## **An Interview with Christina Fouche, Former Director of Operations at Luminos Law**

**Company Snapshot** Luminos Law is a small legal services firm headquartered in Washington, DC, providing AI risk management, fairness audits, governance policies, and data de-identification assessments to Fortune 500 and Global 2000 companies across North America and globally. They specialize in combining legal and data science expertise for AI oversight and certification.

**Primer** Christina reveals how Rev's transcription services became less essential as Zoom and Teams added built-in transcription features.

**Perspective**

**Luminos Law was recently acquired by a mid-size firm.** Christina transitioned from managing operations at a 7-8 attorney AI compliance firm to overseeing the AI division at an 80-attorney practice. Her firm previously relied on Rev for transcribing in-person conference room recordings and client calls, but built-in transcription features from Zoom and Teams have reduced their dependency. She identifies mass tort litigation as Rev's strongest growth opportunity, where firms handle thousands of claimant calls requiring transcription for case preparation and depositions.

**Pulse**

• **Meeting transcription displacement** — Zoom and Teams built-in features reduced Rev usage → fewer external transcription needs

• **Mass tort opportunity identification** — High-volume claimant calls require transcription → potential for hundreds of hours per case

• **Data security concerns emerging** — Law firms worry about AI training data usage → demand for privacy assurances and temporary storage protocols

**Protocol**

*Transcript Treatment* • Removed verbal fillers and false starts • Preserved all substantive content and meaning • **89% verbatim preserved**

*Interview Details* • Date: Not specified • Company: Luminos Law  
 • Website: luminos.law • **Deal Status: Closed Won**

**Transcript**

**Drew Giovannoli:** Do you mind just starting by for the record, introducing yourself and your role at your firm?

**Christina Fouche:** So my name is Christina Fouché. I'm the director of operations for a law firm that handles AI compliance.

**Drew Giovannoli:** How big is that firm? How many attorneys do you have and how much support staff?

**Christina Fouche:** This one, we are looking at 7 to 8 attorneys and four support staff, but we just recently got bought out by a mid-size firm, so we are going to be absorbed into a medium sized firm that has 80 attorneys and I think it was 35 support staff.

**Drew Giovannoli:** When is that taking place?

**Christina Fouche:** That is slowly already kind of taking place. They bought us out. As of, we signed the contract at the end of December 31st, and now we are absorbed to that new firm. So when that new firm, I am the operations manager for the AI division. And now we're just completely absorbed. So when I use Rev, it was for our AI and managing different meetings, just trying to get different testimonies of how they've been using the program and what they are looking for. A lot of people were sending different meetings. It was before really when Zoom and teams meetings were actually transcribing and transcribing the meetings, we were using Rev a lot for those type. So now with more companies doing it, we haven't had to use Rev as much.

**Drew Giovannoli:** More companies doing what exactly?

**Christina Fouche:** Doing the text to the speech to text for us within the meetings. So we haven't had to use Rev as much just because it's now being incorporated into the programs they're already using, like Zoom or Teams.

**Drew Giovannoli:** Were there any other use cases maybe on the legal side that for recordings that came in that you needed transcriptions that you used Rev for?

**Christina Fouche:** That very few in between. And I'm trying to remember when did we use it for the legal ones. When we had pretty much recordings or audios in conference room, like in person type one, we would tell them we would record it. Those recordings I used to send in to Rev when I wanted to transcribe it, just so we can have a record. So if someone wanted to reference something, they didn't have to listen to the two hour meeting, they can go into the highlights of Rev transcription to find and listen to it. That was really helpful when we were doing in person that I would use you guys, because I've used you guys in the last 3 or 4 firms that we've used.

In the mass tort when I used to work for this company, I told them that a lot of the calls that we would get would be recorded, and that they should try using your service to just have it transcribed. So we just had a transcript of the call in the file, just for better reference and for auditing.

**Drew Giovannoli:** That's really helpful.

**Christina Fouche:** In the legal world when you have mass torts and you have so many people, so many claimants and you have to call each one, go through the questions to see what they qualified. Those type of transcripts are a lot easier than going back to the calls. And if you're familiar with, like the Johnson and Johnson Talcum Powder Mass tort, or if you've seen, like the Camp Lejeune commercials, you can have a thousand plus potential claimants that you have to have calls that you're just calling them. But we have the audio, but we don't have the transcripts. And then when you go through all their documents and it comes, the other side would pick out a few potential claimants that they want to do further depositions on. You want to go back to those calls again. You don't want to listen to it. So going when it qualifies to the second round using your service was a very big help in just having that file and preparing the attorneys so they don't have to listen to the call. They can just read what the call had, and if they had any questions, they were ready for depositions. So if you really want to know the space now that would be probably give you the best client base. I would look into the mass tort space.

**Drew Giovannoli:** That's really helpful. Thank you.

**Christina Fouche:** Mass tort would probably be your best bet because now, as I'm in the privacy, the law firm that absorbed Luminos Law is really big in the privacy sector. They already have all the programs, like the Zoom, that's already doing the text and the doing the summary of our call and the highlights. So it's like you guys are losing a lot more customer base on there, but you could still be in the legal space, but this will probably be where you'll be able to do a lot more in the legal space compared to regular litigation.

**Drew Giovannoli:** Is there anything that Rev could do to make the usage of that easier for the law firm?

**Christina Fouche:** Pretty much, I would think would make the job easier because I'm trying to remember you guys have the time stamps. Speaker one. Speaker two. Female I think you have I think you guys have the words. We're probably putting it down when you have multiple calls, a little bit more of an identifier like male voice, male speaker, female speaker. Unless you were in the call, you'll kind of know without having to listen.

Probably I'm trying to figure out it's. You got to think of it like depositions, right? I don't know if you ever are familiar with depositions, but they have, like, that table of contents of the key words that were used the most that it would just basically highlight each one without the person having to do the control find and say, tell me anytime they said they used Johnson and Johnson, it would give you like a reference in the end that tell us, okay, the word Johnson and Johnson is on page 279. So you like you already had the highlights without going into it. But I think for you to have that information again, I'm coming in more of a AI space. It's you would probably would ask the law firm what are key words that you want us to make sure that we highlight as we're doing the transcript for you. So it's probably getting a little bit more information from the law firm on what they're using. What are key words that they should highlight. So when you guys give a summary, in the end it can be able to give it to you.

A lot of people I know are taking whatever they take from Rev and dropping it in the AI platform to pretty much give them the summary and tell them how many times it's words and without them having to do it. If you want to eliminate them, doing that second piece is probably adding that piece within your services. So you can be a all around type platform for law firms firm without them trying to use you only partially, then having to use another program because at the end of the day, the law firms are trying to be more cost effective. And if I can drop it in a cost that I'm already doing, that can do it all, then it's perfect. So if you can just rev up a little bit more of what you're providing in your output, and that won't happen until you're probably giving more of a forum when they're inputting the stuff, when they say, okay, legal. Is this more for deposition? Is this more for initial case review, initial call, post call. Any words that you want us to highlight so that you guys can make sure you use it? I don't know if Rev has any type of AI function because I thought Rev used to use actual people. I don't know if you guys now moved from actual people to AI now.

**Drew Giovannoli:** They use AI in multiple ways. So there's the human transcription, which is how the company was built. But they have AI transcription now, which is a lot more affordable and is incredibly high quality. And then when that transcription comes back, there's the ability to prompt against it or chat with the transcript right inside the service now to search for what you're looking for.

**Christina Fouche:** Yeah. And then you just have to think about also, with different law firms like for me and privacy, a lot of their information doesn't want to be sitting in someone's AI database as training data. Right. So it's probably for certain law firms, you probably want to push away from the AI one and put more person, so they know that the information they're giving you is not living in somewhere where it can be used as training data for someone else, just for more of a privacy type one.

Again, I'm just thinking this more of an AI Division one of what I see our clients, a lot of clients are now coming to us where they don't want their data to be used in AI because one, they're not paying you to make your job shorter, they're paying for the quality of it. And if they don't, if you're going to use the AI, they can do it themselves, but also a lot of their data, being somewhere they don't want it to be, being held somewhere. So having if you're going to work for law firms, probably talking to your legal counsel of saying, you know, promoting that you guys are not going to be keeping that data, it's only going to be here temporary, probably advocating that a lot in the beginning, so that law firms feel a lot safer, because in the end of the day, you got to think about it like the cloud when we first got into cloud, it's now your information is in this thing that can be accessed or broken into. Now you're trying to give a voice or a voice audio to your company for you guys to transcribe it if you use an AI company. What's the protection of who has access to it?

**Drew Giovannoli:** Sure sure, sure.

**Christina Fouche:** So then it goes into a breach level of like, well, how secure is our data that's going to be in there? Where is it housed? Where is it terminated? Like all those type ones, as you work for law firms, you want to have that information ready and documentation to back it up. Well, they'll feel a lot more comfortable in using it because even though we have the Zoom factor, the Zoom option, and they do the audio, it's only certain cases that we really want to be able to do it, because where's the data living? How? It's because the AI gets better as it has more training data. The training data is all the work that you're providing it and using it. So it's being stored as something for it to reference as that training data to get better at each use.

**Drew Giovannoli:** Rev is looking to build a package right now. They offer transcription services, and it's largely the packages are largely around the volume of minutes and some security, extra security compliance, in the highest tiers. I'm curious if they were to put together a legal package, what do you think would be compelling to you and the companies that you've worked for that would say, hey, yeah, we should go with a more legal, specific package. What features would you think about including?

**Christina Fouche:** That's hard because I've gone to so many different ones. I've done litigation, insurance, defense and privacy now. And I'm trying to figure out what feature that Rev can be very legalized, that it would target it. What packages are packages you guys currently have.

**Drew Giovannoli:** Right now, Rev has subscriptions that are a per usage basis, for AI minutes. Right. And so the pricing looks like a starter package. Well, there's a free package that's got 45 minutes of AI transcriptions per month.

**Christina Fouche:** That could be one meeting.

**Drew Giovannoli:** That's right. But just get the feel for it. Get access to it for Google teams. And then after that, there's 20 hours of AI transcription per month for $10 a month. It really just scales with number of hours, you get increased discounts on the human transcripts. And then as you get into the enterprise, there's enterprise grade privacy and HIPAA compliance, single sign on those types of enterprise things. But we're thinking about, you know, how to.

**Christina Fouche:** Beyond your enterprise require how many people for them to fall into the enterprise one.

**Drew Giovannoli:** I think it can be as many as few people as they want. I think it's more about in that currently in, in non legal specific way. It's about single sign on enterprise grade privacy. That is really the big differentiators.

**Christina Fouche:** Okay. Yeah okay I just went to your website to see what your custom one. So you have the you have the different languages that's on there. I mean so far your plans are good. I think you're if you want to work for a law firm is your output formats okay.

**Drew Giovannoli:** Tell me more.

**Christina Fouche:** Just based on you have the regular formats that you give. But I would look into more of, like, deposition summaries, transcript summaries that if you kind of give it in that format, that kind of works that your certificate of authentication when you guys are providing it. So if there's anything that we want to be able to use. So like for us when we do, if I have to transcribe from a different language, right from the Spanish to English for me to be able to use, I have like an affidavit of certifying that this was done by this person at this time. So I have proof that it was not me that did it. It was a third party. If you want to have that type of working for law firms, it's your output and probably like certification of accuracy or because I don't think you want to do an affidavit that required to have a notary, that'd be too cost effective, but something to show that you guys are the one that completed it and can authenticate that this is correct to whatever percentage. I don't know what percentage you guys want to say of accuracy, but that would probably help out. it may, it may. It would help out for the ones that they ever have to use it in a arbitration, mediation or in a lawsuit type one if you want to work in there, if they already have in the beginning. And having that, I think that will probably get you a little bit better services for law firms. Does that make sense?

**Drew Giovannoli:** Yeah, it does make sense.

**Christina Fouche:** Okay. So I would target in looking really more into your outputs for law firms, your certificate or certification on there. And the ones that you get hired just where their data is being sent, where their data is being kept, and how long you are. I don't know what you're purging protocol is, but just letting them know so they kind of understand the integrity of their information is not being stored somewhere. I think those would be your main areas if you want to get law firms. And then I would say go ahead into the master would probably be your most successful ones because they have a lot more than 100 hours. I know when I had 17 paralegals under me, one call could be two hours.

**Drew Giovannoli:** I'm getting the sense that events and continuing legal education are two areas where people find out about a lot of new tech or engage with each other outside of the law firm. I'm curious if that's true for you? And where what are those kind of forums where you might learn from other peers, where you might engage with new technology, essentially where should Rev be in order to continue to grow their presence in law.

**Christina Fouche:** American Bar Association is usually they have like a list of vendors when you're looking for different practice management, when you're looking for different, there's different software to use at a law firm. If you could find a way to get yourself into those forums where they have vetted you, they have approved you, that tends to be one they usually. And you can also put the ABA in each state. They also have their ones. So like for Georgia, I can go to the Georgia bar and it would have like leading software and giving you like a chart of all different areas. I need for a billing for a practice management, you know, just little stuff. So looking I would look at those two aspects.

Then you have there's a I forgot the name of the conference. Give me a second. See if I can find it. What is your name? Is it Andrew? No. Oh, no. I'm looking for the guy that I have. I have a software guy. That Arthur. That's his name. Arthur. That I have been working with for over 15 years. And every time I go to a new law firm, there's a tech show. It's an ABA tech show. That is probably where, because a lot of consultants go there, a lot of different law firms will probably send someone just to kind of see what is out there and available. But the ABA tech show that they have is probably where you want to also promote your items, because these consultants go to different law firms because we don't have time to go and sit and look at every law firm, vet it out, see, talk to them, saying the same thing over what we're looking for. We tend to go and use a lot of consultants, right? If the consultants have that information, then they'll be able to really push out for different law firms they talk to. And it could go from they deal with small law firms to big law firms. I know my guy does a lot of small and big. So connecting with those type of consultants that's recommending software to law firms would probably be what we know. A lot of people know of Rev and can use it in a personal one. I just don't know the full on business case use as teams and zooms already adding that feature and people already having to pay for that enterprise for that particular program.

**Drew Giovannoli:** Yeah, that's useful feedback. Thank you so much.

**Christina Fouche:** Yep. Just find the law firms that do high volume calls that you'll be able to do it. Collections won't do it. But mass torts I think would be will be your money maker.

**Drew Giovannoli:** Awesome. Well, Christina, thank you so much for your time this morning and have a great day.

**Christina Fouche:** You too, sir.