

INNOVATION

Client Solutions and Innovation

After more than 20 years of driving change in the legal industry, Baker Donelson's innovative approach to legal service delivery is unmatched. Our dedicated in-house operations and consultancy team, which is led by one of the most influential thought leaders in this space, works closely with our attorneys and clients to implement cutting-edge, tailored solutions that advance our clients' legal and business goals.

Baker Donelson has been at the forefront of numerous legal industry innovations. Some of our most notable accomplishments include:

- Among the first law firms to develop its own proprietary legal project management platform
- Co-authored the American Bar Association's book on legal project management (first and second editions)
- Among the first law firms to build an in-house team of professionals dedicated to legal innovation and operations beginning in 2011
- Among the first law firms to utilize artificial intelligence for contract review and due diligence
- Served in leadership roles for the Corporate Legal Operations Consortium (CLOC) since the organization's inception (CLOC is the largest international community of legal operations professionals)
- Co-authored and designed CLOC's eBook on matter lifecycle management for legal teams
- Launched innovative partnerships with the University of Richmond School of Law Legal Business Design Hub and the Baylor Law Executive LL.M. in Litigation Management
- Serve as consultants to in-house legal departments for process improvement, project management, and legal technology for corporate clients

Client-Focused Solutions that Drive Value

We have been growing our suite of innovative solutions for more than 20 years, making it among the most expansive in the legal industry today. Our Client Solutions and Innovation team includes nationally recognized professionals who are subject matter experts in project management, process improvement, pricing, data analytics, knowledge management, artificial intelligence/machine learning, litigation support, and research. Working closely with our attorneys and clients, the Client Solutions and Innovation team's purpose is to explore, combine, and implement emerging solutions that improve the way we deliver services to provide value to clients in the way *they* define value.

Helping Legal Departments Reinvent their Teams

Baker Donelson helps in-house legal teams tackle their operational issues so they can function more effectively and efficiently and ultimately increase their value to their organizations. The members of our Client Solutions and Innovation team have extensive experience working with legal departments of all sizes, industries, and levels of sophistication. This experience gives them a unique, big-picture perspective and the practical know-how to make meaningful and measurable impact. Our approach to in-house legal operations is consultative, working first to understand a client's goals and then providing the tools and resources needed to achieve those goals.



Case Studies

- Baker Donelson Helps Client Achieve Operational Excellence - Innovation

- [Our Holistic and Innovative Approach to a Legal Department's Convergence Process - Innovation](#)



Awards

- Named as "Distinguished in Innovation" by BTI 2025 Law Firm Innovation Icons listing, which ranks firms on legal strategy innovation, tech savvy delivery, client-facing innovation, and being artificial intelligence (AI) pioneers
- Named to Vault's 2024 "Best Law Firms to Work For" list for Technology and Innovation
- Named a 2020 BTI AFA Distinguished Law Firm, recognizing law firms best at developing and implementing alternative fee arrangements as identified by top legal decision makers at large and Fortune 1000 companies
- Finalist – Litera Microsystems' The Changing Lawyer Awards, "Legal Innovator of the Year" (2019)
- Finalist – International Legal Technology Association (ILTA) Distinguished Peer Awards, "Thought Leader of the Year Award/Leadership Award" (2019)
- Recipient – ILTA Publication Awards, "Matter Budgets Matter: A Case Study You Can Take to the Bank" (2017)
- Finalist – ILTA Distinguished Peer Awards, "Innovative Project of the Year" (2017)
- Finalist – ILTA Distinguished Peer Awards, "Innovative Law Firm of the Year" (2017)
- Recipient – Association of Corporate Counsel, "Legal Department of the Year Award for Outside Counsel Management" (2014)
- Finalist – ILTA Distinguished Peer Awards, "Innovative Law Firm of the Year Award" (2013)
- Recipient – ILTA Distinguished Peer Award, "Project of the Year for Baker Donelson's Legal Project Management Initiative and System" (2012)