

# Expert Systems: Sample Business Case

Project	
Solution Requested	[Vendor, solution name]
Use Case	[Set out identified use case(s) in detail. Include details about where and when this use case arises, who it affects or impacts, and why it's an opportunity to seize or a problem that needs to be solved.]
Requested by	[List the lawyers / allied professionals / leaders / staff asking for the solution or willing to lend active, vocal support to request]
Practices Areas	[List practice areas or areas of organization that will benefit / serve as active beneficiaries of the solutions]
ROI	<p>[Since an expert system platform will likely be utilized for multiple solutions, the ROI characteristics will be different across solutions.]</p> <p>The categories below are common considerations in developing an ROI for expert system solutions.</p> <ul style="list-style-type: none"> <li>• <b>Matter Efficiency</b> - One of the most common solutions for expert systems involve automating rote, repetitive or inefficient aspects of particular matters. These matters will often involve unbilled time, write-offs or write downs that easily lend themselves to an ROI calculation. More abstractly, automating these efficiencies can open the door to alternative pricing, possibly increasing profitability and leading to much greater ROI.</li> <li>• <b>Administrative Efficiency</b> - Less direct than matter efficiency, administrative efficiency can still be a powerful ROI consideration, particularly if the time savings are significant.</li> <li>• <b>Technology Replacement</b> - An easy and direct consideration for an ROI case is if the solutions considered could lead to canceling an existing technology by citing the ongoing licensing cost. Additionally, sunseting an existing custom solution with legacy technical debt is also a powerful ROI case by citing time and costs required to maintain the system as well as gains by solving inefficiencies baked into the old technology.</li> <li>• <b>Client Demand</b> - Client demand, while difficult to quantify, can be a powerful anecdotal aspect to the ROI, particularly when citing specific client feedback and impact.</li> <li>• <b>Competitive Advantages</b> - Expert system solutions are often novel or innovative and, when successful, are ripe for utilization in press, RFPs, awards and other brand-related activities.</li> <li>• <b>Risk Mitigation</b>: Oftentimes expert systems can lead to risk mitigation such as by standardizing data collection or workflows, providing guidance on complex processes and/or providing audit trails.]</li> </ul>
Major Stakeholders	[List stakeholders who will be implementing these solutions and are involved in the projects]
Ease of Implementation	[describe implementation effort for chosen solution]
Data Sensitivity	[Describe the data - if any - that will be ingested or maintained by the system]