

How a Mid-Sized Law Firm Automated Document Review with Lito

PRODUCT

Lito

FIRM SIZE

~60 attorneys

LOCATION

Charlotte, North Carolina

Document work that used to take hours, automated.

Security controls that checked every box. Zero hallucinations since launch.

AI adoption that didn't feel like a leap.

When a corporate attorney lost her legal assistant, all redline comparisons and document summaries fell to her, compounding an already time-consuming manual review process. As the firm's Chief Technology Officer put it, "A lot of it was still very manual, time-consuming."

After two years evaluating AI solutions, the firm's technology team found most too costly for a 60-attorney firm or too demanding in infrastructure and training. Security was equally critical: the CTO needed to understand how client data would be handled before introducing a tool to attorneys.

The firm chose Litera's Lito, the only Legal AI built to unify the practice and business of law. The 4x award-winning agent was included in its existing subscription and technology infrastructure, offering an immediate entry point without additional security risks. As the CTO put it, "It was very feasible... a good way for us to get in the door immediately."

Lito automates redline comparisons and summaries within NetDocuments, eliminating platform switching. Draft Pro helps associates and legal assistants clean up documents before senior review. The CTO also built a custom skill to check the firm's top 10 criteria consistently across matter types.

The CTO rolled out Lito deliberately, tracking usage behind the scenes to identify adoption and support needs.

An in-person CLE session with the Lito team showcased practical use cases. Younger associates and transactional attorneys adopted it quickly, while some veteran attorneys preferred established methods. The CTO respected that resistance: "Some people just don't want it. I've practiced law for 50 years. I don't need this thing." Early power users laid the groundwork for wider adoption.

"The comparing of documents for redlining and summarizations is huge. The amount of time that saves on redlining is significant."

Chief Technology Officer, Mid-Sized Law Firm

Attorneys spend significantly less time on redlines and summaries, with zero hallucinations reported since launch. The CTO's custom skill standardizes checks against firm criteria. In one bylaws review, Lito flagged missing clauses with detailed reasoning to support risk mitigation.

Tenant data isolation, disabled web search, and visibility into client data storage and processing gave the CTO confidence to deploy Lito.

"For me, the transparency of being able to understand what you do with the data, how long it is stored, and giving me the option to turn off the web search checks all the boxes."

Chief Technology Officer, Mid-Sized Law Firm

The CLE session gave hesitant attorneys a low-pressure introduction, while power users emerged across corporate and transactional practices.

"It's not intimidating. It's not a scary new world. From the end user perspective, it is appealing and looks clean."

Chief Technology Officer, Mid-Sized Law Firm

Though early in its AI journey, the firm has a clear path forward thanks to the CTO's groundwork.