

The 360,000 Hour Problem

360,000,000

The annual time JPMorgan Chase lawyers spent on a single, repetitive task: manual contract review.

A Mountain of Manual, Repetitive Work

The Task: Manually reviewing thousands of commercial loan and legal contracts every single year.

The Process: Lawyers and loan officers had to read dense documents to find and extract key clauses, dates, and obligations.

The Impact: This process was incredibly slow, expensive, and created a significant bottleneck in business operations.



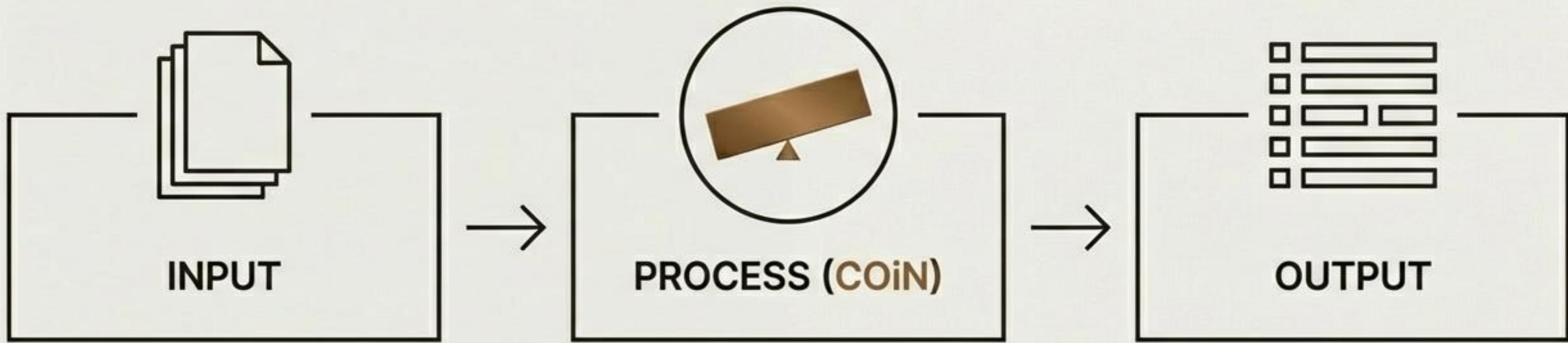
JPMorgan's Solution: The COiN Agent

What it is: COiN, which stands for **C**ontract **I**ntelligence, is an AI agent built by JPMorgan to automate legal document analysis.

Its Core Function: It reads, interprets, and extracts critical information from legal contracts automatically.



How COiN Turns Unstructured Text into Structured Data



Legal Contracts (PDFs,
scanned documents,
text files)

The AI agent reads and
analyzes the documents,
identifying key information.

Structured Data (Extracted
clauses, summaries, and key
data points ready for use by
employees).

Intelligent Partnership: Humans Remain in Control



1. Humans Direct the Work

Employees decide which specific contracts the AI should analyze.



2. Humans Verify the Output

Lawyers review and approve the information extracted by COiN, ensuring accuracy.



3. Humans Make Final Decisions

If the AI flags unusual or ambiguous clauses, human experts make the final judgment call.

The Transformation: From 360,000 Hours to Seconds

Manual Review Time

360,000
Hours / Year

COiN Review Time

Seconds

Quantifying the Full Business Impact



Major Cost Reduction

Saved millions of dollars in operational and legal costs annually.



Accelerated Operations

Eliminated a major bottleneck, speeding up related business processes.



Empowered Employees

Freed highly skilled legal professionals to focus on higher-value, strategic tasks rather than repetitive document review.

The Blueprint: Why This Was the Perfect Task for an Agent

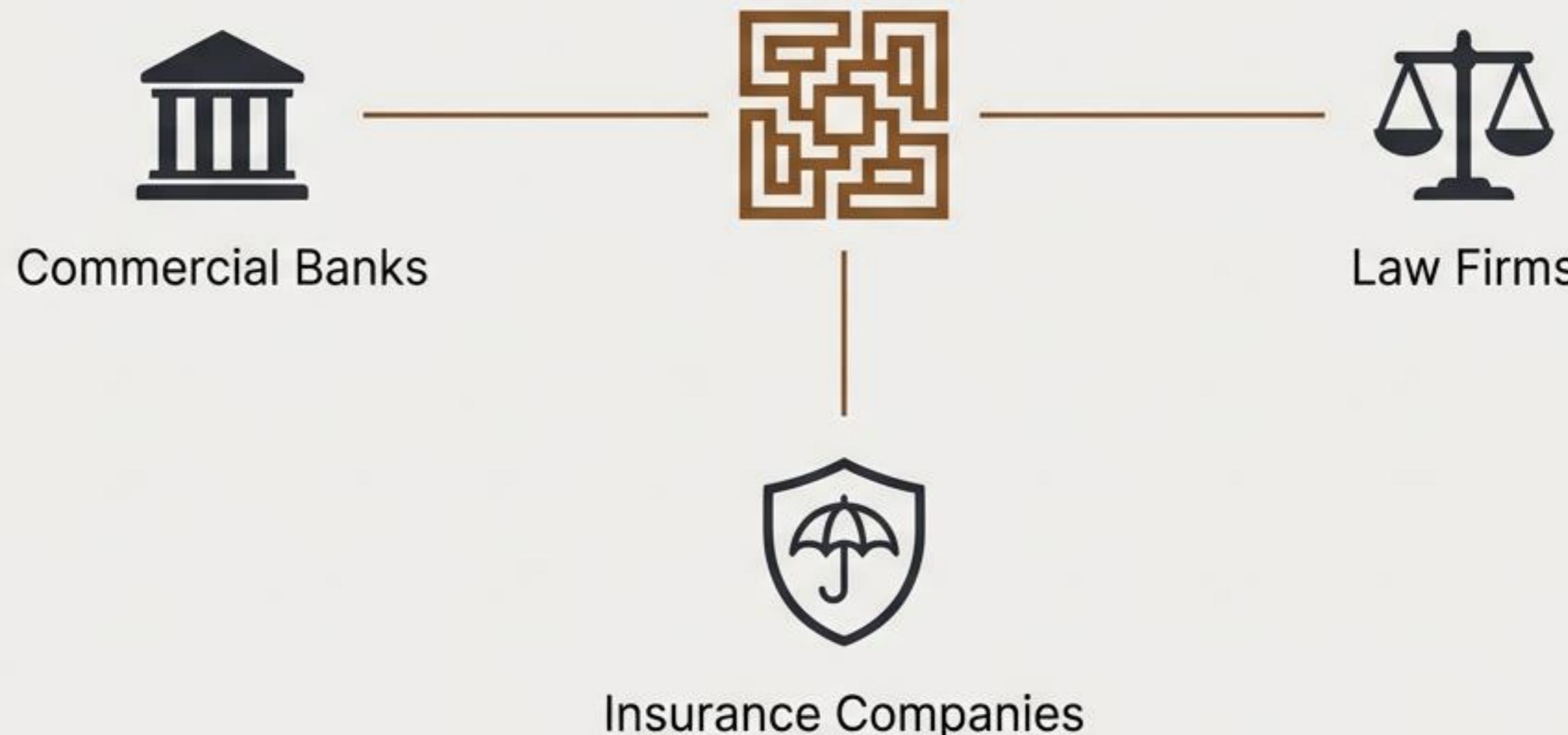
This wasn't random chance; the problem's nature was key to success.

Legal contracts, while complex, follow **structured patterns and repeatable rules**. This inherent structure makes them ideal for an AI agent to learn, analyze, and process consistently and accurately.



A Replicable Model for Automating Knowledge Work

The principles behind COiN are not limited to one company or industry. This model is highly effective in other sectors that rely on high volumes of pattern-based documents, including:



Case Study Summary: JPMorgan's COiN Agent

The Problem

JPMorgan Chase faced an immense operational burden from slow, expensive, and manual contract reviews, consuming 360,000 work hours annually.

The Agentic Solution

They built COiN, an AI agent that automatically reads legal contracts and extracts key data, while lawyers remain in control of review and final decisions.

The Measurable Results

The task time was reduced from 360,000 hours to seconds, delivering major cost reductions and freeing up employees for higher-value work.

The Key Takeaway

This case proves how Agentic AI can be used to safely and effectively automate complex, pattern-based knowledge work at a massive scale.