

7 Questions to Ask Every Legal Tech Vendor About AI

A trade show floor guide for legal ops and law department leaders

You have five minutes at a booth and every vendor says they have AI. These seven questions cover the three things that matter: whether the product solves a business problem for the department, whether it fits how your team and the company already work, and whether the AI underneath is built well enough to last. Each question comes with what a good answer sounds like, so you can score it on the spot.

Mark each answer Strong, Okay, or Weak. Two or more Weak answers means book the full demo with the long-form checklist, or move on to the next booth.

#	Ask	What a good answer sounds like	Score
1	What business problem does your AI solve for a legal department, and how would I measure it? <i>Business outcome</i>	A specific operational outcome: faster turnaround on requests, lower outside counsel spend, more questions answered without a lawyer, better visibility for leadership. They can show the report. Weak: it makes lawyers more productive, with no number attached.	☐ Strong ☐ Okay ☐ Weak
2	Where does my team use this, and which of the systems I already own does it connect to? <i>Fit with how you work</i>	It works inside email, chat, and the office tools people already use, and they name specific systems (document stores, contract repositories, ticketing, finance) that connect through configuration rather than a services project. Weak: a tour of their web app and a promise about integrations.	☐ Strong ☐ Okay ☐ Weak
3	Which AI models run in your product, what does each one do, and who decides when to change them? <i>How the AI is built</i>	More than one model, each matched to a job (a fast one to sort and route, a strong one to reason over a document), and a named person who tests new models against real tasks before they go live. Weak: one model name, or we use whatever the provider recommends.	☐ Strong ☐ Okay ☐ Weak
4	The last time you upgraded a model, what changed for your users? <i>How the AI is built</i>	Nothing to relearn. Answers got better, screens and workflows stayed the same, and they can name the month and what improved. Weak: a release with new buttons, or they cannot remember.	☐ Strong ☐ Okay ☐ Weak
5	Where do the answers come from, and what happens when the AI does not know? <i>Trust in the answers</i>	Answers come from your approved content and your own records, each one cites its source, and when the answer is not there the AI says so and hands the question to a person with the context attached. Weak: it uses the model's general knowledge, or it always answers.	☐ Strong ☐ Okay ☐ Weak
6	Can it complete work, and can I see everything it did? <i>Action and oversight</i>	It can take actions inside the system, shows a preview, waits for a person to confirm, and every AI call is logged with what it read, what it answered, which model ran, and what it cost. Weak: it drafts text and people do the rest by hand, or logging is a roadmap item.	☐ Strong ☐ Okay ☐ Weak
7	Is my data used to train any model, and what security proof do you hold today? <i>Security and compliance</i>	No, it is in the contract and backed by their terms with each model provider. SOC 2 Type II or ISO 27001 in hand, a penetration test within the year, or a dated plan if they are early. Weak: we take security very seriously.	☐ Strong ☐ Okay ☐ Weak

Want the long-form version? The AI-Native Legal Tech Checklist covers 46 items across eight sections, each with what to look for and how to validate it in a demo, plus a certifications reference and a scorecard.