Amplify 2026

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From AI Adoption to AI Payoff: The Legal Ops ROI Playbook

November 3



Wolters Kluwer

ELM Solutions

Speakers



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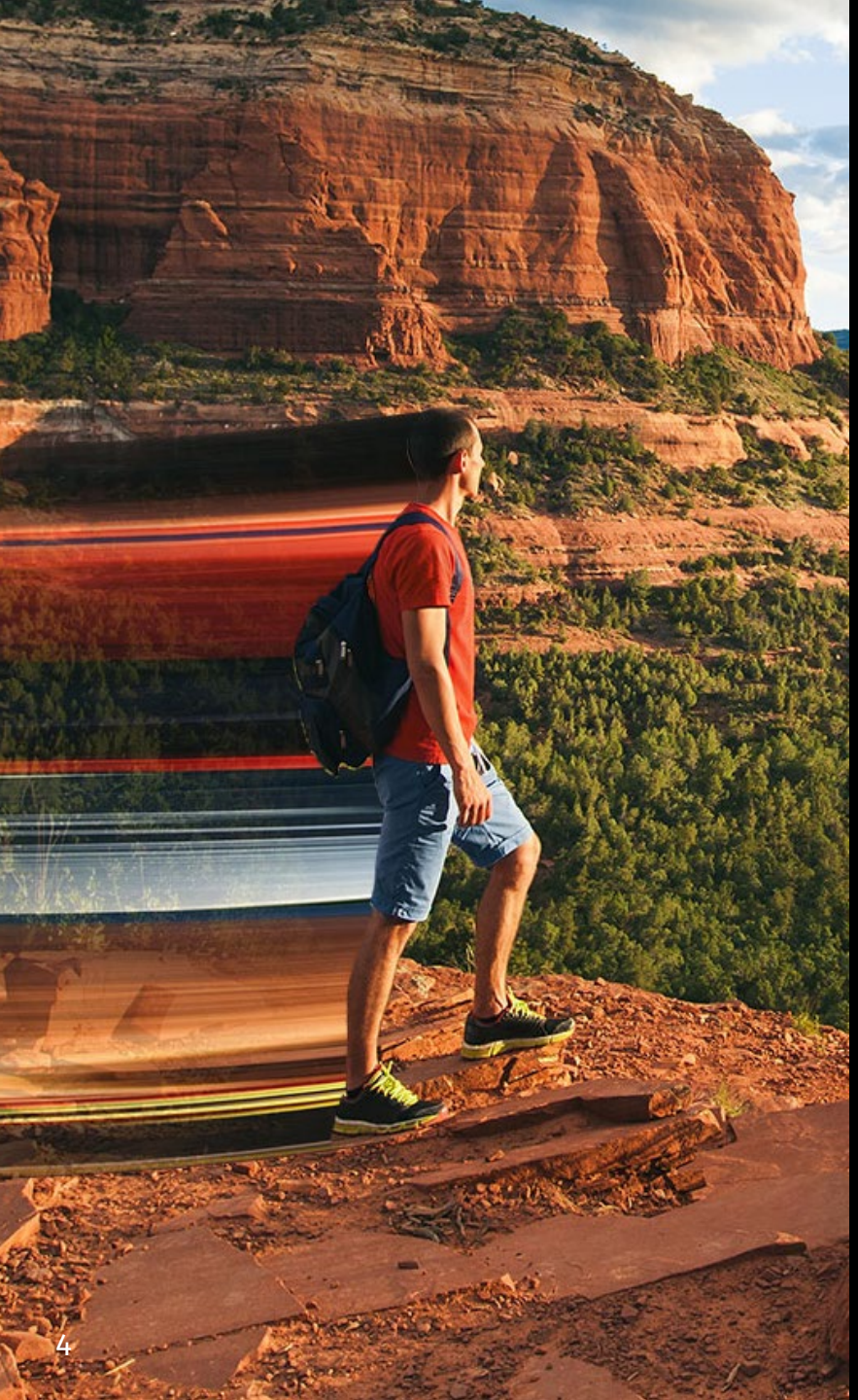


Jennifer McIver
Legal Ops & Industry
Insights
Wolters Kluwer

Where we're going

1. **Discussion:** Where is the AI ROI conversation today with perspectives from Catrine and Dana
2. **Workshop:** Using the ROI Playbook to take one AI use case beyond savings and efficiency
3. **Share:** Lightning-round readouts on what AI makes possible





AI changes the work.

Will our approach to ROI keep up?

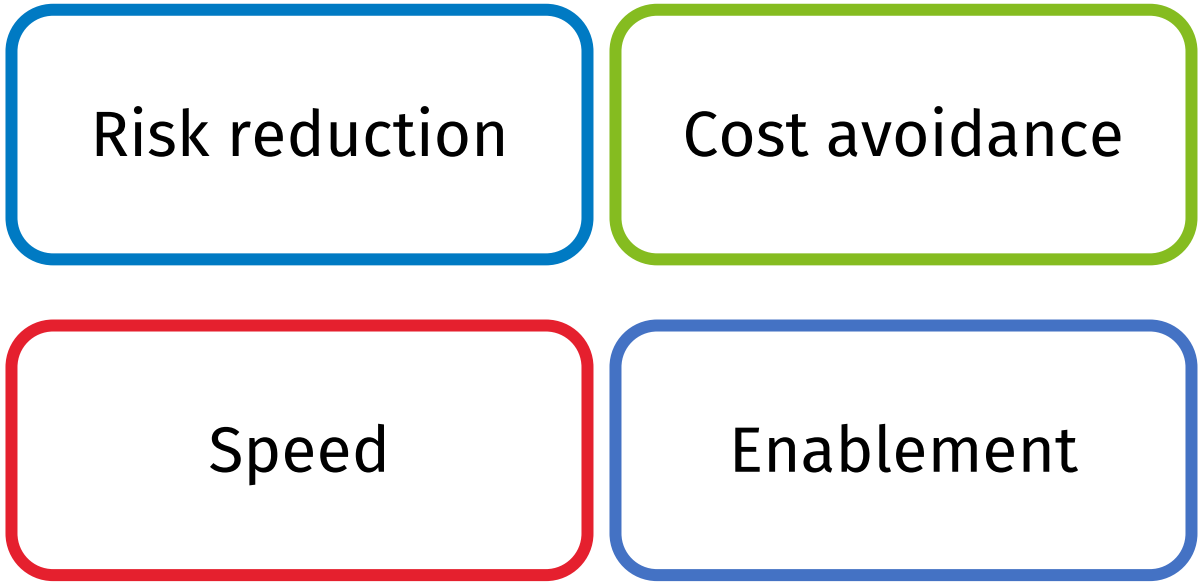
A conversation about AI ROI can get cloudy fast



Catrine’s legal operations approach to ROI

Legal creates value without being a profit center.

ROI makes that value visible – through risk, cost, speed, and enablement.



Catrine’s legal operations approach to ROI

A simple four-lens test for everyday legal work

Use the lenses together. Not every benefit needs a perfect dollar value.

1. TIME
Time saved vs. time spent

2. RISK
What could we prevent or reduce?

3. COST
This approach vs. the alternative, including the cost of doing nothing

4. BENEFICIARY
Who benefits, and how much do they value the outcome?

Dana's product management approach to ROI

VALUE | BENEFITS BEYOND ROI

Example: Product value pitch

Capacity created

Time redirected to higher-value work

Quality and consistency

Fewer errors, output created the same way every time

Problem

Product managers need to bring together inputs from multiple sources and translate them into a clear, consistent story others can build from

Effort reduced

AI reduces the manual effort required to find and synthesize inputs, then structure them into a first draft

Capacity created

Time previously spent assembling the pitch can be redirected toward:

- Pressure-testing the value proposition
- Working with SMEs to close evidence gaps
- Extending work across more products without proportionally adding effort

Quality and consistency

A repeatable approach helps ensure teams get a more consistent starting point:

- Each pitch addresses the same core questions
- Important inputs are less likely to be overlooked
- Output quality depends less on who creates the first draft

The bigger value

AI didn't simply create the document faster. **It creates capacity to improve the thinking behind it while giving teams a more consistent foundation to build from.**

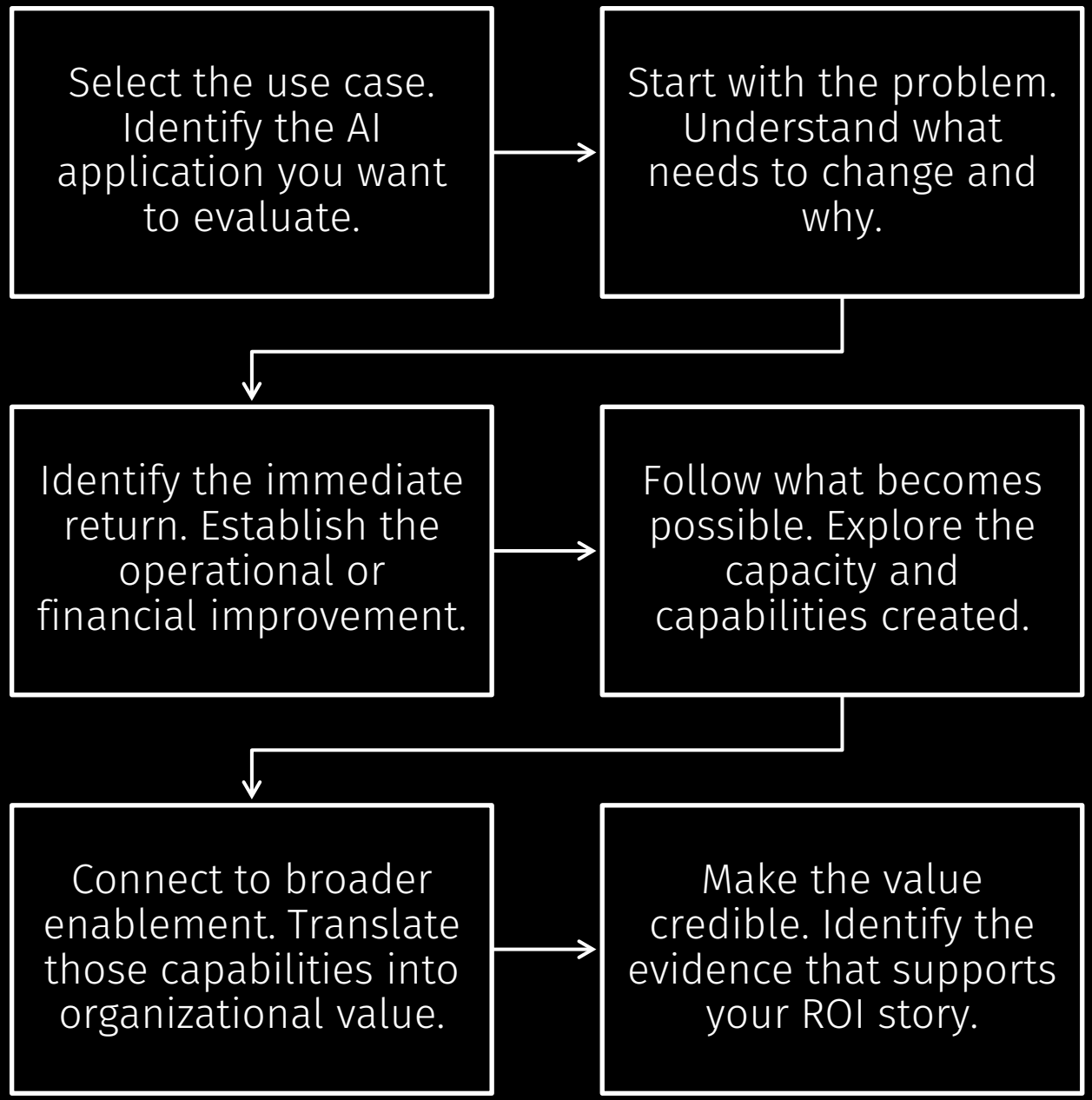


Workshop

AI ROI: From what we saved to what became possible

Follow the value beyond the savings: A six-step approach

The goal isn't to stop at what AI saved. Follow the chain to what AI makes possible



Engage in your own AI ROI analysis

Download the AI ROI Playbook Worksheet

Pick a use case

Use the worksheet to work it through	Challenge each other to push beyond the savings	Prepare to share

Lightning-round readout

The use case	The immediate return	What it enables	How you'd prove it



Thank You!