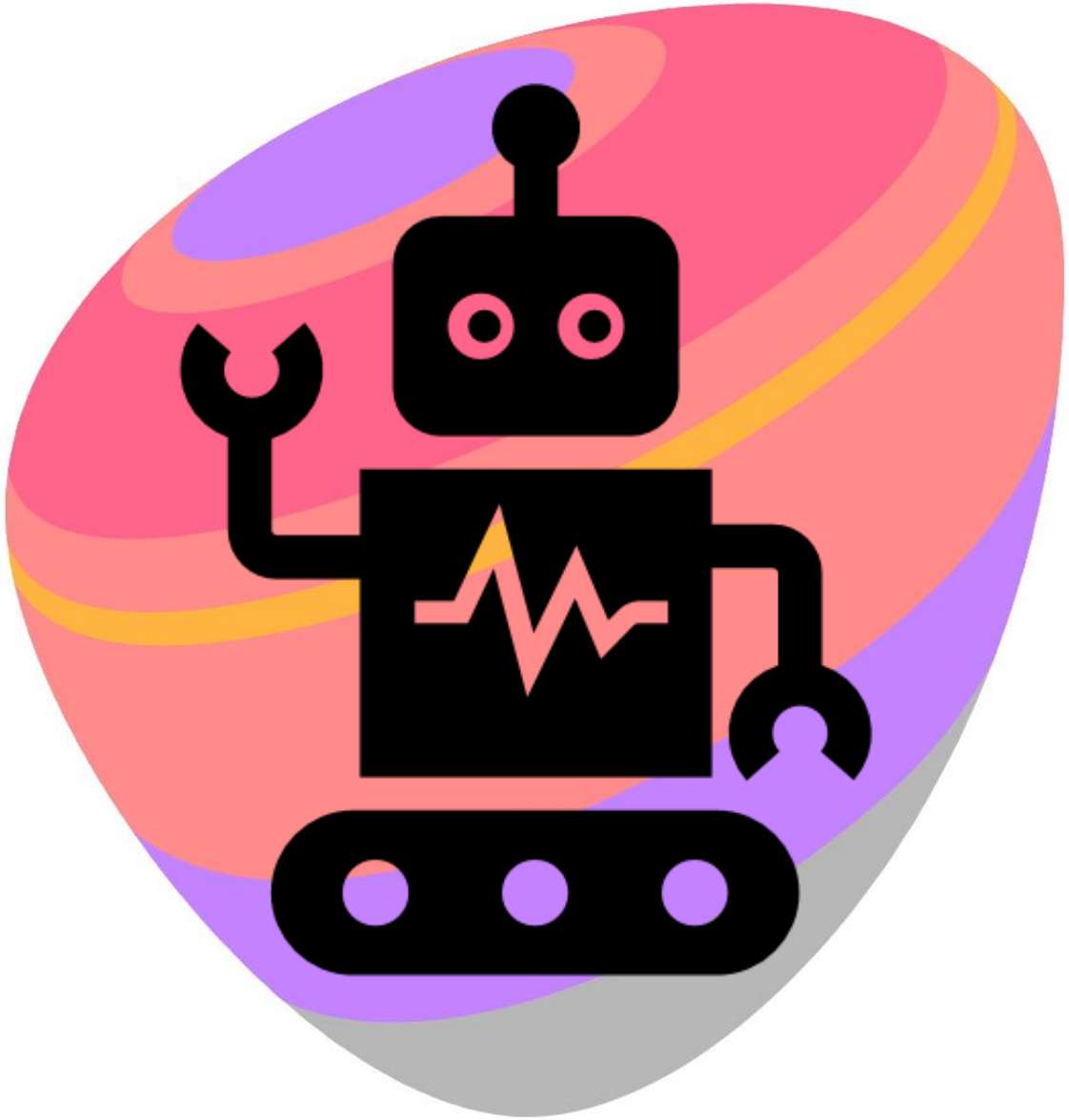
Telia Company

LEGAL SOURCING & OUR AI JOURNEY



Anna Rzewuska and Elena Kell

2nd World Legal AI Summit, Berlin, 14 June 2019

WHO WE ARE

Group Legal Counsel

Linguist, Legal Tech Experimenter, Futurist

Innovation & Change Manager

Ambassador for Sweden, Women in AI (WAI)

NEW GEN TELCO – BRINGING THE WORLD CLOSER

5TH LARGEST TELCO IN EUROPE

THE BEST MOBILE NETWORK IN 5 OF 7 MARKETS

2018 NET SALES SEK 83.6 BILLION IN CONTINUING OPERATIONS

HEADOFFICE IN STOCKHOLM

FOCUS BALTICS & SCANDINAVIA

FOUNDED IN 1853

20,400 EMPLOYEES

CHALLENGES WE FACE

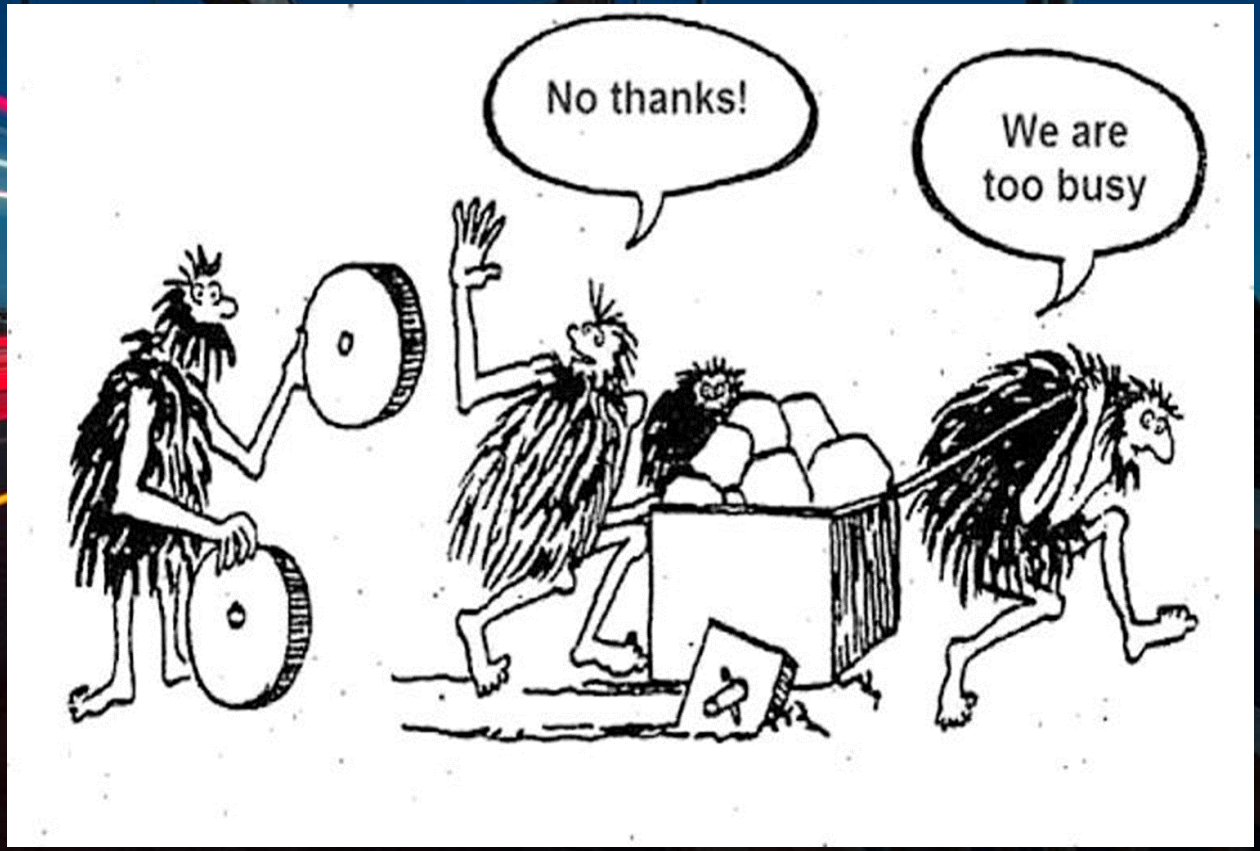
- Pressure to deliver more with & for less
- Time to value vs. work overload
- Long contract turnaround
- Right resources for the right work

- Overcoming ingrained behaviors
- Development of “new normal” skill sets
- Complex regulatory & legal landscape
- Exposure to risks

From “cost center” to “**business unit**” -
elevating Legal’s internal position & visibility

COLLABORATIVE
AGILE
ROBUST
EXPLORATORY

WE ARE ON A MISSION TO SIMPLIFY



WE ARE TRAILBLAZERS

- ✓ Templates
- ✓ Guidelines
- ✓ Color-coded instructions
- ✓ On-demand trainings
- ✓ Our compass - legal design

Going beyond **tribal knowledge**
&
Making our stakeholders **independent**

RE-INVENTING LEGAL SERVICES

WE DARE TO EXPLORE

FROM VOLUME TO VALUE

AI POWERED CONTRACT REVIEW

“AS IS” – MANUAL REVIEW

Pilot scope

- data processing agreements
- Telia (controller) – supplier (processor)

Main pain points

- high-volume work
- time- & resource-consuming
- information asymmetry
- contract backlog

Other issues

- Privacy know-how required
- hard to make non-lawyers independent
- consistency in review & human factor

MEET AI LAWYER, OUR FUTURE EMPLOYEE

INTEGRATION WITH MS WORD

MENU

Upload contract

Rulebook

RAPID REVIEW OUTCOME

- ✓ COMPLIANT
- ✓ PARTIALLY COMPLIANT
- ✓ NON-COMPLIANT
- ✓ MISSING

CONTRACT

DATA PROCESSING AGREEMENT
(stand-alone)

information. Where Data Controller opts to carry out an audit, the provision below shall apply.

Data Controller shall, subject to reasonable advance notification and reasonable directions given by Bambi while on Bambi's premises., during regular business hours, be entitled to perform audits. Such audits must not interrupt Data Processor's business and may be carried out either by Data Controller´s staff or by non-Data Controller´s staff (professional third party) contracted by Controller provided that such contracted third party is reasonably acceptable to Data Processor and has entered into confidentiality obligations reasonably acceptable to Data Processor. Data Controller shall bear its own costs for audits. However, if the audit does identify any material inconsistency or non-conformity caused by Data Processor or its affiliates, consultants, sub-contractors or other representatives, Processor shall bear Data Controller's cost for the audit~~, to the extent it relates to such inconsistency or non-conformity~~.

~~5.4.1 Either~~ Each Party shall bear its own costs in relation to its respective obligations under Applicable Data Protection Laws, ~~provided that~~When Data Processor receives a request from Data Controller, which exceeds Data Processor's obligations under Applicable Data Protection Laws, Data Processor shall be entitled to charge ~~the~~ Data Controller in accordance with its standard rates for any such assistance, information or documentation requested by ~~the~~ Data Controller, ~~which (in the Data Processor's reasonable discretion) exceeds that which the Data Controller reasonably requires~~provided that Data Processor, prior to the execution of such request, notifies Data Controller in writing of the extra cost (providing an estimate of the costs execution of the request will incur by Data Controller) and request Data Controller's written consent to ~~proceed~~ with the request.

REVIEW RESULT

Explanation of detected issue

Telia does not accept XX, due to XX. More information in the Rulebook (link).

Suggested action

Please suggest XX as counter-proposal.

By clicking on e.g. "**NON-COMPLIANT**", user is **automatically redirected** to the red-marked issue in the **Contract** and to the **Review Result**

“WILL BE” – AUTOMATED REVIEW

Much more than contract analytics:

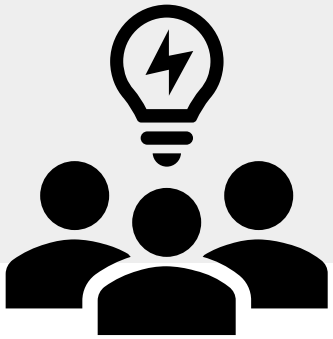
- color-coded review outcome
- proposed action/remedy/fallback
- access to playbook/rulebook
- escalation contact points
- benchmarking against (& insight into) internal practice

Pain points turned gains:

- time to value: faster contract turnaround
- resources used more efficiently
- appropriate intelligence available on-demand
- consistency in review
- compliance with policies

FEW OF OUR TAKEAWAYS

- Find the right problem
- Team diversity
- Challenge the status quo
- Executive buy-in
- Internal awareness campaign



- Beyond the buzz
- Own market research
- Make or buy?
- Result-wise, where do we settle?
- Find data to train

- Data ownership
- IPR to training data
- Contract design
- Simplify legal products
- Re-invent workflows

THANK YOU!