

Gartner for Legal, Risk & Compliance

Case Study:
AI-Powered Contract
Review to Accelerate
Legal Operations
(LogicMonitor)

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- Company Name: LogicMonitor
- Industry: Technology/Software
- Headquarters Location: Santa Barbara, California
- Employees: Approximately 1,100

Case Overview

Problem

- LogicMonitor's manual contract life cycle process delayed negotiations and increased workloads for legal and sales.

Actions

- LogicMonitor evaluated several contract life cycle management solutions and chose ContractPodAI for its seamless Salesforce integration, analytics and workflow automation capabilities.
- The legal team subsequently implemented Leah, the system's AI component, with custom clause libraries and refined prompts to match its negotiation style.

Results

- The integration of AI reduced initial contract review time by approximately 90% — from roughly 10 hours to about 10 minutes for complex agreements.
- The AI solution accelerated initial redlining for master service agreements (MSAs), nondisclosure agreements (NDAs), and procurement contracts, cutting review time by 50% to 70%, and driving an estimated \$100,000 in monthly ROI.
- The new process also improved overall quality and efficiency in contract management by standardizing language and reducing errors.

LogicMonitor initiated a cross-functional process to identify a contract life cycle management (CLM) platform that would streamline end-to-end contract processes, empower its sales organization and lessen the department's workload. The company defined key requirements such as Salesforce integration, a centralized repository with automated review capabilities, visibility into contract metrics, and future AI-powered redlining support. Partnering with sales operations and IT, the legal team evaluated multiple vendors and ultimately chose ContractPodAI for its Salesforce connectivity, advanced analytics, workflow automation and roadmap for AI-driven capabilities (Leah).

Implementation Phase 1: CLM Rollout and Integration

In the first phase, LogicMonitor's legal team, supported by IT, led the deployment of ContractPodAI. The team established the centralized contract repository and designed intake workflows that mirrored existing sales and legal processes. This foundational work included configuring user permissions, defining approval chains and creating dashboards to track contract volume and cycle times.

Implementation Phase 2: AI-Driven Redlining Customization

With the CLM in place, the team introduced Leah Contract Review to automate third-party contract review. Three legal professionals built and refined a library of preferred clauses and crafted tailored AI prompts to reflect LogicMonitor's negotiation style. Through iterative testing of Leah's redlines compared to manual edits on complex agreements such as MSAs, NDAs and procurement contracts, they improved accuracy and minimized counterparty friction. To support this process, the team members also acquired basic Python skills, bypassing the need for external consultants.

Implementation Phase 3: Real-Time Clause Suggestions

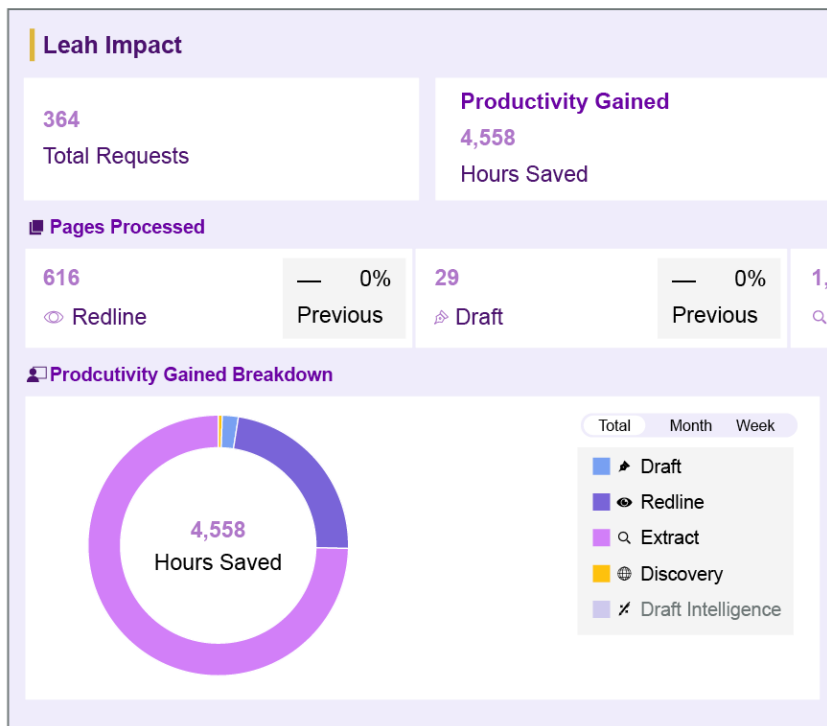
In the final phase, Leah Contract Review was fully embedded within the ContractPodAI solution to provide real-time redlining and clause suggestions at the point of contract creation. This integration ensured sales and legal users received AI-enhanced guidance throughout drafting and negotiation, standardizing language across all agreements and accelerating review cycles.

Results

LogicMonitor saw improvements in contract review efficiency and consistency. Initial review times for complex agreements dropped by approximately 90% – from 10 hours to around 10 minutes. When handling agreements like MSAs, NDAs and procurement contracts, the legal team experienced a 50% to 70% reduction in cycle time during the early redlining stage, even as human oversight remained part of the process. These gains translated into an estimated \$100,000 monthly ROI in the early redlining phase. Beyond time and cost savings, the AI-driven process empowered the sales team with self-service capabilities, reduced manual hand-offs and elevated overall contract quality and governance.

Impact of Leah on Legal Efficiency

Impact of Leah on Legal Efficiency



This dashboard illustrates Leah's impact since the product launch, with 4,558 hours^a of productivity gained across 364 requests.

Source: LogicMonitor

^aThis visual is based on ContractPodAi's default calculations for productivity gains and request processing.

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Evidence

This case study is based on comprehensive interviews with LogicMonitor's chief legal officer and general counsel, and director of legal operations about their AI practices, along with an in-depth review of internal documentation.

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Research

5 GenAI Use Cases in CLM

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Template

Legal Department Strategic Plan Template

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