

QUANTUM LEAP IN LEGAL RESEARCH

Karnov's AI Legal Assistant, KAILA

Introduction

For over a century, Karnov Group has provided legal content and insights to legal professionals, by offering access to legislation and relevant case law, commentaries, literature and articles in collaboration with our many legal experts.

In the 1990s, we digitised all the content and in 2001 all our customers gained access through an online platform - Karnov Online. Today, we combine our extensive database of content with advanced artificial intelligence, making a quantum leap in how legal content is searched and utilised. In the fall of 2024 we introduced our new AI legal assistant named KAILA.

Our ambition is to bring value to our customers every day and we have committed ourselves to driving responsible change through state-of-the-art technology.

Business case

The AI assistant KAILA is based on Karnov's comprehensive online platform of legal content. The AI technology behind KAILA utilises the content in new ways, improving the quality of legal research as well as saving time.

KAILA delivers an analysis of relevant legal sources. The analysis of the relevant sources is combined to deliver an answer to the legal question presented to KAILA. Legal research, analyses and answers are delivered within a few minutes, resulting in considerable time saved.

Karnov online is a well-known tool used by Lawyers, legal professionals and case workers when doing legal research. By offering KAILA, our users will now not only find the specific law or case law they were looking for faster than before, but they will also get Legal analysis and interpretation including accurate reference sources and a conclusion on the matter.



Compliance considerations

KAILA is based on Karnov's online platform of legal content and thus contains not only legislation, but also relevant case law, legal commentaries, literature and articles written by external authors. At Karnov we work with more than 500 authors and experts to make sure the platform constantly is updated.

It has therefore been necessary to find the interplay between copyright, data protection and contractual regulation with the authors of the content.

The AI assistant has been launched in both Denmark and Sweden. This has led to the need to find a legal basis in legislation that is not always implemented in the same way in the two countries.

Our solutions have always been a source of quality insights, and will continue to be so, no matter what technology we apply to our content. So even if the recent developments in Generative AI are progressing at a rapid pace, we will develop with a close eye on the quality that is expected of us.

We must ensure confidentiality and a strict data governance model according to current legislation. This applies not only to us, but of course to any partners that we might choose to work with in the continued development.

In a domain where impartiality is key, we actively work to identify and reduce any biases in our AI algorithms. Our aim is to offer AI-driven solutions that uphold the highest ethical standards and objectivity.

Technical aspects

KAILA is a legal information retrieval conversational assistant, powered by several different AI-models, from generative to classical ones. KAILA's current architecture is based on an Agentic Generative Information Retrieval approach. It's comprised of several different - yet connected - modules, that aim for high factuality while respecting user's privacy.

The initial module is responsible for analysing the user's query to perform several functions, such as understanding intention, ensuring guardrails (in order to avoid non-legal questions), and which legal area to retrieve information from. This module is assisted by generative and non-generative models.

The main module is responsible for retrieving Karnov's documents that are relevant to the user's query. It works in a semi-self-evaluating way, thus ensuring the accurate retrieval of sources.

Lastly, KAILA is presented to the user in a source-referenced structured output.

Moreover, in order to provide high-levels of factuality, KAILA is developed in close collaboration with content- and domain-experts. This human-in-the-loop evaluation methodology is combined with automated internal benchmarks. This allows the KAILA project to deploy safe (human-approved, high-quality) features on a regular basis.



KAILA's infrastructure has its foundation on GDPR-compliant cloud premises. Sensitive data remains protected through strict data handling protocols. Users' input is never used to train any part of the system, ensuring confidentiality and maintaining a clear boundary between user interactions and the language models in use.

KAILA is adept at various use cases such as comparing legal provisions, summarising cases or statutes, generating draft documents, and even preparing tailored checklists and policies. It serves as a robust companion for legal professionals, streamlining routine tasks, and enhancing decision-making processes.

Implementation within organisations

When customers acquire an AI assistant like KAILA, it is not just about investing in an AI tool to become more efficient. It's also adapting to an "AI Mindset" understanding how to get the most out of your investment.

Our customers need to understand the sources and models behind our solutions to trust the results and therefore we believe in full transparency about our AI's functionality. This includes insights into the algorithms, data sources, and decision-making processes.

At an early stage of the development process, Karnov chose to be very transparent and include our customers in our wins and struggles. We communicated through open webinars and on our website talking about where in the process we were, learnings from the latest beta-test and giving updates on timelines.

The implementation of KAILA at our customers is done in close collaboration between Karnov and the customer. Introduction to onboarding flow and education for all new users are organized.

We constantly work together with our users to improve KAILA.

Conclusion

With the introduction of KAILA, we take a quantum leap in legal research together with our customers, moving from traditional search into AI legal assistance. We bring the legal knowledge into play, faster and more efficiently, thereby enhancing the quality of the work done by lawyers.

What have we learned?

The implementation of AI assistants requires adaptation, understanding, and curiosity. As a supplier, we have a duty to enhance the development, strengthen our customers and upgrade the AI mindset to ensure we all remain competitive - also in the legal field. Therefore, we need to be transparent, collaborate and face the future together.