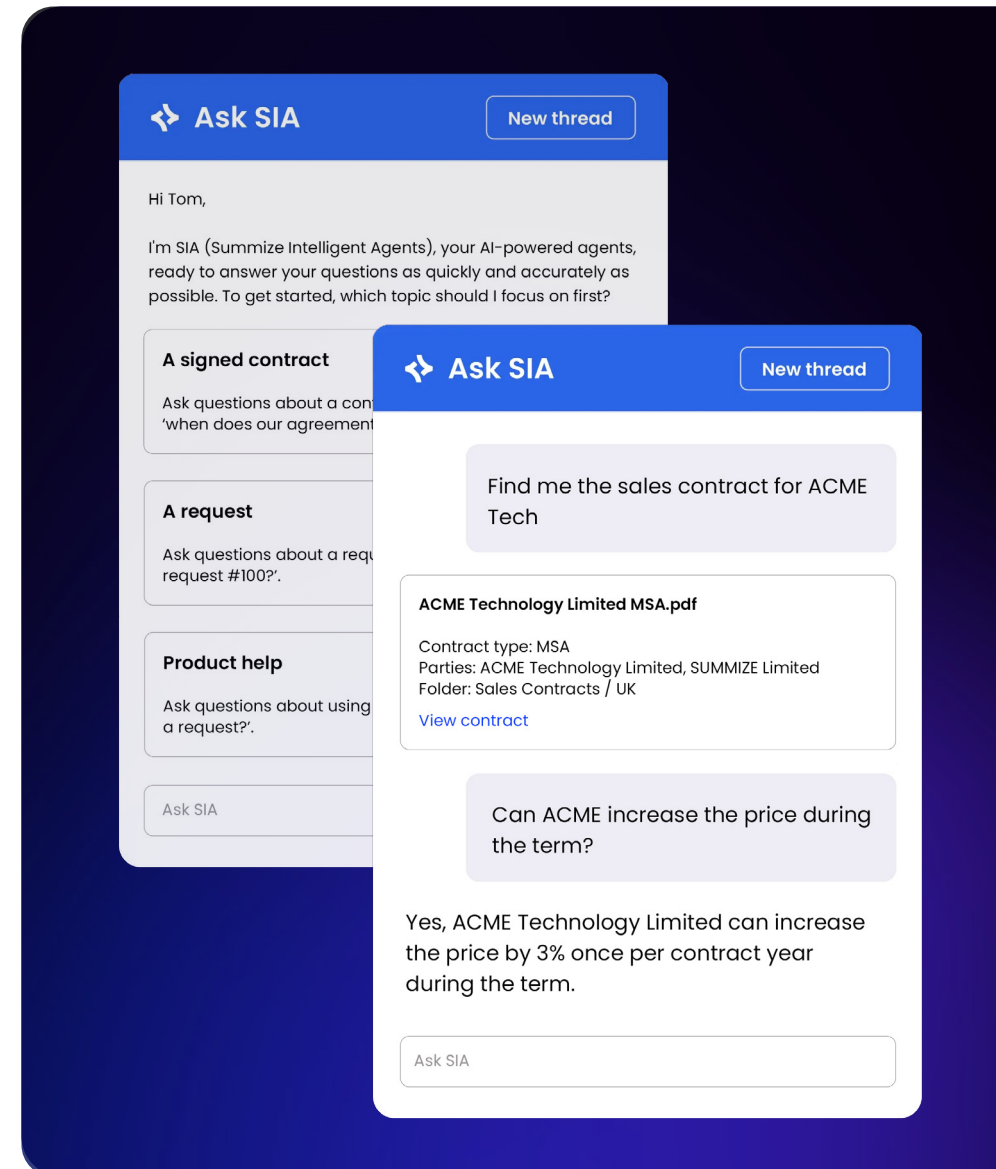
Find out the status of your latest contract request, learn about legal's tasks and workflows and access key information from your repository.



**"As a GC you often wish there was 2, 3 if not even 4 of you to get all the work done! With Summize, this is no longer an issue! Summize's new AI agentic experience means you have a whole AI team by your side! The AI agents think like lawyers, act like lawyers, and help assist you throughout the whole contract process. It's a new approach to contracting, and I wish it was around when I was a GC."**

**ITGC**

Sarah Irwin, former GC & founder of ITGC



## SIA's security and experts

SIA is at the core of Summize's innovative approach to CLM, but we know that with great technology comes great responsibility. This is why we're committed to ensuring we leverage AI technology while upholding the highest standards of security and data protection:

- **Siloed AI practices:** Our customers' prompts, completions, embeddings and training data are only available exclusively to each customer. Customer AI data is not available to other customers, OpenAI or used to improve OpenAI models.
- **Regular assessments:** On a consistent basis, we evaluate the effectiveness, quality and security of our AI models.
- **Updates and upgrades:** We regularly update our AI capabilities to leverage the latest advancements while maintaining strict security standards.
- **Feedback loop:** We proactively seek, and incorporate, customer feedback to improve both the functionality and security of our AI features.

By combining cutting-edge AI technology with robust security measures, Summize offers you the benefits of intelligent contract management without compromising on data protection.



**Our ISO 27001 accreditation shows how we are proactive in mitigating data risks and identifying continuous improvements to safeguard our customers' trust.**



**Lawrence Wainwright, Software Engineer**

Lawrence has a strong background in software development, testing and SaaS applications. His knowledge lies in turning complex user requirements into intuitive software that becomes essential for business users.



**Leanne Hayes, Product Owner**

Leanne excels at driving product evolution and ensuring market leadership. Her expertise lies in maximizing technology value, ensuring our AI solutions meet businesses' needs.



**Jonny Jessop, Solutions Architect**

Jonny's AI contract analysis and prompt engineering expertise enables him to show businesses how to leverage AI to automate contract intake and review processes.



**Richard Somerfield, Chief Technology Office**

Richard's 25+ years of expertise in both professional and open-source products, allows him to blend innovation with practicality. Such expertise helps him lead the technological vision and innovation of Summize.

## What's next?

Ready for clarity across your contract lifecycle? Use SIA to assist, enhance and handle the heavy lifting of your contract tasks, so that you have more time to focus on the strategic, value-added tasks.

Explore more with Summize at [summize.com/AI-powered-CLM](https://summize.com/AI-powered-CLM).

Contact Summize for a demo of our leading CLM solution.

[Summize.com/book-a-demo](https://summize.com/book-a-demo)