

How McDougall Gauley Built Lawyer Confidence in AI with Lito



PRODUCT
Lito

FIRM SIZE
100 lawyers

LOCATION
Saskatchewan's Largest
Full-Service Law Firm

Building deep lawyer
confidence in AI

Eliminating data destination problem
with Lito's Microsoft integration

Building a trusted path to
connected AI transformation

McDougall Gauley LLP is Saskatchewan's largest full-service law firm, with 100 lawyers across offices in Regina and Saskatoon. As Director of Security and Infrastructure, Nevan Isaac leads innovation, AI strategy, and technology adoption across the firm. The lawyers he serves span the full spectrum of AI readiness, from early adopters saving hours on document-heavy work to colleagues uncertain whether AI can be trusted with client data.

The concerns Nevan encounters most are practical: hallucinations, inadvertent exposure of client information, and whether explicit client approval is needed before using AI. In a profession where professional responsibility obligations are taken seriously, these concerns demand a direct response.

Nevan brings a long history with Litera from previous roles. That familiarity shaped his decision to deploy Lito, Litera's award-winning Legal AI agent, as the foundation for the firm's AI strategy.

The firm held two consecutive-day sessions led by Litera's Daniel Choi across both offices. The sessions opened with a grounded introduction to how AI works, meeting skeptics on their own terms before moving into practical applications, specific prompts, and hands-on demonstrations.

"Having it right inside of Word and right inside of Outlook has been really valuable. If lawyers have to take their data and paste it somewhere else and they don't really understand where it's going, it makes people nervous — as it should. Meeting them right inside of Word is just very handy."

Nevan Isaac

Nevan's plan for expanding adoption is deliberate. By reviewing Lito utilization metrics, he identifies the most active lawyers and uses those insights to build peer advocacy within practice groups — the most credible endorsement comes from a colleague already using the tool on similar work.

The combination of a governed environment and structured onboarding has begun to shift how lawyers relate to AI. Nevan is seeing increased willingness to experiment, including among lawyers who were openly skeptical.

"They're starting to feel better about interacting with AI because of the trust they can have with Lito. It's making them more comfortable trying things."

Nevan Isaac

Lawyers using Lito for contract comparison, redlining, and document scrubbing spend less time on manual review, freeing capacity for strategic client work. Litera's rules-based approach, built on 30 years of legal-specific development, supports the deterministic accuracy lawyers need to trust AI outputs.

Early usage metrics show weekly activity across Lito, Compare, Proof, and Review. In Lito, top skills like List Open Items, Compare, and Mitigate Risk point to document-centered workflows that support review and risk identification directly in Microsoft Word.

Looking ahead, Nevan is focused on Model Context Protocol (MCP) integration to connect Lito, iManage, and Outlook more seamlessly.

"I'm hoping MCP will allow Copilot, Lito, iManage, and Outlook to work together, using firm data and Lito's legal-specific intelligence to deliver more seamless, practical answers."

Nevan Isaac