

Using AI to Streamline Legal Intake and Service Request Workflows



About Beveron Technologies

Founded in 2014, Beveron Technologies is a leader in the LegalTech domain, specializing in providing innovative software solutions designed to automate and streamline legal operations. With a focus on delivering efficiency and quality, Beveron offers products such as:

- Smart Lawyer Office
- Smart Legal Counsel
- Smart Debt Collection

These solutions cater to law firms, corporate legal departments, and debt collection agencies, helping them improve their workflows and achieve greater operational effectiveness.

Leadership and Expertise

Beveron is led by CEO Brijesh Chedayan, a recognized author in the field of LegalTech. Brijesh's groundbreaking book on LegalTech is the first of its kind in the region, underscoring his commitment to advancing the legal technology sector.

Awards and Recognition

Beveron has received multiple accolades, including the Best LegalTech Company Award for its transformative impact on the legal industry. The company is also ISO certified, ensuring the highest standards of quality and security in its services and products.

Contributions to the Legal Community

Beveron is deeply committed to sharing its expertise and knowledge with the legal community. The company regularly publishes whitepapers and research articles on LegalTech trends, offering valuable insights into the evolving landscape of legal technology. Additionally, Beveron conducts webinars to engage with legal professionals and foster collaboration across the sector.

Contact Information

For more information, visit our website:

www.beveron.com



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Corporate legal departments are under constant pressure to do more with less. As businesses scale, legal teams often face a flood of service requests—from contract reviews to compliance queries and litigation holds. The problem isn't always about complexity; it's about volume and inefficiency. That's where AI steps in.



The Legal Intake Bottleneck

Legal intake is typically the front door to the in-house legal team. Business units email or message legal, attach some documents, maybe fill out a form, and wait. Requests get lost. Priorities aren't clear. Legal ends up playing triage instead of working strategically.

The backlog builds. Lawyers burn time on administrative tasks. Response times stretch out. Frustration grows on both sides.

Where AI Makes a Difference

AI doesn't just automate intake. It improves it. Tools like *Smart Legal Counsel* from Beveron Technologies show how AI can clean up this chaotic process.

Here's how:

1. Intelligent Request Routing

Instead of dumping all requests into a general inbox, AI can analyze each request based on keywords, historical context, and urgency. *Smart Legal Counsel*, for example, classifies incoming matters and routes them to the right legal team—corporate, litigation, compliance—automatically.

2. Auto-Populating Templates

Most legal requests are variations on common themes. AI systems trained on past interactions can populate intake forms with relevant data. If someone's asking for a contract review, the system already knows which business unit it's from, what type of contract it is, and can pull relevant metadata.

This reduces back-and-forth and shortens turnaround time.

3. Duplicate Detection and Prioritization

AI tools can flag duplicate or near-identical requests, helping legal ops teams avoid wasting resources. They can also prioritize tasks by risk level or business impact. A routine NDA won't block someone's workflow—but a regulatory notice might.



Smart Legal Counsel uses built-in logic to tag, sort, and rank legal service requests in real time.

4. Embedded Workflows and SLA Tracking

Once a request is routed, AI keeps things moving. It can assign due dates, trigger reminders, and escalate overdue tasks. All of this creates visibility. Legal teams can see where bottlenecks are forming and adjust resourcing accordingly.

5. Data Collection for Continuous Improvement

Every request logged through an AI-powered system becomes a data point. Over time, legal departments can analyze trends—what types of requests come in most often, who sends them, how long they take to resolve. This feeds into smarter resourcing and better alignment with business needs.



Real-World Results

Legal departments using AI tools like *Smart Legal Counsel* report measurable gains: faster response times, reduced manual work, and improved satisfaction across departments. More importantly, legal gets to spend time on actual legal work—not chasing emails or managing spreadsheets.

Challenges to Watch

AI isn't plug-and-play. For legal intake systems to work well, they need access to quality historical data and clear workflows. Poor implementation just shifts the chaos into a new system. Human oversight is still essential, especially in complex or sensitive matters.

Also, not every organization is ready to automate. AI works best when there's already some process discipline in place.

Final Thoughts

Legal intake doesn't have to be a pain point. With AI, corporate legal teams can turn a reactive process into a proactive one—where requests are tracked, categorized, and handled efficiently. *Smart Legal Counsel* and similar platforms aren't just shiny new tools—they're becoming operational necessities for modern legal departments.

Case Study

Using AI to Streamline Legal Intake and Service Request Workflows

Corporate legal departments often grapple with a high volume of service requests—ranging from contract reviews to compliance inquiries. Traditional methods, primarily email-based, can lead to inefficiencies, missed deadlines, and increased risk.

The Challenge of Email-Based Legal Intake

Consider a conglomerate with multiple subsidiaries, each sending legal requests via email. The legal team faced:

- Overwhelming volumes of unstructured requests
- Difficulty in tracking and prioritizing tasks
- Delayed responses due to manual triaging

These issues not only strained the legal team but also impacted the business units relying on timely legal support.

Implementing an AI-Driven Solution

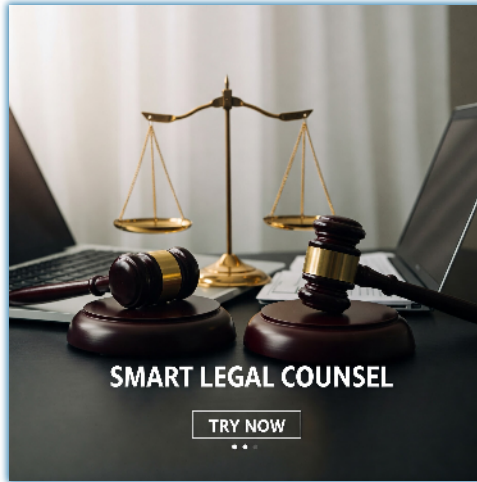
To address these challenges, the company adopted *Smart Legal Counsel* by Beveron Technologies. This AI-powered platform offered:

- Automated Intake Forms: Standardized forms replaced unstructured emails, ensuring consistent data collection.
- Intelligent Routing: AI analyzed requests and directed them to the appropriate legal personnel based on expertise and workload.
- Real-Time Tracking: Dashboards provided visibility into request statuses, enabling better resource allocation.

Outcomes Achieved

Post-implementation, the legal department observed:

- A 40% reduction in response times
- Improved accuracy in handling requests
- Enhanced satisfaction among internal stakeholders



Expert Insight

Brijesh Chedayan, CEO of Beveron Technologies, emphasizes the transformative impact of AI in legal operations:

"AI is not about replacing lawyers but augmenting their capabilities. By automating routine tasks, legal professionals can focus on strategic decision-making."