

2025 Report

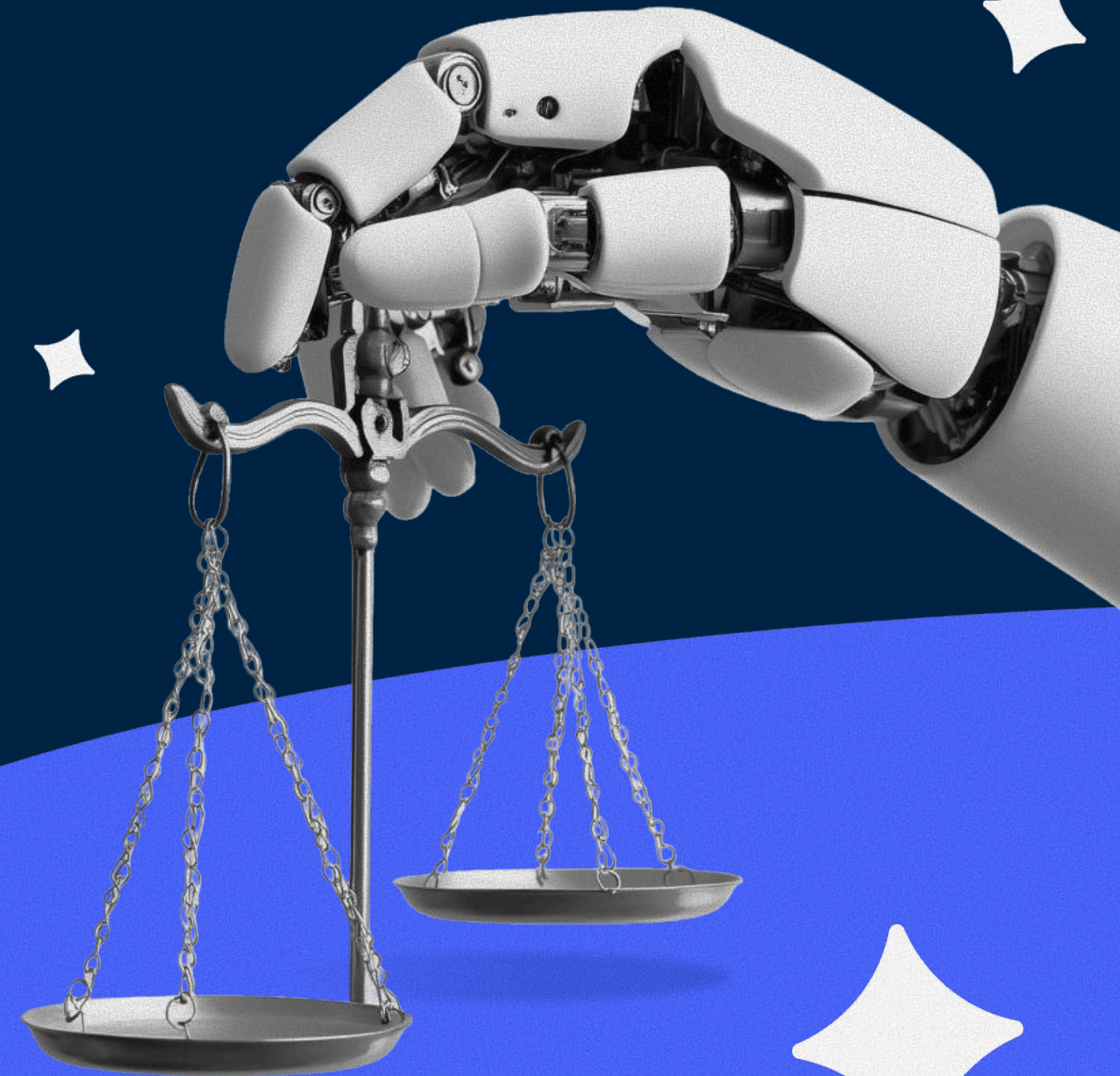
The State of *AI in Legal*

The latest research into the maturity of artificial intelligence adoption across the legal industry.

Presented by



LITIFY



At the inflection point:

What you need to know about AI adoption today...

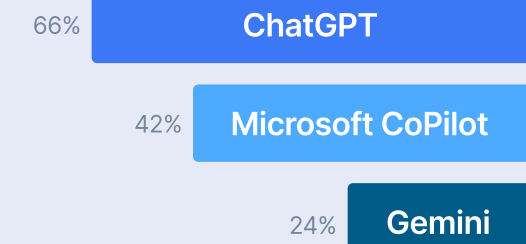
The legal industry has reached a pivotal inflection point.

AI adoption has risen to an unprecedented 78% of respondents in just two years — far outpacing the transition to cloud technology a decade ago. However, this rapid growth has been driven by the individual adoption of “freemium” tools to support largely foundational work, such as finding information quickly. While these personal productivity gains are valuable, the current market environment will require more. Legal demands are growing, competition is increasing, and overhead costs are rising.

The current landscape exposes a critical gap in AI maturity: the benefits of AI are not yet felt at an organizational level.

To get there, organizations will need to pair strategic investment with legal-specific AI solutions, while introducing policies and enablement programs that will set employees up for success and prepare them for more advanced use cases.

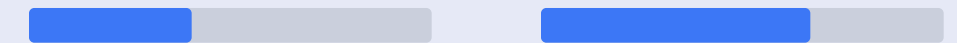
The majority of respondents are adopting “freemium” AI tools to support their legal work:



Organizational readiness is uneven:

Less than 50% of respondents say they are **provided sufficient training** or have an AI policy to guide them toward safe and effective use.

More than 50% of respondents name **confidentiality, quality, and privacy concerns** as the top blockers to continued AI adoption.



The top task for AI in legal work is...

🔍 Finding information or answers quickly

While 77% of respondents rate the use of AI as important to doing their best work, the benefits are not yet reaching the business.

About this research

This is the **third-annual trends report** on the use of artificial intelligence across the legal industry and how it's reshaping the future of legal work.

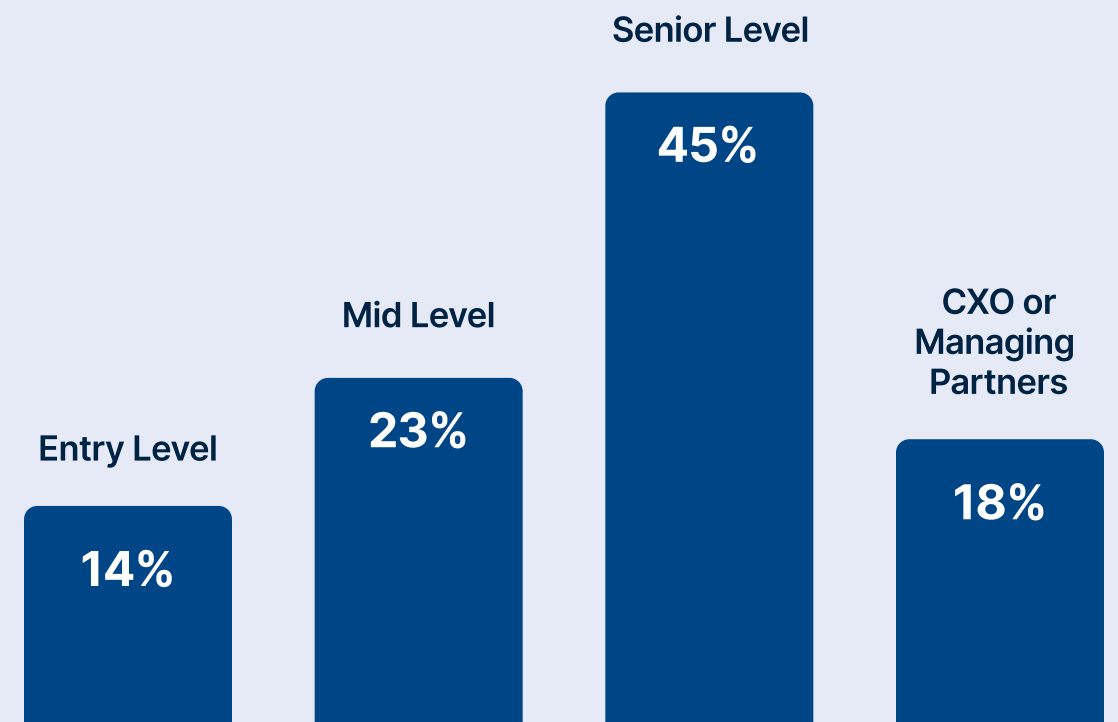
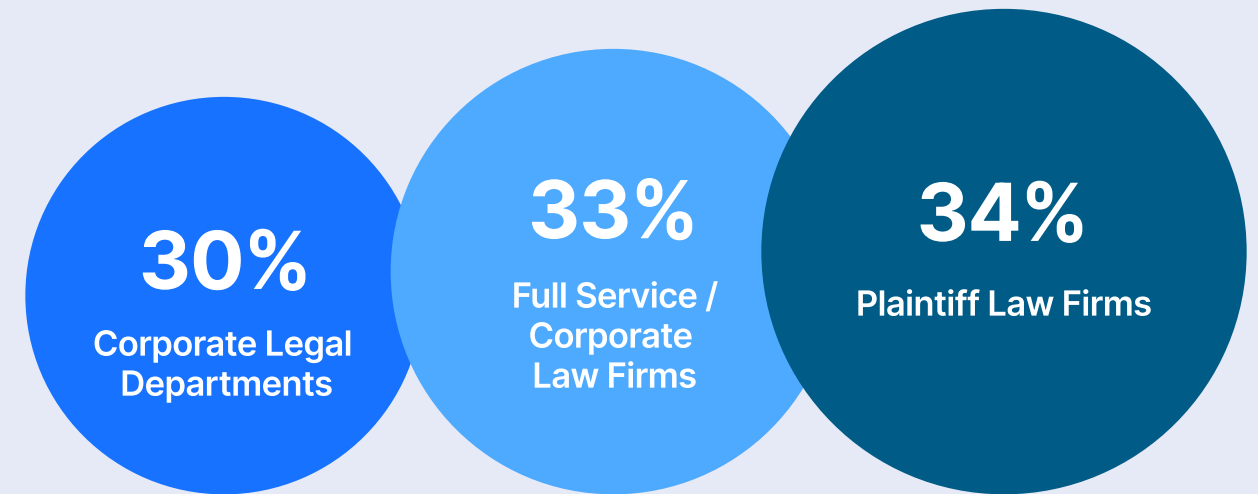
Litify commissioned a **leading national market research firm** to verify and analyze the results.

Insights are **based on hundreds of responses** from a random sample of verified legal professionals.

The margin of error for this study is +/-6% at the 95% confidence level.

*Not pictured: 31% of respondents were from organizations with 1-25 employees, 16% were from organizations with 26-70 employees, 10% from organizations with 71-100 employees, 21% with 101-250 employees, 9% with 251-500 employees, 6% with 501-1,000 employees, and 7% with 1,000+ employees

Who took this year's survey?

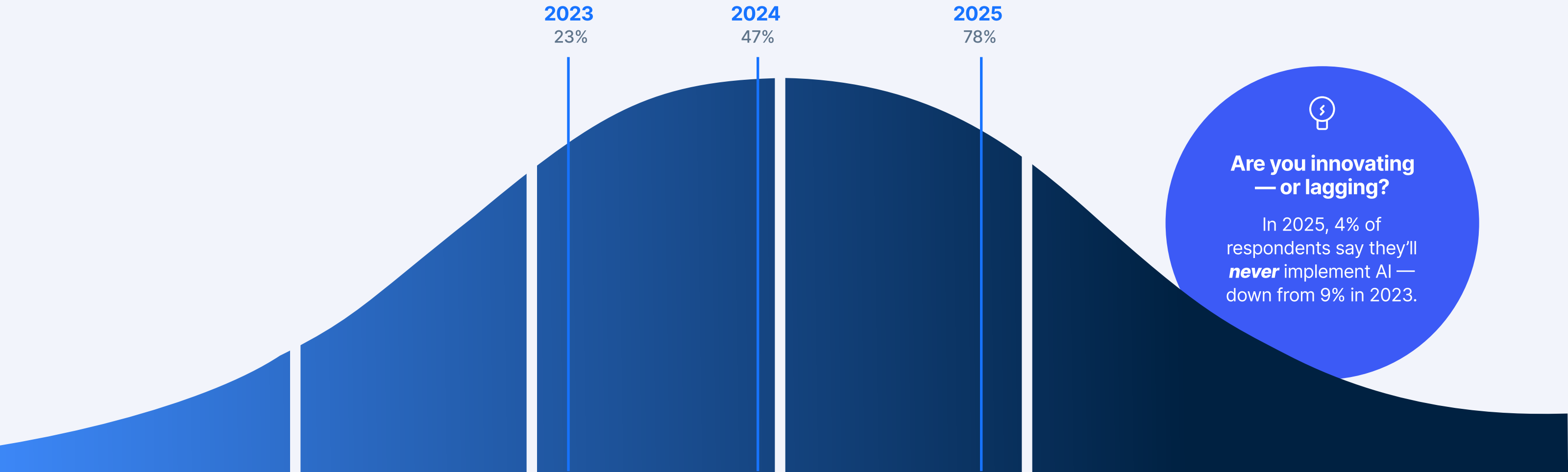


The Current State of AI Maturity

Tools & Investment



There's been a meaningful increase in overall AI adoption.



Are you innovating — or lagging?

In 2025, 4% of respondents say they'll **never** implement AI — down from 9% in 2023.

“Innovators”

The first to adopt new software, acting as risk-takers and tech enthusiasts who are willing to experiment with imperfect products and provide valuable early feedback.

“Early Adopters”

Pragmatic opinion leaders who are enthusiastic about new tools but wait for the first few positive reviews before committing, making their endorsement critical for the next stages of adoption.

“Early Majority”

A risk-averse segment that waits for a product to be proven and stable, relying on social proof and testimonials from early adopters before committing.

“Late Majority”

These leaders may be skeptical of innovation and prefer to adopt established, widely used solutions, sometimes only adopting out of necessity, peer pressure, or the fear of a competitive disadvantage.

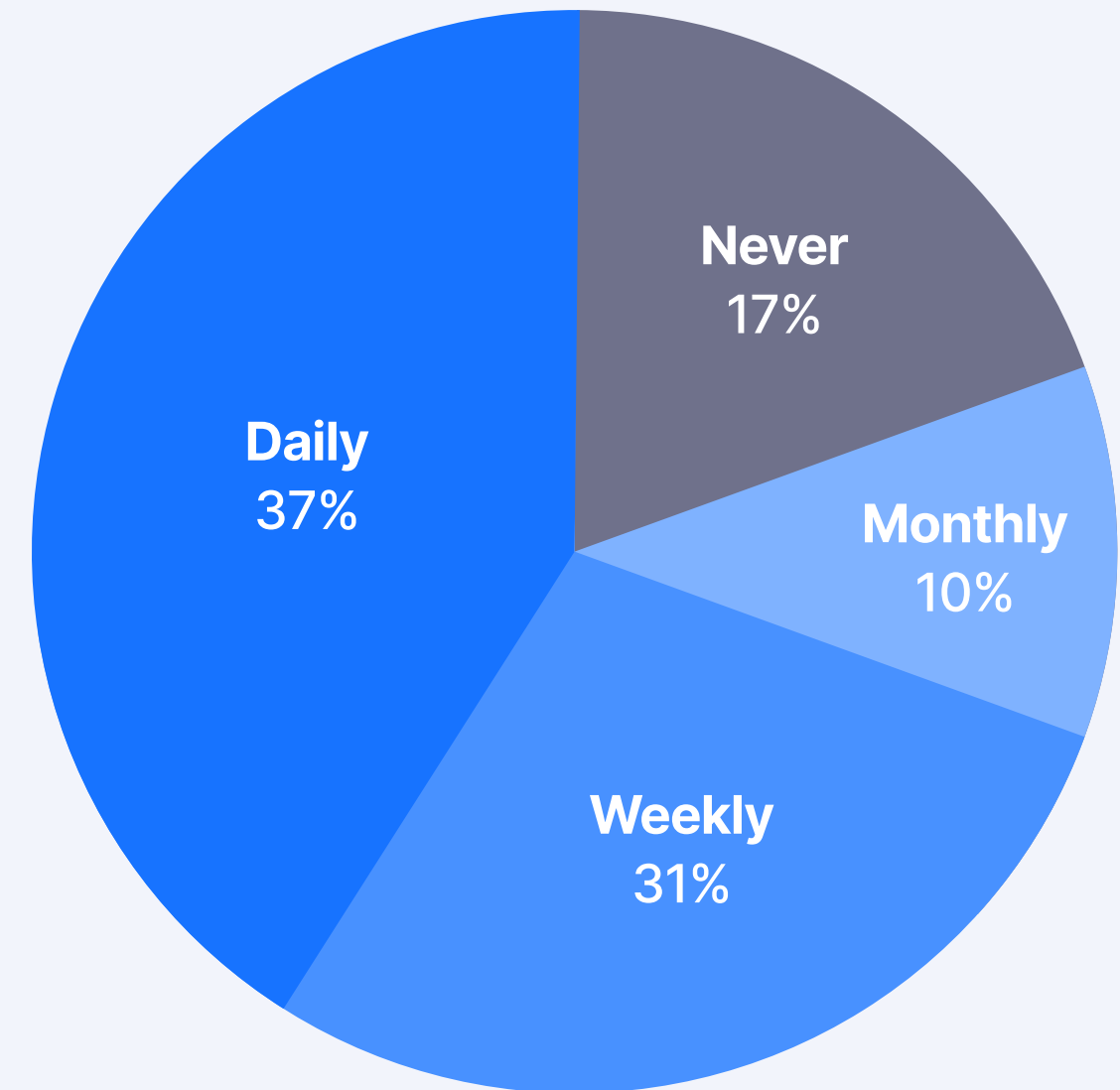
“Laggards”

The last to adopt new software, as they can be highly resistant to change and may only accept a new solution when older systems or traditional methods become obsolete or no longer viable.

68% of respondents are using AI “frequently.”

Over the past two years, there has been a meaningful increase in AI adoption across the legal industry. In 2023, the overall adoption rate stood at 23%. This rate sharply increased in the following year, nearly doubling to 47% in 2024. This momentum has continued, resulting in an overall adoption rate of 78% in 2025 — with two-thirds of respondents using AI frequently (daily or monthly) to support their legal work.

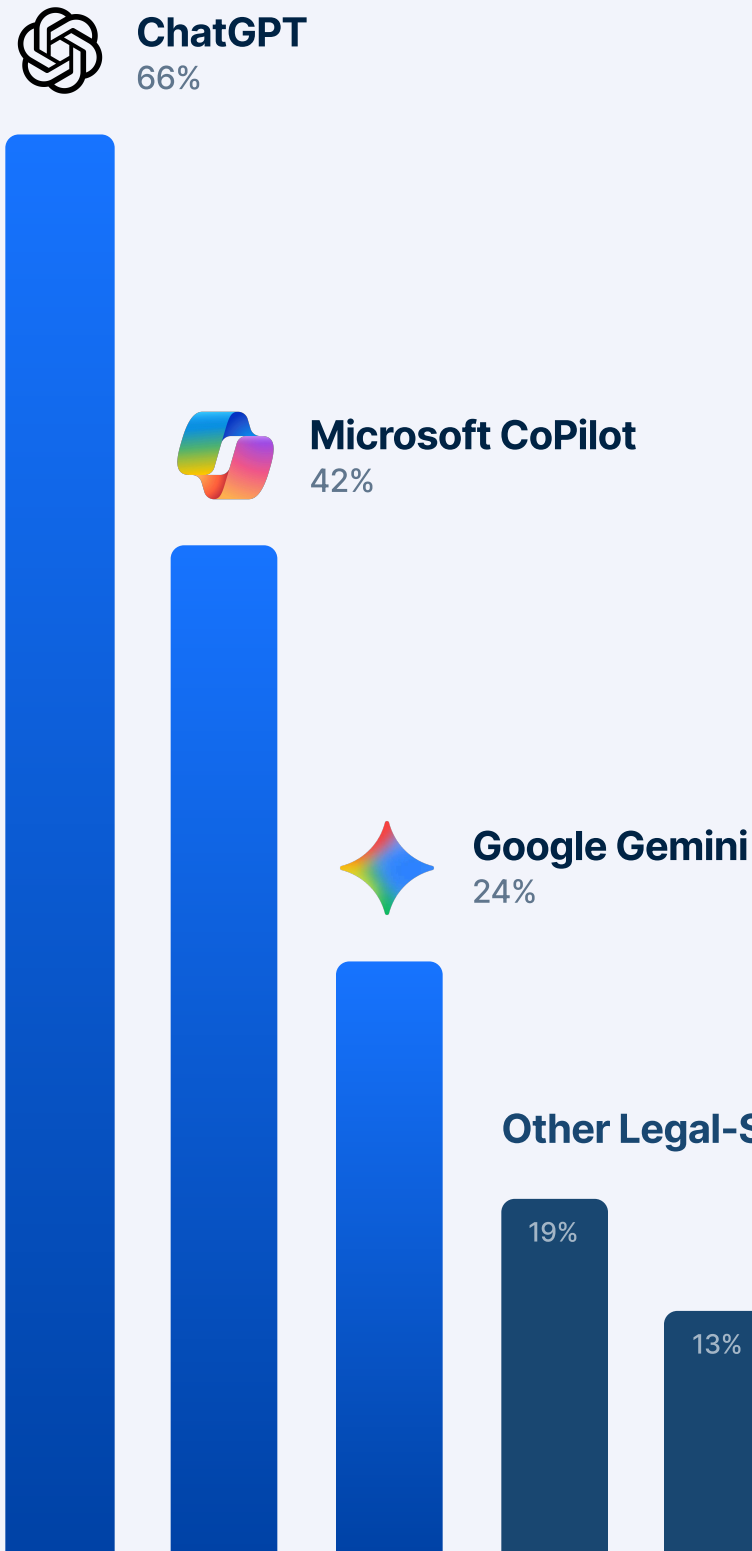
When looking at a standard software adoption curve (seen on page 5), this puts the legal industry into the tail end of the “Late Majority” with the remaining non-adopters largely consisting of “Laggards.”



On average, how often are you using artificial intelligence tools to assist with your legal work?

*5% of respondents indicated "I don't know"

Which of the following artificial intelligence tools are you using to assist with your legal work?



Respondents are adopting “freemium” tools to support their legal work.

This year’s survey data reveals how respondents are adopting AI, with professionals overwhelmingly indicating the use of general-purpose, or “freemium,” AI tools to assist with their legal work. This is seen in the high adoption rates for ChatGPT (66%), Microsoft CoPilot (42%), and Google Gemini (24%). This widespread usage suggests that legal professionals are turning to solutions that are often integrated into existing applications, making it a natural next step for an individual already using these platforms.

Conversely, there is less adoption in “legal-specific” tools, which can require more organizational investment and implementation — but are also typically purpose-built for the industry or a high-impact use case.

What's the difference?

“Freemium” vs Enterprise

Freemium

Marketed **directly to the user**;
Employees find and implement
solutions on their own.

Typically broad, **generic** solutions.



Enterprise

Marketed to the **business decision-makers**; Top-down investment and change management.

Typically purpose-built for **specific**, high impact use cases.



Does your legal organization expect to make, or have you already made, any of the following technology investments in 2025?



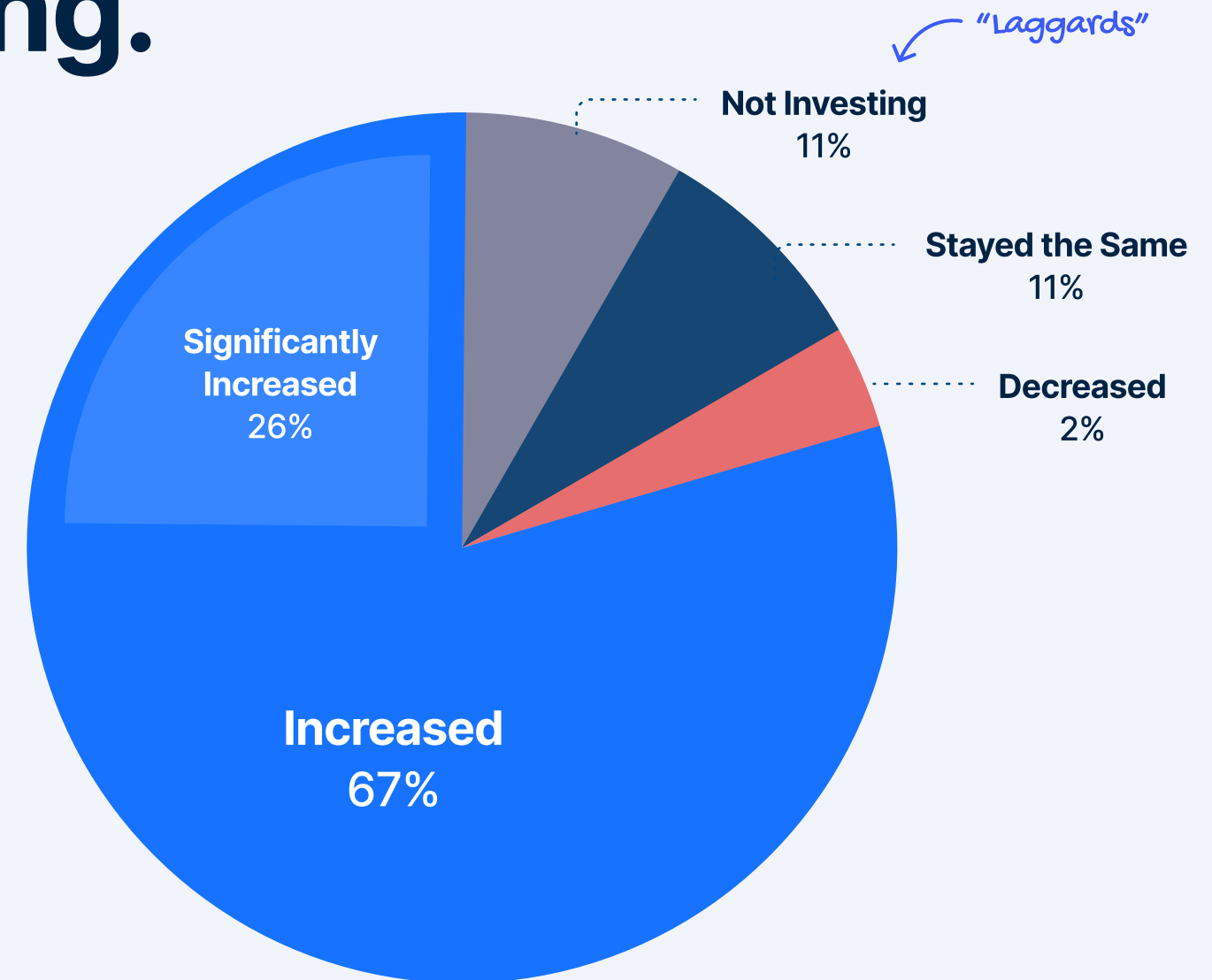
Investment in AI is growing.

AI tools are now at the top of legal organizations' shopping lists, surpassing document management software, which previously held the top spot. Those expecting to purchase AI tools has risen from 9% in 2023 to 46% in 2025 (seen on page 8).

In the past year alone, 67% of respondents reported that their organization had increased their investment in AI.

While AI has quickly moved from a peripheral expense to a core budget focus, the majority of adoption is still being directed toward general-purpose, "freemium" tools.

To close the gap, the industry must pair rising spend with strategic investment into purpose-built tools — treating AI just like any other software decision.



How has your legal organization's investment in AI changed in the last year?

*9% of respondents indicated "I don't know"

The **next** competitive advantage

If your organization isn't exploring the use of AI — or even allocating budget for it — you risk falling behind as the majority of the market continues to innovate.



The roadmap to maturity:

1 Optimizing your tools & investments



Despite a meaningful increase in AI adoption, survey respondents are largely adopting “freemium” tools that are part of existing applications and not built for legal use.



In order to drive continued success, the next step is to align growing investments with the strategic, purpose-driven, “enterprise” solutions that can unlock more for your teams.

The Current State of AI Maturity

Readiness



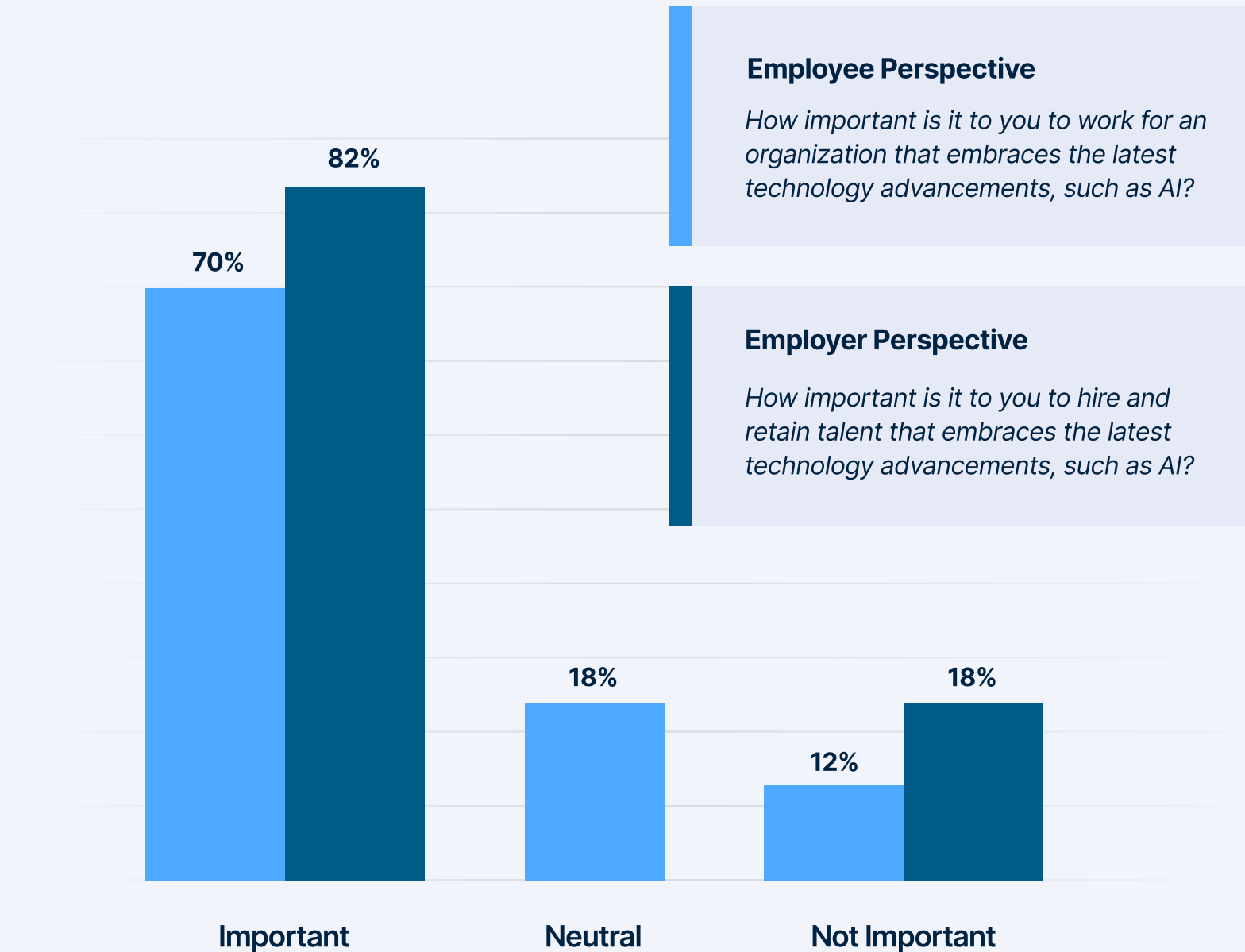
Employees *want* to embrace AI.

The use of technology, particularly AI, is now a crucial component of talent strategy within the legal industry. In all three iterations of the report, 70% of respondents consider it important to work for an organization that embraces the latest technological advancements.

From the employer perspective, 82% of respondents also emphasized the importance of hiring talent that embraces these innovations. As the legal adage often goes, “it’s not AI that will take your job, it’s other AI-savvy professionals who will.”

For employees looking for a better working experience that eliminates manual tasks and for employers wanting to get new hires to productivity as quickly as possible, a readiness to embrace and effectively use AI is critical.

To capitalize on current adoption and the desire to embrace innovation, this year’s research also indicates the importance of further training, enablement, and policies that can empower and guide staff toward using AI safely and effectively (as seen on page 14).



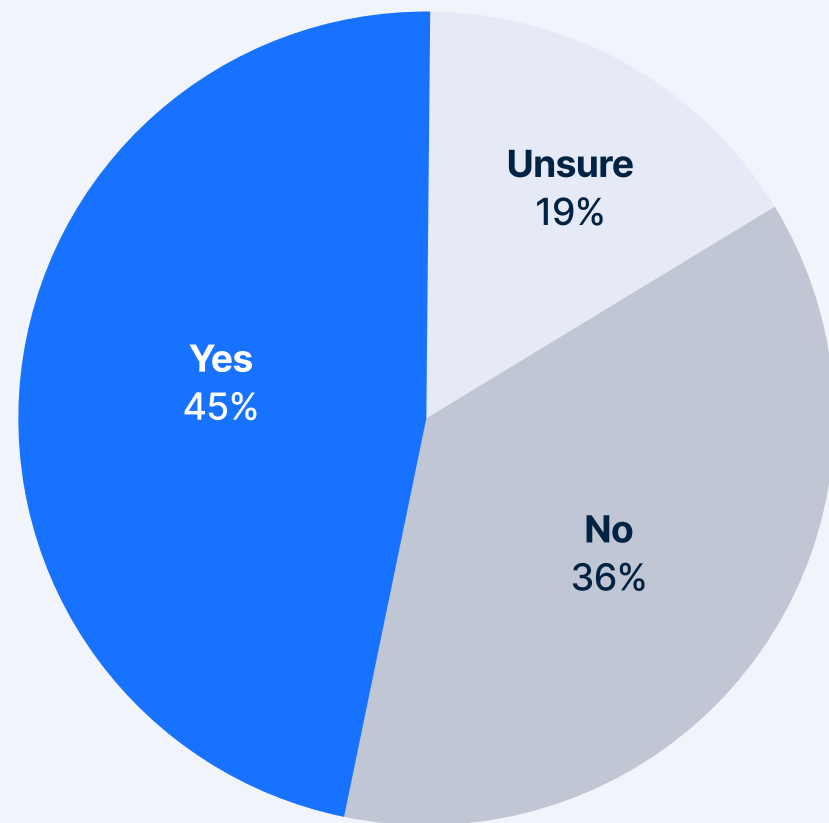
Employee Perspective

How important is it to you to work for an organization that embraces the latest technology advancements, such as AI?

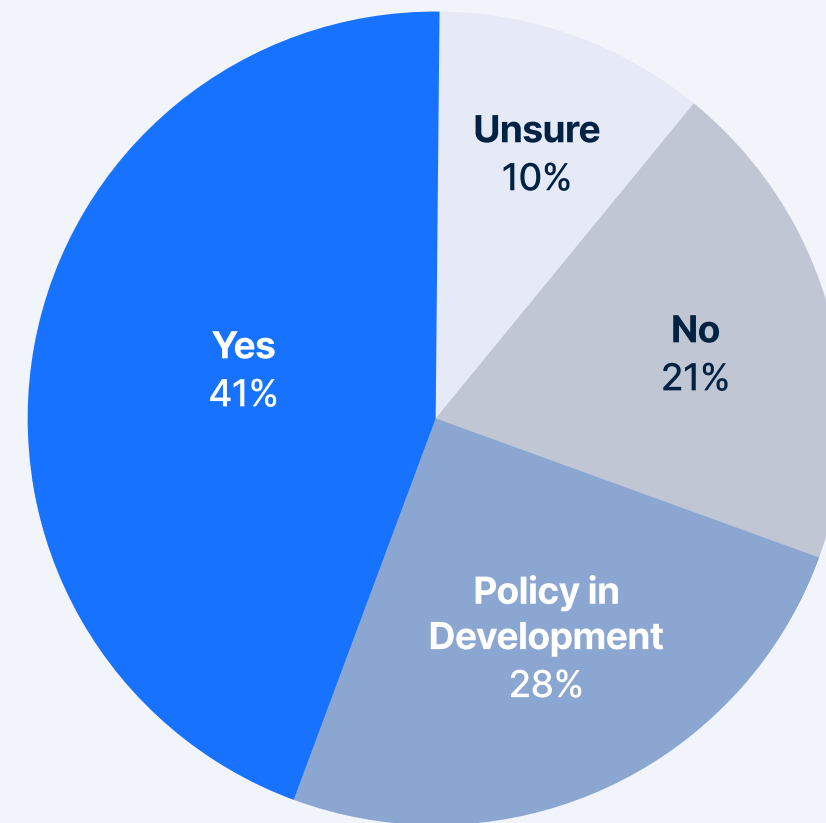
Employer Perspective

How important is it to you to hire and retain talent that embraces the latest technology advancements, such as AI?

But organizational readiness is *uneven*.



In your legal organization, are employees provided sufficient training on safe and effective AI use?



Does your legal organization have an AI policy that outlines the safe and approved use of AI in your legal work?



Security* remains the top concern blocking further AI adoption.

Confidentiality, quality, and privacy concerns have remained the biggest barriers to AI adoption in each iteration of this research. In 2025, for both the “laggards” and those already exploring AI, these concerns continue to block the full adoption of AI across the sector.

Due to the sensitive nature of legal data, these concerns may not come as a surprise. They also mirror the legal industry’s initial hesitancy with cloud-based technologies a decade ago, when professionals had similar fears about storing and managing client data. Since those cloud concerns have largely faded as this technology became the standard, this suggests a clear (and safe) path forward for AI: gaining the trust of non-adopters and establishing guardrails for users is critical — and requires robust organizational policies and effective enablement programs to get them onboard.

The roadmap to maturity:

1 Optimizing your tools & investments



Employees are ready to adopt AI, but are **looking to their organizations for support** and guidance.

2 Driving AI readiness within your organization



By prioritizing organizational policies and **robust employee enablement programs**, you can build trust while making AI adoption a regular part of your team's culture.



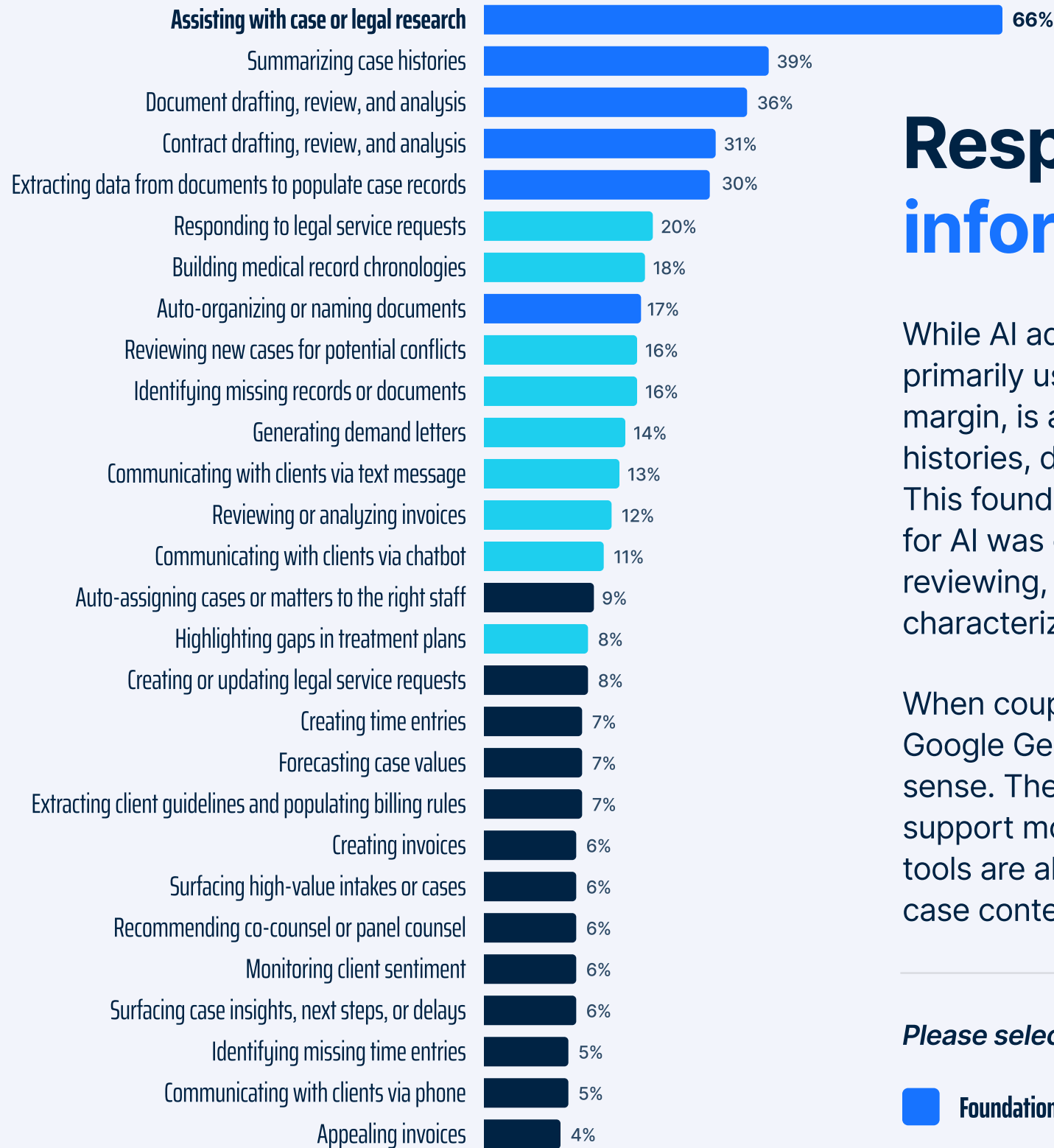
The security and data concerns around AI mirror the legal industry's initial hesitations with cloud technologies nearly a decade ago, which indicates that the path forward will **require the proper tools and training to build trust**.



The Current State of AI Maturity

Task Scope





Respondents are using AI to find information or answers quickly.

While AI adoption has grown to a significant 78% of respondents, legal professionals are primarily using it for foundational work or simple tasks. The top task in 2025, by a large margin, is assisting with case or legal research at 66%, followed by summarizing matter histories, document analysis, contract reviews, and data extraction all between 30-39%. This foundational work is echoed in prior years of the survey, where the leading use case for AI was overwhelmingly centered around document-based tasks, such as drafting, reviewing, and quickly summarizing documents. While valuable, these tasks could be characterized as “search on steroids.”

When coupled with the widespread use of generic or “freemium” tools like ChatGPT, Google Gemini, and Microsoft CoPilot, the current emphasis on information retrieval makes sense. These tools aren’t purpose-built for legal use cases and may not as effectively support more advanced or multi-step tasks. In the case of ChatGPT and Gemini, these tools are also likely disconnected from existing legal platforms and lack the full business or case context to support work beyond finding a quick answer within the materials provided.

Please select any tasks that you are currently using artificial intelligence for today.



Some are progressing to more **advanced** work...

A notable segment of respondents are moving toward using AI for more advanced, process-integrated work, such as building medical record chronologies (22%), responding to legal service requests (20%), or reviewing new cases for potential conflicts (16%).

These tasks are far more likely to require integration into an organization's existing legal platform, a critical step that securely exposes the AI to broader case data or business stakeholders in order to surface those robust insights or intermediate and respond to that legal request. This also enables AI to work alongside users in their daily workflows, further enabling organizations to unlock greater operational impact.



Auto-assigning cases or matters to the right staff

9%

Creating invoices 6%

Communicating with clients via phone 5%

Appealing invoices 4%

Very few are using *agentic* AI for multi-step tasks.

Currently, the use of AI for complex, agentic tasks, such as auto-assigning cases to the right staff (9%), creating invoices (6%), or communicating with clients over the phone (5%) is minimal. Agentic AI is able to operate across entire workflows — receiving inputs, making decisions, and then performing multi-step actions. An AI agent's ability to operate independently moves AI from execution to orchestration, augmenting a legal professional's role and fostering collaboration between agent and human.



Entering the agentic era

With 11% of respondents already using agentic AI and an additional 13% currently implementing it, agentic adoption is beginning at a pace similar to where generative AI started in 2023. (In 2023, 23% of respondents indicated that they were using generative AI.) This initial momentum sends a positive signal about the future of agentic AI within the legal industry.

The roadmap to maturity:

1 Optimizing your tools & investments



Since the majority of respondents have adopted “freemium” tools to support their legal work, the **majority of the industry is using AI for foundational tasks.**

2 Driving AI readiness within your organization



Where organizations have **invested in purpose-driven and legal-specific AI solutions**, we see the industry beginning to use AI for more advanced legal work.

3 Broadening your AI task usage



To keep up, you must pair purpose-driven investments with the training and preparedness that will **unlock your AI task scope.**



The Current State of AI Maturity

Impact



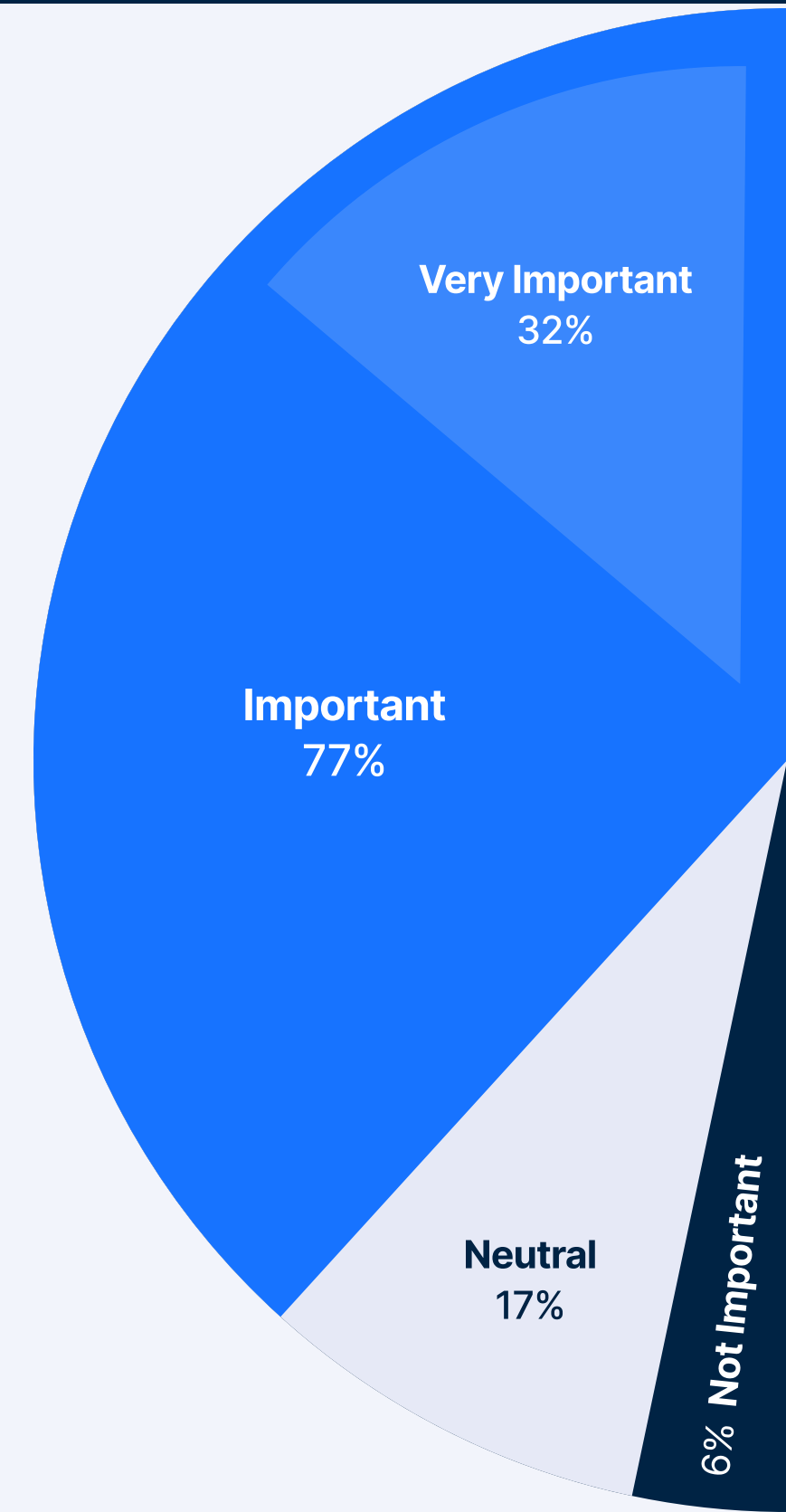
The use of AI is important to doing the **best** work.

More than three-fourths of survey respondents rate the use of AI as important to doing their best legal work, with a quarter of those respondents indicating that it's very important. While professionals are largely using AI for foundational work, such as finding information or answers quickly, this overwhelmingly positive sentiment can help drive further adoption — because if respondents didn't recognize any value today, it could be more difficult to encourage advanced use cases.

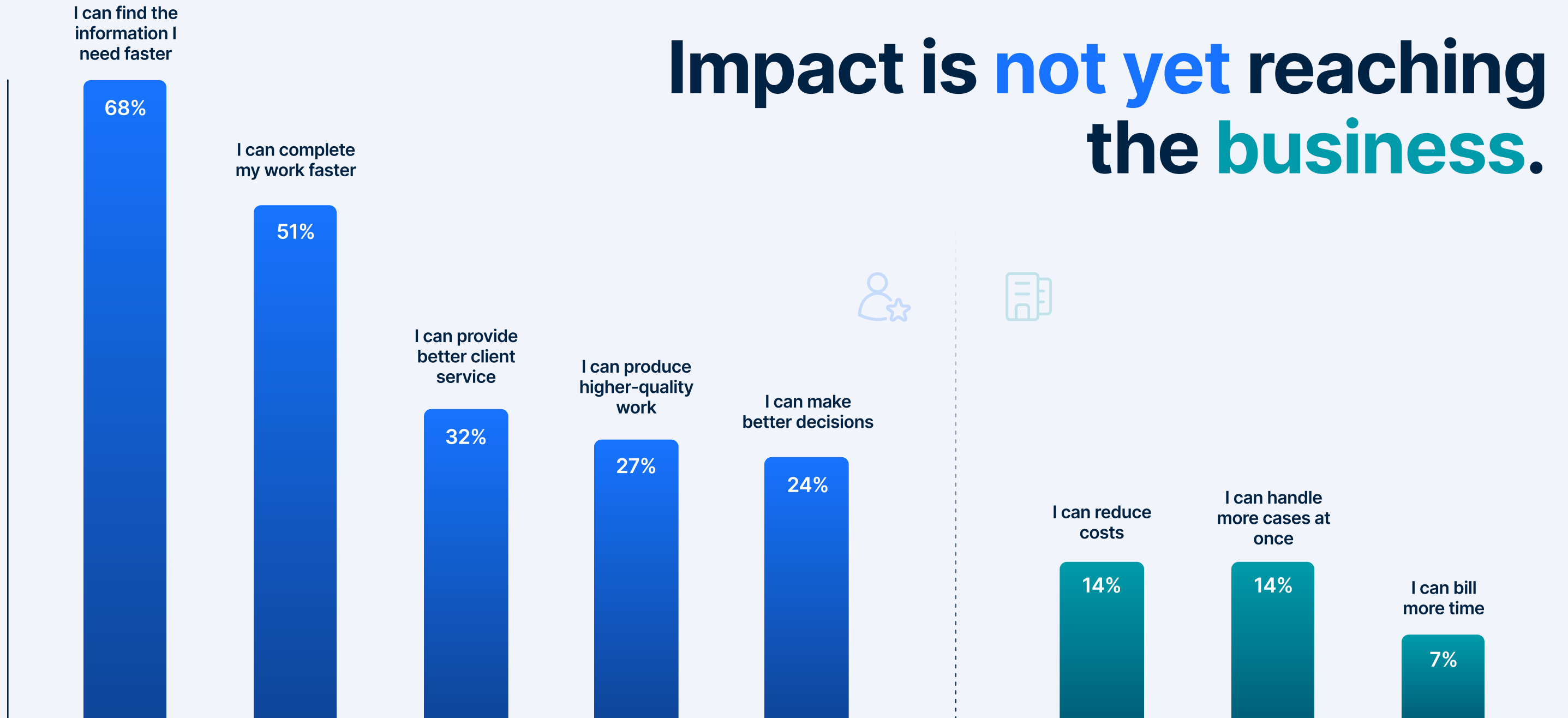
Of note, when asked about the benefits experienced while using AI, zero respondents indicated that they've only had negative experiences since incorporating AI into their legal work.

By continuing to pair this initial success with continued training and enablement, organizations can keep sentiment high while growing readiness and unlocking further operational impacts.

How important is the use of artificial intelligence in doing your best legal work?



Impact is **not yet** reaching the **business.**



 Individual Impact

 Business Impact

Select the most significant benefits that you've experienced from using AI in your legal work.

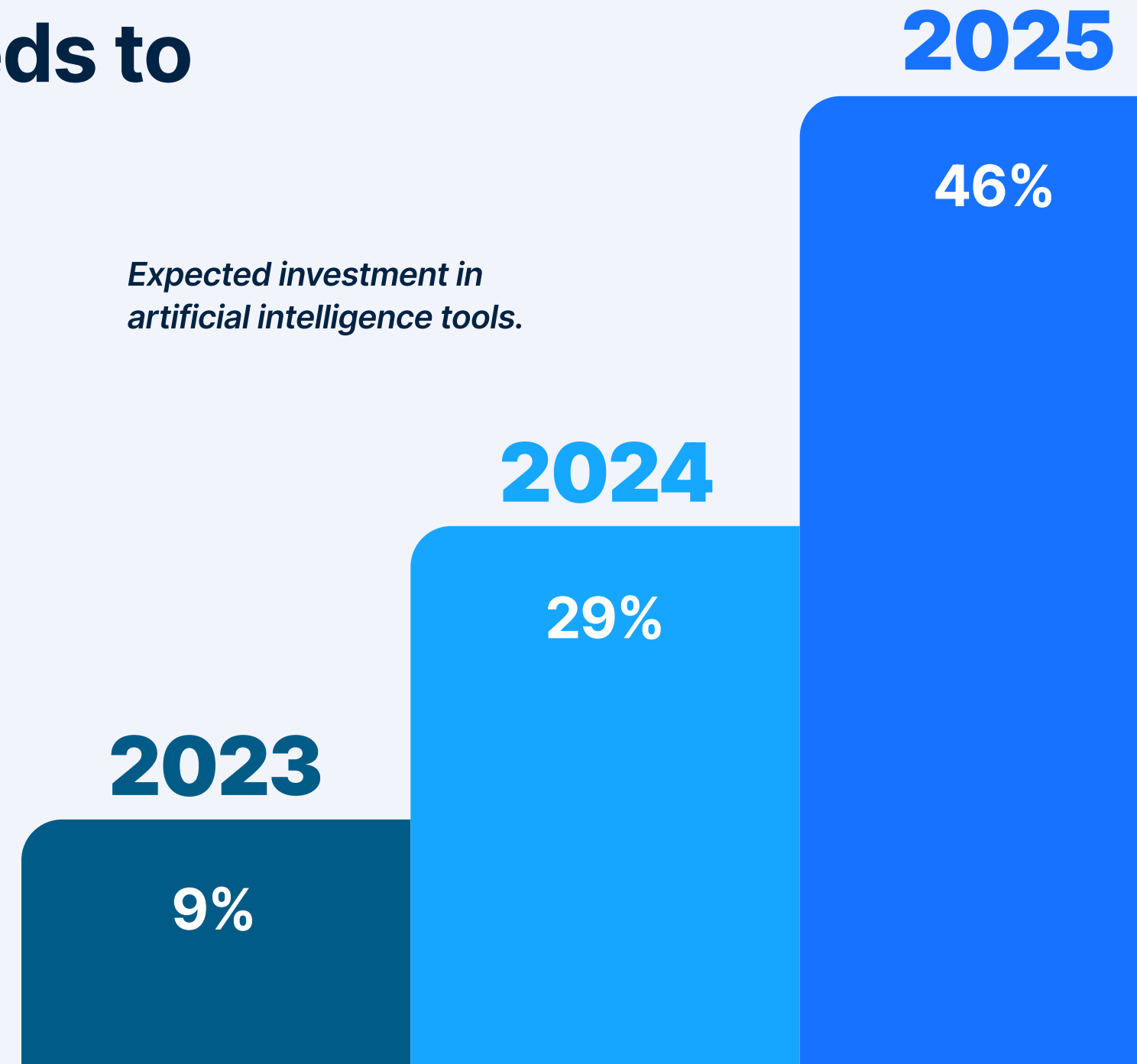
As investment in AI tools continues to rise, your organization needs to set targets for ROI.

The period of investing in AI with little expected in return is quickly coming to an end. Like any other technology investment, AI tools will need to be able to deliver a positive return to the business. To begin unlocking deeper business impacts from the use of AI, legal organizations must move beyond individual productivity gains and set clear targets for financial ROI.

The next step is to begin tracking the leading metrics that can help assess if AI is beginning to have that impact. Set targets and measure progress to prove out the value of this investment.

From there, leaders must begin working backward by setting business goals and purposefully weaving AI into every process, prioritizing the high-impact use cases that can help to bend the cost curve or meaningfully accelerate revenue.

Expected investment in artificial intelligence tools.



The roadmap to maturity:

1 Optimizing your tools & investments

2 Driving AI readiness within your organization

3 Broadening your AI task usage

4 Unlocking business outcomes with AI



In the next 12-18 months, finance leaders are going to begin **expecting broader business impacts from the use of AI.**

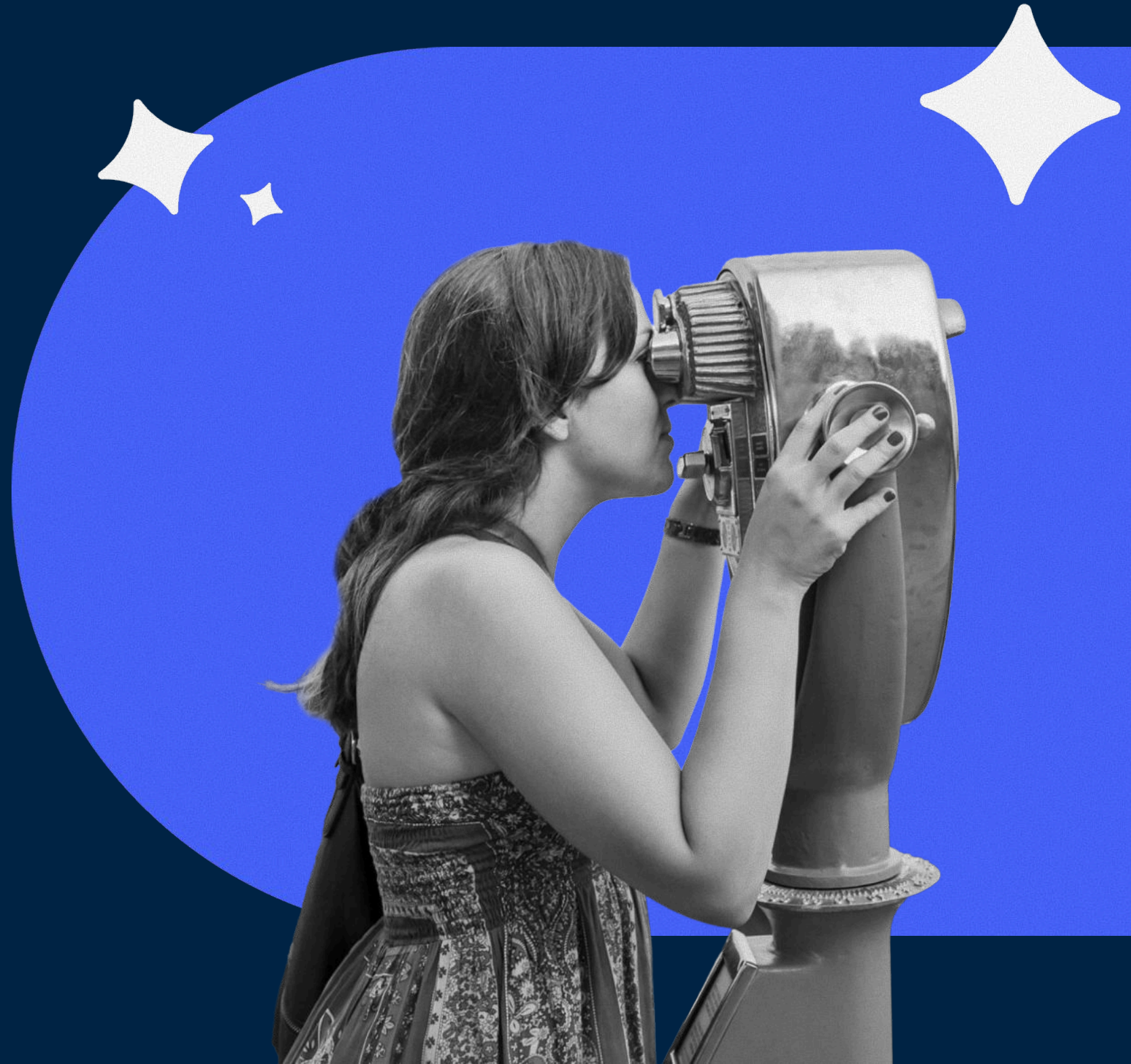


It's vital to begin preparing now by establishing goals for your AI usage and measuring the leading indicators that can help **assess how AI is beginning to deliver a return on your investment.**



How to Unleash AI Maturity

Looking Ahead



It's not just about adoption, it's about **maturity**.

The Litify AI Maturity Scale

Explore

Individuals experiment with generic "freemium" tools to complete simple tasks.

1

Expand

Initial investment into enterprise-wide tools and standardization of target tasks. Readiness is uneven.

2

Integrate

Purpose-built tools support nuanced tasks with meaningful organization-wide policies, enablement, and adoption. ROI taking shape.

3

Transform

Fully embedded AI delegates entire tasks, resulting in truly impactful business ROI.

4

From exploration to transformation

When we first launched this research two years ago, it was focused on a binary question: “is the industry using AI or not?”

With such a rapid rise in adoption — from 2023 to 2024, we saw the use of AI double to nearly 50% of respondents — it became clear that we needed to begin assessing a deeper level of maturity in AI usage. This year, our goal was to understand how legal organizations are embracing AI by rolling it out into their processes, making it part of their core operations, and using it to transform their results.

As we enter the era of AI-first legal service, we’re no longer faced with the question of “will the legal industry will adopt AI?” Instead, the question has become, “how can we unlock its full potential?”

As we’ve analyzed this year’s insights, we believe that the answer can be found by defining AI maturity across the four dimensions below.

To drive success, organizations must advance across all four dimensions. It begins by moving beyond individual-driven, “freemium” adoption to strategically invest in a comprehensive AI tech stack of legal-specific and purpose-driven solutions. To unlock the power of this investment, the industry must simultaneously prioritize robust training and enablement with the deep integration into existing platforms, which will prepare and enable employees for advanced use cases. Only through this integrated approach — the right tools and readiness — can legal leaders achieve the clear business outcomes and measurable impact that prove the value of AI to the organization.




Tools & Investment

Readiness

Task Scope

Impact

Introducing the Litify AI Maturity Scale

	Level 1: Explore	Level 2: Expand	Level 3: Integrate	Level 4: Transform
Tools & Investment	Individual employees experiment with generic, “freemium” tools.	Organization begins to allocate investment to enterprise-wide tools.	Organization expands investment with emphasis on tools tailored to specific industries and tasks.	Organization establishes AI tech stack, including agentic tools. Budgeting considers AI in parallel with headcount, CapEx, etc.
Readiness	Employee adoption dependent on individual curiosity and readiness, corporate policies developing.	Foundational corporate controls and policies rolled out with emphasis on data privacy. Limited enablement programs in place.	Regular policy reviews implemented to evolve controls and drive business impact. Training and enablement programs rolled out.	AI policies fully integrated into office of the CISO, including annual reviews and certifications. Training becomes a core tenet of employee onboarding and continued education.
Task Scope	Employees use AI to summarize information or find quick answers.	Employees use AI to assist with repetitive tasks, dependent on employee preference.	Organization establishes expected AI task usage by function, including more nuanced, multi-step tasks.	Organization delegates entire tasks to agentic AI with limited employee involvement or oversight.
Impact	Organization sees little to no improvement in business outcomes. Employees see some positive impacts.	Leading organizational metrics begin to improve in pockets. Employees note consistent positive impact to day-to-day work.	Leading organizational metrics show clear improvement, but financial ROI not meaningful to P&L.	Organization experiences impactful business results that bend the cost curve or meaningfully accelerate revenue.

Unleash your full potential with Litify.

Built with enterprise technology, powerful business analytics, and artificial intelligence, Litify acts as a force multiplier so your team can meet growing demand today while preparing for the complexity of tomorrow. As the legal industry's leading platform of action, Litify helps law firms and corporate legal departments streamline legal processes, improve case outcomes, and deliver better client service.

We're the only legal platform uniquely positioned to bring you a comprehensive suite of AI tools, setting you up for long-term success and transformation:



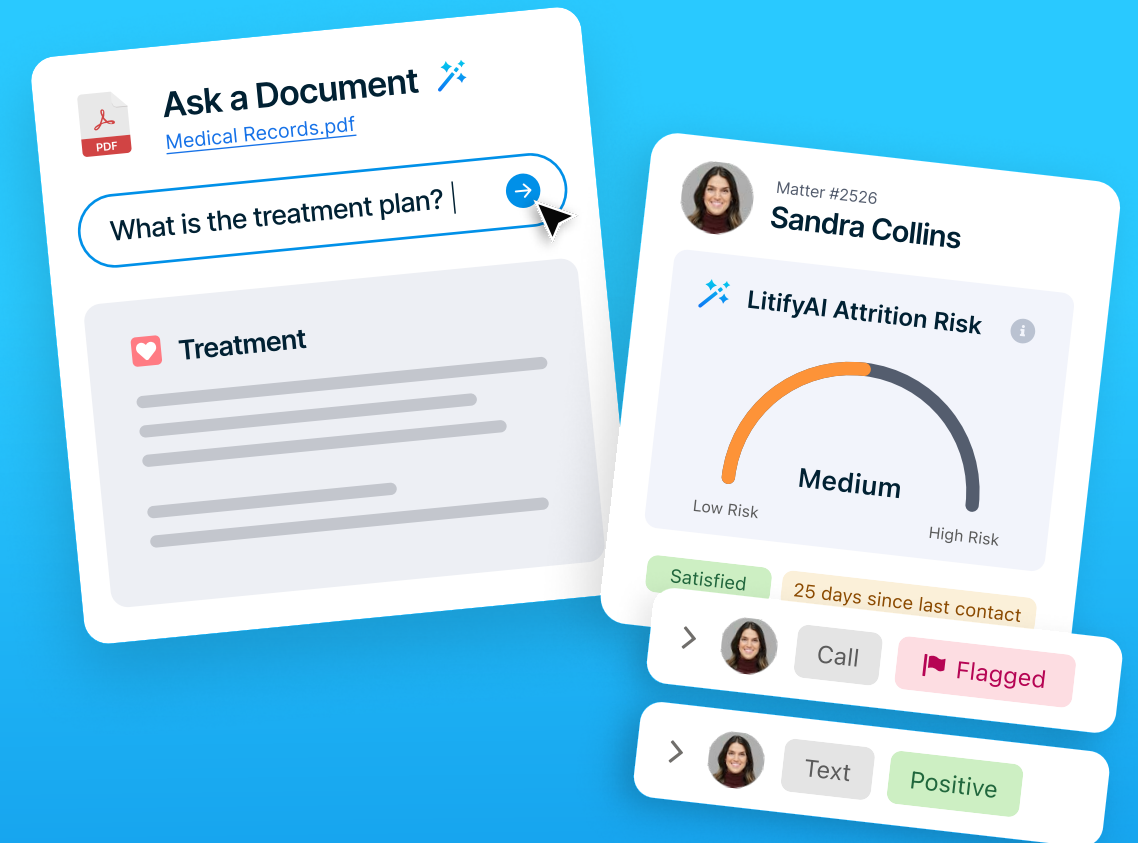
LitifyAI uses the power of your data to work across the platform and turbocharge your outcomes.



As an open platform with extensive partner network, we enable seamless integration with your preferred AI vendors.



Take advantage of next-generation agentic AI and autonomous automation built on Salesforce's leading-edge technology.



Automate the noise, surface insights, and turn your legal operations into impact.

Unleash your best with Litify.

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