Amplify 2026

November 2-5 Scottsdale, AZ

Negotiating Legal Service Delivery in the Age of AI

November 4



Wolters Kluwer

ELM Solutions

Speakers



Jennifer McIver
Legal Ops & Industry Insights
Wolters Kluwer



Elizabeth Zellers
AVP, Business Analysis Advisor
PNC Bank, N.A.



Ken Crutchfield
Spring Forward Consulting



Chris Terry
Chief Operations Officer
Marsh

If AI changes how legal work gets done, it should change how we negotiate for it?

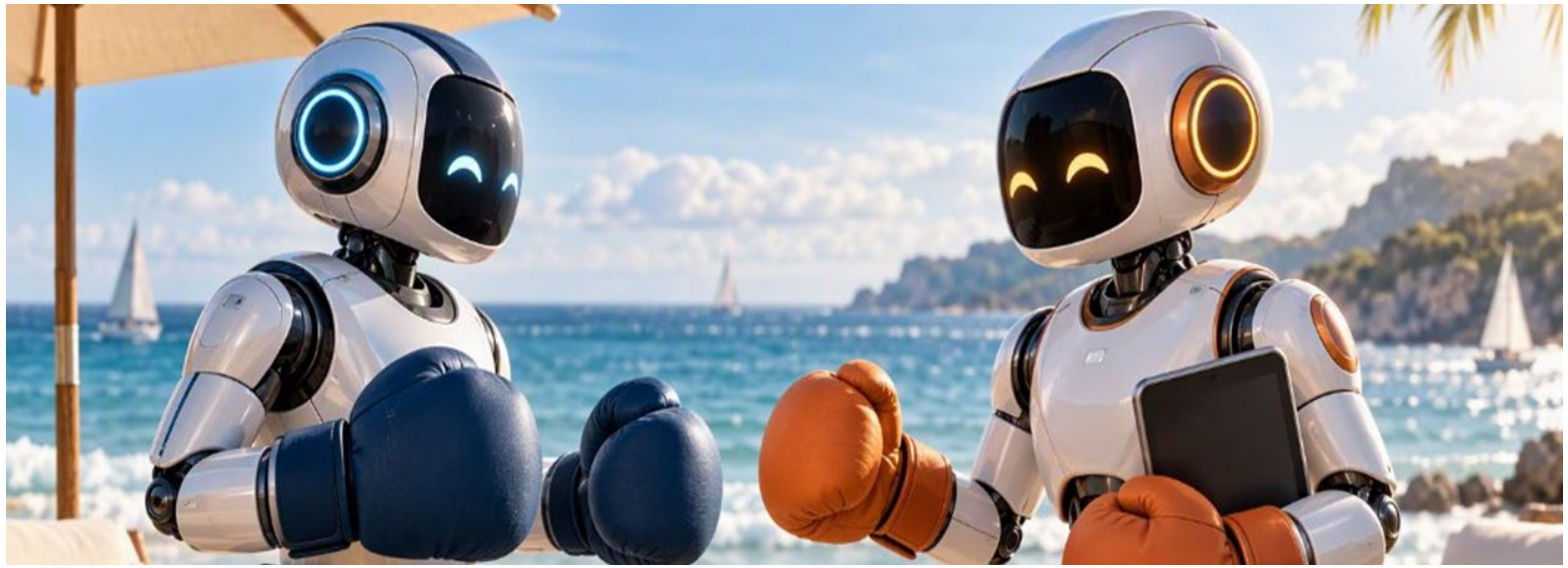
Rates, AFAs, staffing and delivery models are all part of the same question: what are we buying, and what should we expect in return?

The goal isn't simply cheaper legal services.

The goal is creating a better match between the work, the model, and the value.



What does good rate governance look like today?



- How firms charge for AI
- How legal teams govern rates with AI
- Who receives the benefit

How do you know when it is time to move beyond hourly billing?



- Be ready on both sides
- Understand the real cost
- Change the whole system

Should AI reduce legal costs or produce better outcomes?



Same spend + **Better outcome** = **Value?**

Three ways to negotiate beyond the rate

1. **Define the AI rules.** Clarify what may be billed, how AI-assisted work should be described, and what your guidelines say about how the work gets done.

2. **Match the model to the work.** Identify where hourly billing still makes sense, where another approach may fit better, and whether both sides have the data and readiness to support it.

3. **Measure more than savings.** Include outcomes, risk, settlements, quality, and total cost when deciding whether AI is creating value.



Resources

Scan a code with your phone camera to open each resource

SOLUTION

LegalVIEW® Analytics

Learn more about the world's largest source of legal performance data

Learn more

REPORT

LegalVIEW Insights 2026 Q4

Outside counsel rates, staffing and billing trends

Get the report

ARTICLE

Does AI signal the end of the billable hour?

An Above the Law article by Ken Crutchfield

Read the article