Epiq, a global provider of legal services and technology, has introduced **new artificial intelligence (AI) capabilities** for law firms and corporate legal teams, and offers an **“AI Enablement” program** to help corporate legal departments integrate AI into their operations. Below is a structured summary of these initiatives, highlighting key offerings, benefits, and outcomes from the two provided sources.

**Epiq’s New AI Capabilities for Law Firms and Corporate Legal Teams (Press Release)**

Epiq announced a suite of **new AI and analytics services and solutions** designed for law firms and corporate legal departments, aimed at providing the intelligence needed to manage and deliver desired legal service outcomes. These offerings combine advanced technology (like **generative AI** and analytics) with Epiq’s legal industry expertise. Key components of the announcement include:

* **AI Consulting & Implementation:** Epiq now offers consulting services around cutting-edge AI technologies – for example, **generative AI and large language models (LLMs)** – helping legal teams develop and implement AI strategies and custom applications. An expanded **AI Practice Group** of Epiq technologists and data consultants works with clients on these initiatives, addressing data management needs and building the **AI platforms** clients envision for both short- and long-term opportunities. *Roger Pilc*, Epiq’s Legal Solutions President and GM, noted that as early adopters of AI, this dedicated team is helping clients create AI strategies, tackle underlying data requirements, and build generative AI applications to capture new opportunities.
* **“Metrics that Matter” Dashboards:** Epiq introduced new analytics dashboards branded *Metrics that Matter*. These provide **data-driven insights** into legal operations. For example, **RelativityOne Insights** dashboards have been added for eDiscovery users, giving detailed reports on usage and spend—such as storage volumes, user activity, and license utilization—to drive cost savings and efficiency in managing RelativityOne environments. According to one client, *Ricky Brooman* of Saul Ewing LLP, *“this new dashboard from Epiq aggregates RelativityOne usage information, creating data insights and actionable information.”* It allows his team to analyze their eDiscovery footprint and determine when to move data to a different storage tier to improve cost economics under their contract. In short, the dashboards turn raw data into **actionable business intelligence**, helping legal teams optimize their technology investments.
* **Private-Labeled Epiq Service Cloud:** Epiq is enabling law firm support teams and corporate legal departments to **“private label” the Epiq Service Cloud** – effectively offering Epiq’s platform under the client’s own brand for their internal stakeholders. The **Epiq Service Cloud** itself is a secure service delivery platform (a “legal-industry knowledge-worker factory”) that integrates data management, AI, automation, workflows, and analytics. It provides a one-stop environment with features like legal business intelligence dashboards, service request modules, spend management tools, data transfer utilities, on-demand project status updates, and single sign-on access to legal applications (e.g. RelativityOne) with strong security controls. Nearly **1,000 clients** already use the Epiq Service Cloud, with usage growing ~5% per month, showing robust adoption of this platform. By allowing a private-label option (via a new white-label capability in Epiq Access), Epiq lets in-house teams leverage the platform’s capabilities to deliver services internally while maintaining their own branding and user experience.
* **Integrated AI & Analytics Tools:** The new AI capabilities also incorporate both Epiq’s proprietary tools and third-party technologies. Epiq highlighted that it is the **largest global Relativity partner**, underscoring its deep expertise in leading legal tech solutions. The Epiq Service Cloud can integrate tools like RelativityOne alongside Epiq’s custom AI solutions. Additionally, updated dashboards for **Technology Assisted Review (TAR)** and document review metrics give clients a consolidated view of all active matters and even let them track **AI usage trends** in their eDiscovery processes. This means legal teams can monitor how AI is being used in reviews and adjust processes for greater efficiency.

**Benefits and Impact:** The press announcement emphasizes that these AI capabilities give law firms and corporate legal departments powerful new tools to improve outcomes and efficiency. By leveraging AI in workflows, legal teams can **manage large volumes of data more effectively, reduce manual effort, and make better-informed decisions**. For example, the enhanced dashboards help identify cost-saving opportunities (like optimizing data storage tiers or licenses) and track performance metrics in real time. Epiq’s integrated approach (combining people, process, and technology) means clients can develop AI strategies with expert guidance and deploy them on a proven platform, rather than experimenting in isolation. Ultimately, **Epiq’s new AI and “legal intelligence” solutions aim to streamline legal service delivery, control costs, and enable data-driven decision-making** for both law firms and in-house legal teams.

**Testimonial:** *“Epiq AI Discovery Assistant™ has allowed us to take a surgical approach to complex document reviews, increasing productivity by up to 10 times…”* – *Matthew*

**“AI Enablement for Corporate Legal Departments” – Epiq’s Advisory Service**

Alongside delivering AI tools, Epiq provides a **Legal Business Advisory service** called **AI Enablement for Corporate Legal Departments**, which is a consulting program to help in-house legal teams adopt AI efficiently and strategically. This service is focused on **identifying opportunities to improve a legal department’s efficiency and lower costs with AI, while mitigating risks and aligning with business goals**. In essence, Epiq’s experts guide corporate legal departments through the journey of AI integration, from initial assessment to implementation. Key aspects of the AI Enablement program include:

* **Structured AI Adoption Approach:** Epiq uses a structured methodology to accelerate AI adoption in legal departments. The process begins with setting **clear goals** for how AI should benefit the department – for example, improving user experience and productivity across legal workflows. A major deliverable is a **prioritized roadmap of AI initiatives** (spanning short-, mid-, and long-term) tailored to the department’s needs. This ensures that any AI projects undertaken are aligned with the department’s strategic priorities and have defined value propositions.
* **AI Readiness Workshop & Roadmap:** The program typically starts with a **Corporate Legal Department AI Readiness Workshop**. In this phase, Epiq consultants work closely with the legal department’s team to **uncover where AI can add value**. They identify and prioritize potential AI use cases by examining current processes and pain points. Crucially, they also assess **dependencies and risks** – for instance, data security and compliance requirements that must be addressed for AI solutions to succeed. The outcome of this assessment is a **custom AI roadmap** delivered in roughly **three months**. This roadmap maps out specific opportunities for resource and workflow optimization, and it includes a **SWOT analysis** (examining strengths, weaknesses, opportunities, threats) as well as **ROI estimates** for each proposed AI initiative. By laying this groundwork, the department gains a clear picture of how to implement AI in a way that is feasible and beneficial.
* **Change Management & Implementation Support:** Implementing AI in an organization requires careful change management. Epiq’s program provides **Program Management** support to ensure a **rapid transition from pilot projects to full-scale AI implementation**. This involves Epiq’s change management experts helping to manage stakeholder engagement, user training, and internal communications around the AI initiatives. The goal is to keep everyone aligned with the strategic objectives and to address any organizational or cultural challenges as new AI tools are rolled out. Epiq’s team assists in overseeing the **testing and tuning of AI applications** during pilot phases, ensuring they meet the department’s specific needs before broader deployment. They also promote an **iterative development** approach – implementing AI in stages, learning and refining continuously – to maximize return on investment over time.

**Key Capabilities of the AI Enablement Program:** Epiq highlights three core components of its service, which correspond to phases or focus areas in the engagement:

1. **AI Readiness Workshop:** Identify and prioritize AI opportunities in the department’s operations. Epiq facilitates workshops to pinpoint use cases where AI could drive value, involving both internal team members and external partners if needed. During this phase, they also **surface key requirements** (like data governance, security, and compliance considerations) and ensure the department has or can secure the resources and cross-functional support needed to pursue AI projects.
2. **AI Roadmap Development:** Assess the department’s current capabilities and gaps, then develop a detailed roadmap. Epiq’s experts perform an assessment to determine what infrastructure, skills, or data readiness might be lacking and what risks need mitigation (for example, identifying if further data cleansing or privacy measures are required before deploying AI). They then **define concrete AI use cases** to address the identified needs, aligning each use case with the department’s business objectives and the company’s broader C-suite AI initiatives. This results in a strategic plan that lays out which AI projects to undertake, in what sequence.
3. **Program Management (AI Implementation):** Guide the execution of the AI roadmap with expert project management and change management. Epiq works alongside the legal department to implement chosen AI solutions, providing expertise to **oversee testing and tuning** of AI tools (ensuring, for example, that an AI contract analysis tool is correctly calibrated to the company’s documents). They help the department build its own **skills in AI implementation** through knowledge transfer and training. By using an iterative approach—piloting solutions, measuring results, and refining—the program **amplifies the benefits** of AI investments over time, delivering greater ROI and user adoption rather than one-off experiments.

**Why Epiq for AI Enablement – Differentiators:** Epiq positions its AI Enablement offering as a comprehensive and reliable way for legal departments to embrace AI. Several factors distinguish Epiq’s approach in the market:

* **Extensive Experience:** Epiq leverages its **experience from hundreds of consulting engagements** (over *280* projects) with leading corporate legal departments. This track record means Epiq’s advisors bring practical insights from real-world implementations – understanding common constraints in legal environments and knowing what strategies have proven successful elsewhere. Clients benefit from this accumulated knowledge, avoiding pitfalls and adopting best practices for legal AI. *(In some materials Epiq cites “300+” such engagements, indicating the number is continually growing.)*
* **Fixed-Fee Engagement:** The AI Enablement service is provided under a **fixed-fee model**, enabling clients to undertake the project with **cost certainty**. This is important for budget-conscious legal departments, as it removes the risk of cost overruns and makes it easier to plan the investment. Knowing the engagement cost upfront, legal teams can pursue AI innovation confidently, with Epiq sharing the scope and risk within a defined fee.
* **Technology-Agnostic Expertise:** Epiq’s consultants are **service-provider-agnostic**, meaning they are well-versed in a broad array of AI and legal technology tools and do not push a single vendor’s solution. Instead, they tailor recommendations to the client’s needs and existing tech stack. Whether a department could benefit from a document review AI from Vendor A or a contract analytics tool from Vendor B (or a combination), Epiq can advise objectively. This independent approach ensures that solutions fit the client’s environment and goals, rather than one-size-fits-all products.
* **Alignment with Business Goals:** Throughout the program, Epiq emphasizes aligning AI initiatives with the corporation’s **strategic and business objectives**. This focus on alignment ensures that the AI projects are not just tech experiments, but directly support the broader goals of the legal department and the company (be it cost reduction, faster deal closures, better risk management, etc.). Epiq’s change management support further helps in getting buy-in from stakeholders by linking AI efforts to tangible business outcomes.

**Expected Outcomes:** By engaging in the AI Enablement program, corporate legal departments can expect a clear strategy and actionable plan for AI adoption, reducing the uncertainty that often accompanies new technology. In the short term, they gain quick wins through identified use cases (for example, automating a routine task or improving data search capabilities). In the mid to long term, they achieve **efficiency improvements and cost savings** as AI tools streamline work – such as shortening document review times or auto-generating reports – and employees can focus on higher-value tasks. Additionally, departments build internal capability and confidence to continue innovating with AI even after the engagement, thanks to the knowledge transfer and structured approach provided by Epiq. The combination of careful planning (roadmap with ROI analysis) and hands-on implementation support means that AI initiatives are more likely to succeed and deliver the promised value, rather than stalling at the pilot stage. Importantly, potential **risks (data privacy, security, compliance)** are identified early and managed, so the legal team maintains compliance and avoids pitfalls while innovating.