DIOPTRA

Are You Ready To Make The Most of AI?

A guide on leveraging AI in contracting

Executive Summary

This guide covers the range of opportunities to use AI in contracting and steps you can take to prepare for its use.

Introduction

The potential benefits of using AI[1] in contracting are enormous. Much of the work in the contracting space includes repetitive, rule-based activities. According to a 2021 EY survey, 40% of contracting time and budget is spent on negotiating unchallenging, low-complexity contracts[2] and in 2022 DocuSign found that 68% of contract professionals were spending at least 2 hours a week looking through precedents for specific contract language.[3]

One of the biggest differences between AI and any other legal contracting technology is that contracting professionals can realize immediate time savings without any training or expense just by using the chat interface for one of the LLMs.[4] In fact, AI is now being used by 50% of in-house legal departments[5] and Gartner predicts that "by 2027, 50% of organizations will support supplier contract negotiations through the use of AI-enabled contract risk analysis and redlining tools".[6] The results in time savings can be staggering. According to the August 2024 Litify State of AI in Legal Report, 92% of legal professionals using AI say they save time on their legal work, and a third are reporting that they are saving up to 10 hours per week[7] - more than a full work day!

However, to fully maximize the benefits that can be realized with AI, the longstanding recommendation of focusing on people and processes before technology holds true. The May 2024 McKinsey state of AI survey found a significant difference in the positive financial impact of

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[1] AI as used in this guide is predominantly used to refer to generative AI.

[2] "*The General Counsel Imperative: How does contracting complexity hide clear profitability?*" by John Knox. May 12, 2021. https://www.ey.com/en_gl/insights/law/the-general-counsel-imperative-how-does-contracting-complexity-hide-clear-profitability?

[3] "*4 Statistics That Will Change Your Mind About Contract Analytics and AI*" by DocuSign. CLOC. October 19, 2022. https://cloc.org/4-statistics-that-will-change-your-mind-about-contract-analytics-and-ai/

[4] Note that this type of use should be made only within the boundaries of your company's AI policy and prompts outside of a closed environment with appropriate data protections should never include non-public information held by your company.

[5] Worldmetrics.org

[6] "*Over 100 Data, Analytics and AI Predictions Through 2030*" by Sarah James and Alan D. Duncan. Gartner. June 19, 2024.

[7] https://www.litify.com/resources/2024-litify-state-of-ai-in-legal-report

using AI between organizations that have engaged in extensive preparation and employed rigor in their use and everyone else.[8]

Outcomes when using AI **without** preparation

Outcomes when using AI **with** preparation

In this guide we will address the different types of AI contracting solutions and what actions you can take before adoption to reap the full potential benefits.

The Size of the Opportunity

Business stakeholders find that contracting usually means slow turnaround times, bureaucratic processes, and a lack of clear guidance on contracting policies.[9] This translates to a meaningful financial impact from delayed revenue and lost business opportunities.[10] The root cause of these financial impacts is not just too many contracts or too many challenging contracts, but a failure by almost 70% of organizations to adopt standardized templates, playbooks, and contract management processes.[11] When organizations process over 6000 contracts per year on average,[12] a lack of consistency and guidance creates massive inefficiencies.

To put the potential gains in perspective, in our personal experience, the use of just an LLM chat interface by a legal professional to speed the drafting of contract terms can provide an average

[8] "*The state of AI in early 2024: Gen AI adoption spikes and starts to generate value*" Alex Singla, et. al. McKinsey. May 30, 2024. https://www.mckinsey.com/capabilities/quantumblack/our-insights/the-state-of-ai
[9] Knox.
[10] Ibid.
[11] Ibid.
[12] DocuSign.

time savings of 70% per clause. As we will demonstrate later in this guide, when you add established processes and clear rules to the use of AI, you can, in fact, automate a substantial portion of the contracting work and gain time savings of 30-90% for the work that cannot be fully automated. Research from World Commerce & Contracting suggests the average basic contract costs nearly $7,000 and complex contracts average $50,000 in terms of effort to complete.[13] If we take the average of 6000 contracts a year and assume approximately 40% of those contracts are low risk and another 40% are contracts that are high volume relatively standard contracts for the organization, the potential financial savings could be in the millions.

Risk and Complexity	# of Contracts	Time Savings	Cost Savings
Low	2400	100%	$16.8m
Med	2400	70%	$11.76m
High	1200	30%	$18m
Total	**6000**	**Avg 66%**	**$46.56m**

The value proposition is undeniable.

Before Getting Started

The first foundational step for AI preparedness is putting an AI policy in place. This guide does not address the content of AI policies, but to ensure proper data protection and protect the intellectual property health of the organization, it is important that your organization has a company-wide AI use policy and procedures to help ensure compliance to the policy. The policy and your applications of AI should take into account the current regulatory and compliance issues related to implementing AI, especially regarding data privacy and ethical use.

To get the most out of AI, you need to understand how it works, what it does well, what it doesn't do well, and the various ways it can be leveraged. AI is fundamentally simply extremely advanced pattern recognition.

How it Works

AI uses deep learning algorithms, primarily large language models (LLMs), to generate outputs. These models are trained on vast amounts of data, learning patterns, structures, and context. The key components of AI include:

1. **Training Data**: AI models are trained on large datasets containing a variety of information, such as written texts, images, and other forms of media. This data helps the model learn the context and relationships within the information.

[13] The Cost of a Contract – IACCM research report, 2018.

2. **Neural Networks**: Most AI models use deep neural networks, especially transformer architectures. These networks can analyze and understand the context in a sequence of words or images, making them very effective for generating human-like responses.
3. **Generation Process**: Once trained, AI uses the learned patterns to create new content. When given a prompt, the model predicts and generates text or images that are likely to follow based on the patterns it has learned.
4. **Fine-Tuning and Reinforcement Learning**: Some AI models are further fine-tuned on specific datasets or reinforced with additional training to improve their performance in niche areas, such as contract analysis or specific legal terminologies.

What AI Does Well

AI is highly capable in several areas, making it useful for a wide range of applications:

1. **Content Generation**: It can create diverse forms of content, such as drafting contracts, writing articles, summarizing long documents, generating marketing copy, and even producing code snippets.
2. **Pattern Recognition**: AI excels at identifying patterns in data. For example, it can detect recurring phrases or clauses in legal contracts, making it useful for contract analysis and compliance checks.
3. **Automation of Repetitive Tasks**: In commercial transactions, AI can streamline time-consuming tasks like drafting initial versions of contracts, redlining, summarizing large amounts of data, or even automating customer service with chatbots.
4. **Language Translation and Natural Language Understanding**: AI can translate languages, respond to complex queries, and assist in multilingual environments, making it useful for global business operations.
5. **Enhanced Decision Support**: AI can analyze and interpret data, providing data-driven insights that help users make informed decisions. This is particularly helpful in areas like market research, trend analysis, and risk management.

What AI Doesn’t Do Well

Despite its capabilities, AI has certain limitations and challenges:

1. **Accuracy and Reliability**: AI may produce incorrect or misleading information, especially if it’s asked about areas beyond its training data. It doesn’t “understand” information the way humans do but rather predicts based on patterns, which can lead to inaccuracies. So while AI can mimic human language, it doesn’t always grasp nuanced or specialized context perfectly and may not understand specific legal nuances or highly technical industry jargon without additional training.
2. **Dependence on Training Data**: AI models are only as good as the data they’re trained on. If the data is biased, incomplete, or outdated, the model may produce biased or erroneous outputs. For example, it may struggle to generate content that aligns with the latest legal regulations or industry standards unless regularly updated.

3. **Limited Creativity and Originality**: Although AI can generate creative content, it lacks genuine originality. Its outputs are based on existing patterns and data, so it may not always produce truly innovative ideas or novel solutions.
4. **Ethical and Privacy Concerns**: AI can inadvertently generate harmful, biased, or offensive content. Additionally, it may pose privacy risks if it generates content based on sensitive data, leading to compliance issues if not carefully monitored.
5. **Decision-Making and Judgment**: AI lacks human intuition, judgment, and ethical reasoning. In situations requiring moral, ethical, or strategic decision-making, it can't weigh options as a human expert would. It's a tool best used for support rather than replacement in critical decision-making processes.

Flavors of AI In Contracting

AI Output Options That Can Be Leveraged In Contracting

Here are three AI output experiences that can be used independently or in tandem that are pertinent to the contracting space.

1. Chat interfaces (unstructured and conversational)
2. Focused results (such as retrieval augmented generation (RAG))
3. Autonomous execution (agentic execution based on structured rules)

How To Get the Best Outputs

To extract the highest possible value from your use of AI, you need to take the right preparatory steps for the type of AI outputs you are seeking. Here they are in brief:

1. ***Chat Interfaces = People Training***. It is quite incredible how quickly AI enables you to create something from nothing. Write me a haiku about AI in contracting can generate something like this in 2 seconds:

   Algorithms parse,
   contracts yield to code's swift hand,
   efficiency blooms.

   With the right prompting, AI can create an app, write an essay, propose solutions to problems, and more. To mitigate the areas where AI doesn't do so well (like hallucinations), experience in prompting and understanding chat outputs is very helpful. There are a number of excellent classes available for free to learn how to prompt, including from AI providers, universities, and platforms like Coursera. You can also give your team members fun exercises to gamify and entertain as they learn how to engage in exploratory prompting.

2. ***Focused Results = Clean Data Sets***. Focused results is essentially about creating a structure where the outputs from the AI are sourced from a more specific dataset. As such it necessarily requires the foundation of the right data set. In some cases, that data set may be a vendor's data set, such as a contract database like Law Insider. In other cases, that data set is your own contracts. In that case, to be prepared, you need to (a) identify

the storage locations for the contracts to be included; (b) identify whether all of the contracts should be included or only a certain subset; (c) identify what metadata outside of the four corners of the contracts may be relevant to your policy setting (for example, maybe you want to slice the data by spend or by contract reviewer) and attach that metadata to the contract file; and (d) figure out your AI interface for querying the data set.

3. ***Autonomous Execution = Clear Rules***. To get the most value out of AI's capability to independently execute, you need to provide the agent with clear rules to follow. That means, to be prepared, you need to do the hard work of figuring out the actual rules. As discussed below, that may be rules around contracting processes or playbook rules for the content of your contracts.

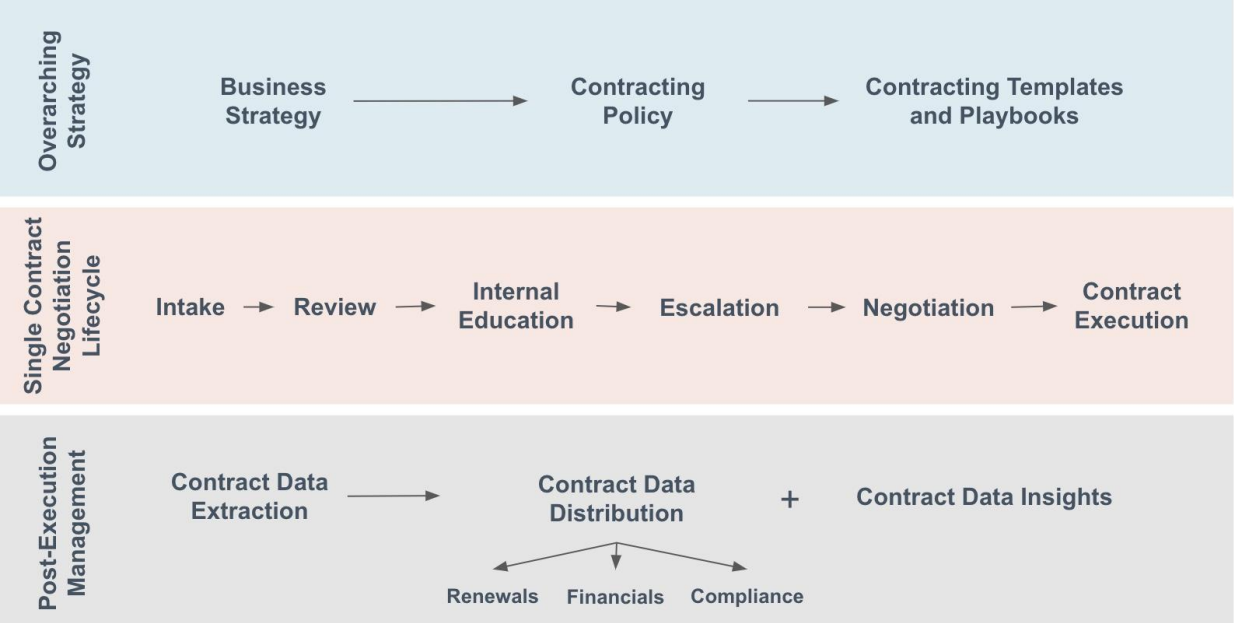
Mapping Contract Processes to AI Opportunities

In order to make the best use of AI in contracting, you have to perform an honest assessment of where you are today in your contracting maturity. Do you have defined processes? Do you know where to find your historical contracts? Do you have data on what is in your contracts? Do you have data about the contracts that is external to the contracts? Do you have data on the steps in your contracting process? Although 99% of organizations report having a contracting process, 31% don't regularly employ pre-approved templates, only 25% have pre-approved fallback terms, and almost half don't have any post-signature processes.[14] There are a lot of opportunities with AI to quickly elevate your organization's maturity level.

For simplicity in this paper, we will examine the types of AI that can be employed for each part of the contracting function. We caution you, however, not to lock yourself into the box of simply replacing specific human steps with AI, but to also consider how AI can truly transform and not just accelerate contracting. The steps of today may not need to be how you do it in the future.

There are 3 overarching motions in a mature contracting process - strategy, negotiation, and management. The below diagram breaks down each of these motions into their component parts.

[14] Knox.



Let's take a look at the AI opportunities for each motion and how AI can provide quick wins and long term gains.

AI for Overarching Strategy

Business Strategy

The overarching strategy for contracting starts not with the contracting function, but with business leadership strategy. Since this step sits outside of the purview of those managing the actual contracting process, we will not address any specific AI uses for this step. That being said, given the high rates of AI adoption among business leaders,[15] they may in fact be using AI for this step.

Contracting Policy

Contracting policies should be defined based on the business strategy. The policies should address what risks are considered acceptable to the business (liability, contract compliance, etc), the company's operational needs (communication flows, delivery capabilities, etc), and any internal requirements for the actual processing of each contract (signature authority, approval authority, etc).

Quick Wins With AI: Any of the available LLM chat interfaces can be used to explore potential risks and help provide some structure around the internal conversations. For strategic decision making, it is advisable to engage in conversational investigation, where you probe and go deeper on each of the AI outputs.

Long Term Gains With AI: In a mature contracting function, your contracting policy should be a living policy that changes with the business strategy, the market, and your actual contract negotiations. AI has the power to help you gain greater insights from the market and from your own negotiations and can work in the background surfacing the

[15] The McKinsey May 2024 survey found that 72% of companies have adopted AI in at least one business unit. Singla.

information on a continual basis. To get the most value out of AI for this purpose you need the right data sets and careful thought around what filters to apply to find the appropriately aligned contract set with respect to the types of contracts, the industry, and the relative bargaining power you expect to hold. AI examination of your historical contract data can highlight the highest friction issues and issues with unnecessary friction. Remember, guidance from your historical contracts and negotiations will only be as good as your available data.

Contracting Standard Forms and Playbooks

Contract templates and playbooks should reflect the contracting policies that you've defined and are the foundation for scalability and efficiency. Historically, creating templates and playbooks has required making a large upfront time investment. This has prevented many companies from creating these resources despite the fact that they pay off dividends in application. Now AI has the potential to dramatically decrease the time it takes to create optimal templates and playbooks. As standard forms and playbooks are a strategic step in contracting, considered thought should be applied to the AI outputs before finalization of these foundational materials.

Quick Wins With AI: If you have no pre-existing materials or would prefer not to use them as a starting point, you can use a chat interface to help you draft clauses and guidance. If you want to leverage your pre-existing materials, AI solutions, like Dioptra.ai, can be used to generate playbooks from precedents. To generate playbooks from precedents, your ideal data set is a collection of well-done redlines reflecting the last internal turn before context specific inputs are needed. Remember the adage of garbage in, garbage out and be thoughtful on what precedents you use to generate playbook rules - maybe it is just certain internal reviewers or certain categories of counterparties. This is not an autonomous AI exercise; the generated rules should be reviewed to ensure they actually reflect the contracting policies you want to implement because the underlying contract data is unlikely to be 100% perfect and AI can misunderstand the intent of the change or make mistakes.

Long Term Gains With AI: When reviewing contracts with an embedded AI solution, you can use AI to automatically create new redlining rules for your playbook as new issues arise. AI can also surface how often each rule is triggered, helping you to identify the issues that should be given the greatest attention when you revisit your contracting policies.

AI for Contract Negotiation

Intake

Successful intake means receiving the contract and all of the contextual information needed to enable appropriate review of the contract. In many companies, this can be unnecessarily time consuming because of incomplete responses from business stakeholders. AI can automate this process entirely with an AI chatbot and because you can give AI personality, you can do it without negatively impacting the relationship feel of intake today. This is a combined output type solution, to make it work you need a clear set of data points that need to be gathered (including any variables that change those data points); and the right chatbot anchor prompt.

Quick Wins With AI: There are a number of lightweight AI tools that can enable quickly standing up a chatbot with a limited dataset in your existing communication tools.

Long Term Gains With AI: To fully automate the intake process, you can connect the AI chatbot with your other contracting tools, so that AI review tools can immediately start processing the contract. AI can also perform analysis on the exchanges with stakeholders, can you help you understand where your procedures or policies present opportunities for further clarity or simplification.

Review

The review stage involves examining and redlining the counterparty's contract or a marked-up version. AI is particularly beneficial here and in fact, 97% of respondents to the ILTA Technology Survey identified AI redlining technology as a priority.[16] AI can be used as an assistive tool that will automate the application of redlining rules that do not require legal judgment. It can also be used as an autonomous agent to fully automate the redlining process for low-risk, single-turn contracts. In both cases, the time savings in reducing manual effort and freeing up legal teams to focus on more complex matters can be huge.

Quick Wins with AI: AI redlining tools, such as Dioptra.ai, that allow users to work in Word means that they can be introduced quickly without any need to train your users. Where the tools can generate custom playbooks based on your own precedent or your existing playbooks, you can have mark-ups that catch the same issues as in your precedents or playbooks and quickly cut your contract review time significantly. To get the best results, make sure you choose good precedent, have playbooks that reflect your contracting policies, and choose a vendor that consistently provides accurate redlining as well as issue spotting.

Long Term Wins with AI: Consistent use of an AI redlining tool with integrated feedback means that the automated redlining can continue to get more and more accurate, often outpacing human reviewers. This can empower you to fully automate the review process for low risk contracts that don't require an exercise of judgment.

Internal Education and Escalation

In this phase, legal teams work with business stakeholders to address unique business needs and to evaluate requests for policy deviations. This often means translating the contract terms to business issues and putting them into a table. manually AI can facilitate better alignment between legal and business teams, by making it easier for legal teams to quickly create materials that will allow all stakeholders to understand the key contract issues such as generating contract summaries, issue lists, and escalation approval templates, allowing stakeholders to review deviations more quickly. AI can also

Quick Wins with AI: Summarization and translation are two areas where AI generally does well. When provided with a list of issues, AI can be leveraged to reformat the list into the right template. When provided with a contract clause, AI can restate it into business-speak. AI contracting tools can review contracts against playbooks, precedent,

[16] https://www.iltanet.org/resources/publications/surveys/ts24.

or standard forms and automatically generate issues lists and summaries that are focused on the deviations from your standards.

Long Term Wins with AI: Ultimately, contracts are business documents. AI makes it faster and easier to help our business stakeholders understand the business issues in the contract and empower them to negotiate for what the business needs, which in the end delivers better results for the company overall. Further, when your rules are developed and clear for the AI, the creation of issues lists can be an automated part of the process, which can enable business stakeholders to close the business issues in advance.

Negotiation

The negotiation stage includes the exchanging of redlines, redline comments, and engaging in live negotiations. AI can improve outcomes in this step by suggesting the most effective persuasion. This can be done first during the playbook creation process, but also in the context of a specific negotiation, where AI can analyze the contract, the counterparty, and prior exchanges with both the specific counterparty as well as other counterparties in the past and using that analysis to help the negotiator develop tailored negotiation strategies.

Quick Wins with AI: Team members can use a chat interface in advance of the negotiation to try out different arguments and practice, practice, practice.

Long Term Wins with AI: To create the ideal negotiation strategy for specific counterparties, you need to have the right historical negotiation data centralized, this includes data that sits outside of the four corners of the final contract but may be within the four corners of your historical agreement exchanges. You can also leverage tools that can assess the personality of your counterparty based on their tone in prior communications. Finally, we have already seen demonstrations of computers negotiating against computers. Preparing for this level of autonomous execution requires very clearly defined rules on contract terms and the context for different ranges of concessions.

Contract Execution

Contract execution is about creating the final form of the agreement, confirming the final form received by the counterparty matches the final negotiated terms, and obtaining the necessary signatures. Traditionally this is an administrative process that even before AI had been streamlined with automations, yet there is still room for improvement.

Quick Wins with AI: A chatbot can be enormously helpful in providing information to stakeholders on who in the company has execution authority for the particular type of agreement,

Long Term Wins with AI: Chatbots that can then actually route agreements to the right system or person, with AI generated summaries of the information they need to know to progress to signature would further streamline the process. As with other chatbot solutions for contracting, preparation for this step requires a clear policy, the right anchor prompt, as well as the right integrations.

AI for Post-Execution Management

Contract Data Extraction and Distribution

To get the most value from the contracts themselves, they should not live in the quintessential drawer. Once a contract is signed, data extraction is crucial for compliance, administration, and analysis. AI can automate the extraction of key data points from the contract, allowing legal and business teams to access necessary information without manual input. AI for data extraction can be used in two ways: (1) it can be used on an ad-hoc basis, to query a specific contract or a contract data set for specific concepts, or (2) it can extract a standardized set of data points for automated distribution to the various teams involved in administering and performing under the contract.

> **Quick Wins with AI:** As it is relatively simple to set up an AI chat interface that surfaces information from a defined dataset, you no longer need a special contract repository with tagged metadata in order to query a set of contracts for specific terms. It is a significant acceleration for the business in times of crisis to be able to quickly surface a list of contracts that contain the relevant clause, such as particular terms around service level credits, force majeure, assignment, or termination rights for example.
>
> **Long Term Wins with AI:** Having a continuous pull of data for a defined set of terms in executed contracts means no longer having contract black holes - you can instead extract the full value of your contract and ensure awareness for contract compliance on day 1 of the completed agreement. To prepare for this, you need to (1) develop rules which determine what informational fields go to which stakeholders and (2) be able to export the data into the systems or processes that make the most sense for those stakeholders.

Contract Data Insights

Aggregated historical contract data can provide the company with insights into its risk profile. By analyzing this data, AI can highlight trends, flag opportunities for more efficient negotiations, and suggest updates to contracting policies, templates, and playbooks. In preparation for this capability, it's important to have the right historical contract data set and it may be necessary to add contextual metadata on top of the contracts, such as spend, geography, counterparty size, and other data to get more value from the insights.

Measuring Success and Iterating

To fully realize the potential of AI initiatives, organizations must adopt a structured approach to measuring success and iterating on their processes. This can include metrics related to accuracy, efficiency, cost savings, or user satisfaction, depending on the goals of the AI implementation. By tracking these indicators, organizations gain valuable insights into what is working well and where there may be areas for improvement.

Continuous improvement seems obvious in the context of AI, because the AI market itself is moving at such a fast pace. At least for now, there will be continuous leaps in what can be accomplished with AI. Beyond always looking at what more can be done, the performance of any AI tools you are using should be regularly monitored and you should be making iterative adjustments based on real-world results. This ongoing optimization ensures that AI tools continue to deliver value and adapt to changing business needs.

Finally, as you become more proficient in leveraging AI, you can begin scaling these tools for growth. This process involves expanding the use of AI to new areas, refining existing solutions, and embracing new technologies as they emerge. By taking a strategic approach to scaling, organizations can extend the benefits of AI across the enterprise, staying competitive and responsive to an ever-evolving technological landscape.

Conclusion

AI presents a compelling opportunity for transforming the contracting process, offering efficiency gains, enhanced accuracy, and cost savings. However, the benefits of AI are most pronounced when organizations invest in thoughtful preparation and process optimization. Defining clear AI policies, understanding AI capabilities, creating clear contracting policies, and preparing clean data sets are essential steps for realizing AI's full potential. As AI technologies continue to evolve, organizations can expand their use of AI to new areas, scaling for growth while continuously refining their processes to meet changing business needs.

Appendix

Quick Guide Reference Chart

Contract Step	Description	Nature of Work	How AI can Improve the Process Point Today	Preparation for AI
Contracting Policy	Based on the overarching business strategies, decision making around: ● Business acceptable risks ● Business operational requirements ● Contracting operational processes	Strategic	Improved Outcomes - AI can improve outcomes by developing thinking about the risks, providing structure to the conversation, and using historical data to inform decision making.	● Conversational prompting training ● Clean historical data set
Contracting Templates and Playbooks	Implementing the Contracting Policy by the creation of templates for different types of contracts and playbooks that include the rationale for the contracting policy positions and the contracting operational processes.	Strategic	Acceleration - AI can accelerate the creation of contract templates by generating first drafts of forms or clauses; AI can automate the first draft of the playbook based on precedent.	● Conversational prompting training ● Clean historical data set
Intake	The initial contract request with necessary contextual information.	Administrative	Resource Optimization - AI can remove the need for manual effort by autonomously assisting with intake.	● Rule development ● Clean informational data set
Review	The review and redlining of the counterparty form or mark-up.	Round 1 Repetitive/ Future Rounds Strategic	Acceleration and Resource Optimization - AI can remove the need for manual effort for low risk single turn contract reviews by automating the redlining and can accelerate contract reviews of other contract types.	● Rule development for contract terms and process requirements ● Clean historical data set
Internal	Working with business stakeholders to	Round 1	Resource Optimization - AI can	● Rule development for

Education	understand unique business issues and decide on requests for policy deviations	Repetitive/ Future Rounds Strategic	automatically summarize contracts, output issues lists from contracts, and assist with the creation of contract training materials.	contract terms and process requirements
Escalation	Approvals for policy deviations	Formulaic/ Strategic	Resource Optimization - AI can automatically output escalation approval templates.	• Rule development for contract terms and process requirements
Negotiation	Redline comments and verbal exchanges with the counterparty.	Round 1 Repetitive/ Future Rounds Strategic	Improved Outcomes - AI can improve outcomes by developing thinking about the best strategy for negotiating specific issues.	• Conversational prompting training
Contract Execution	Confirmation of final form and proper signatures.	Administrative	Resource Optimization - AI can automate the final form check	
Contract Data Extraction	Extraction of information from the four corners of the contract and additional contextual information needed for compliance, administration, risk, and intelligence.	Administrative	Resource Optimization - AI can automate the extraction of contract data	• Rule development for contract terms
Contract Data Distribution	Delivery of the extracted information to the teams that need the information to administer and perform under the contract.	Administrative	Resource Optimization - AI can automate knowledge sharing	• Rule development for contract terms and process requirements
Contract Data Insights	Aggregation of contract data to inform the company of the contractual risk profile and to revisit contracting policy and continued development of the playbook and templates.	Administrative	Improved Outcomes - AI can flag opportunities for more efficient negotiations	• Clean historical data set