Wordsmith legal team.

Q3 2026 QBR

Every in-house team is feeling it

IN THE CHAT

Which of these is loudest for you right now?

01

More work. Pressure to do more with less.

02

Requests coming from everywhere, and everyone needs an answer now.

03

Pressure to use AI, without a clear place to start.

04

What stays in-house? What goes to outside counsel?

Every material from today: **wordsmith.ai/QBR**

Our QBR, in five parts.

01	Our Q3 results	The numbers, year on year.
02	How we did it	Infrastructure, agents, intake.
03	Five business moments	Real requests, start to finish.
04	What's next	What still falls short, and Lucy's asks of Ross.
05	Your questions	Moderated Q&A. Use the chat any time.

We build in public.

We are customer zero.

Every agent in this deck runs our own legal team first, before it reaches a customer.

Q3, in four numbers.

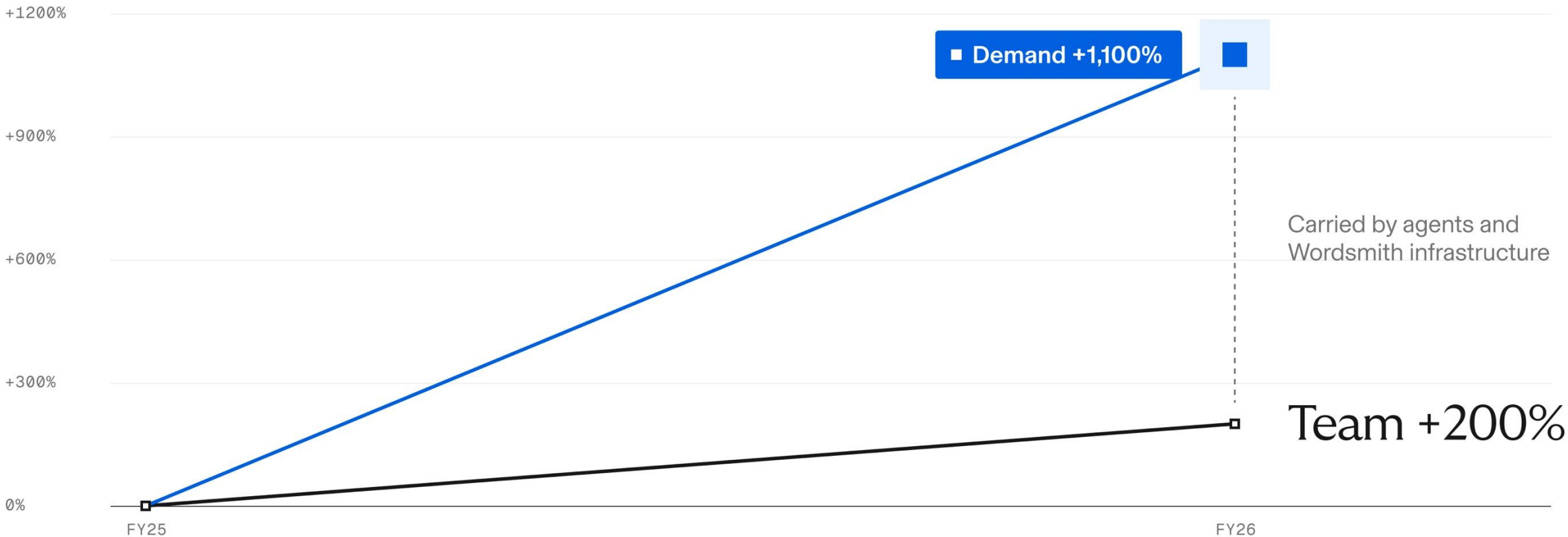
+1,100%
more legal work, in line with ARR

−27%
spend on outside counsel

90%
on our 24-hour contract SLA

61%
of questions, no lawyer needed

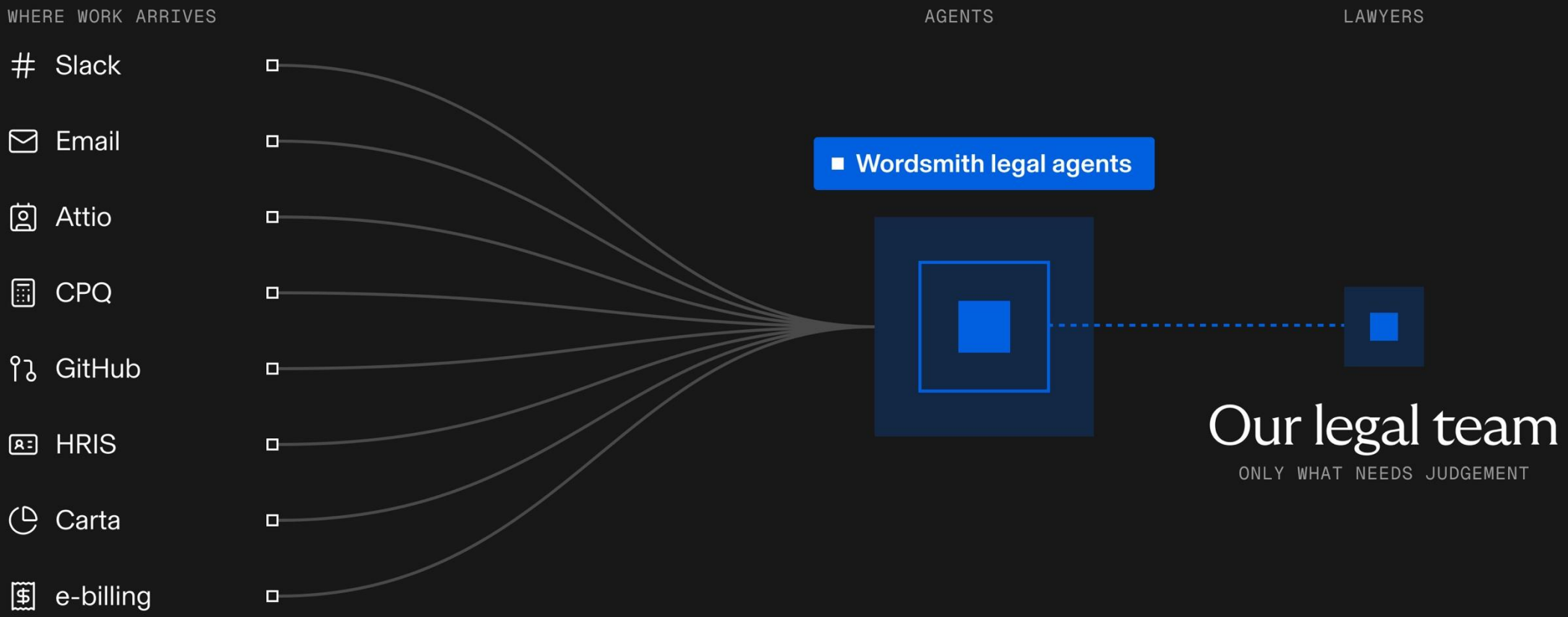
Demand up 1,100%.
Legal team up 200%.



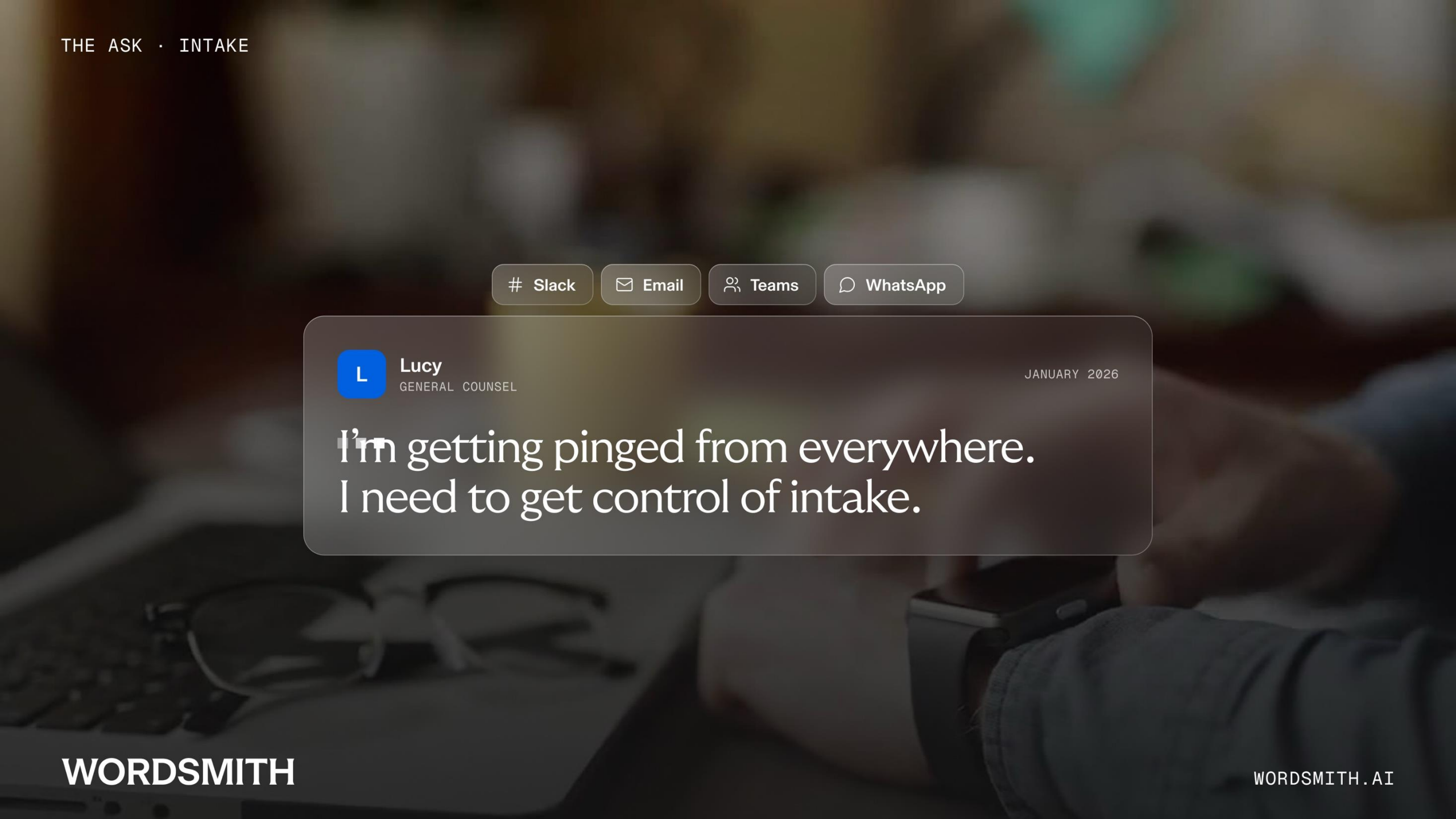
HOW WE WORK

Legal as infrastructure.

Inside the tools the business already uses. Lawyers only when it matters.

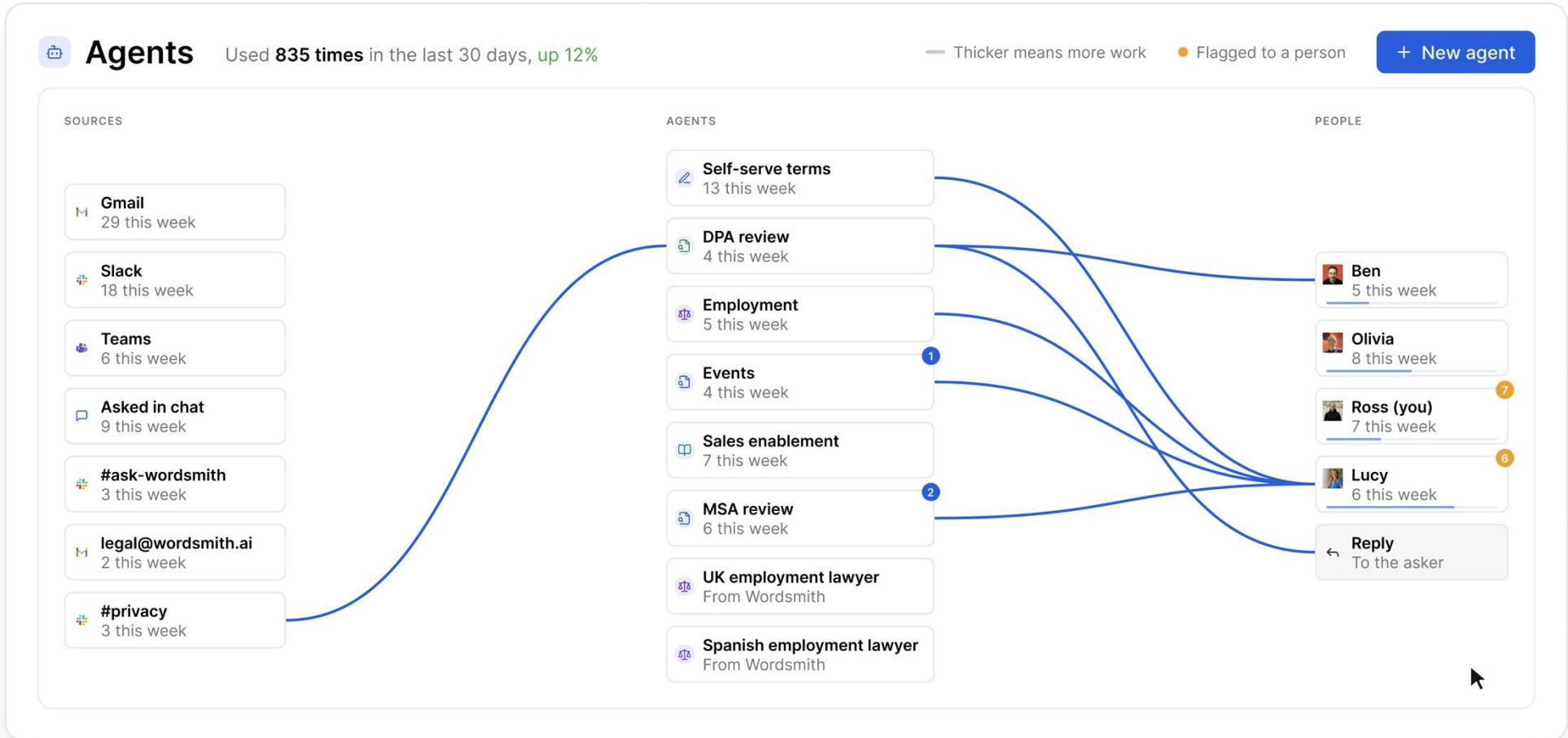


We hired a suite of agents.


Slack
Email
Teams
WhatsApp
L
Lucy
GENERAL COUNSEL
JANUARY 2026
I'm getting pinged from everywhere.
I need to get control of intake.

INTAKE, LIVE

Work automatically routes to the correct destination.



THE LEARNING LOOP

Our new hires took time to onboard

Like any new employee, every agent needed feedback before it worked alone.

01

Ask

A request arrives where people already work

02

Route

Anything new goes to the owning lawyer

03

Decide

The lawyer makes the call, once

04

Learn.

Every agent applies it from then on

THIS QUARTER, DECISIONS

212

BECAME PLAYBOOK RULES

47

LAWYER PRODUCTIVITY

Spent on advisory work: capacity created, not hired.

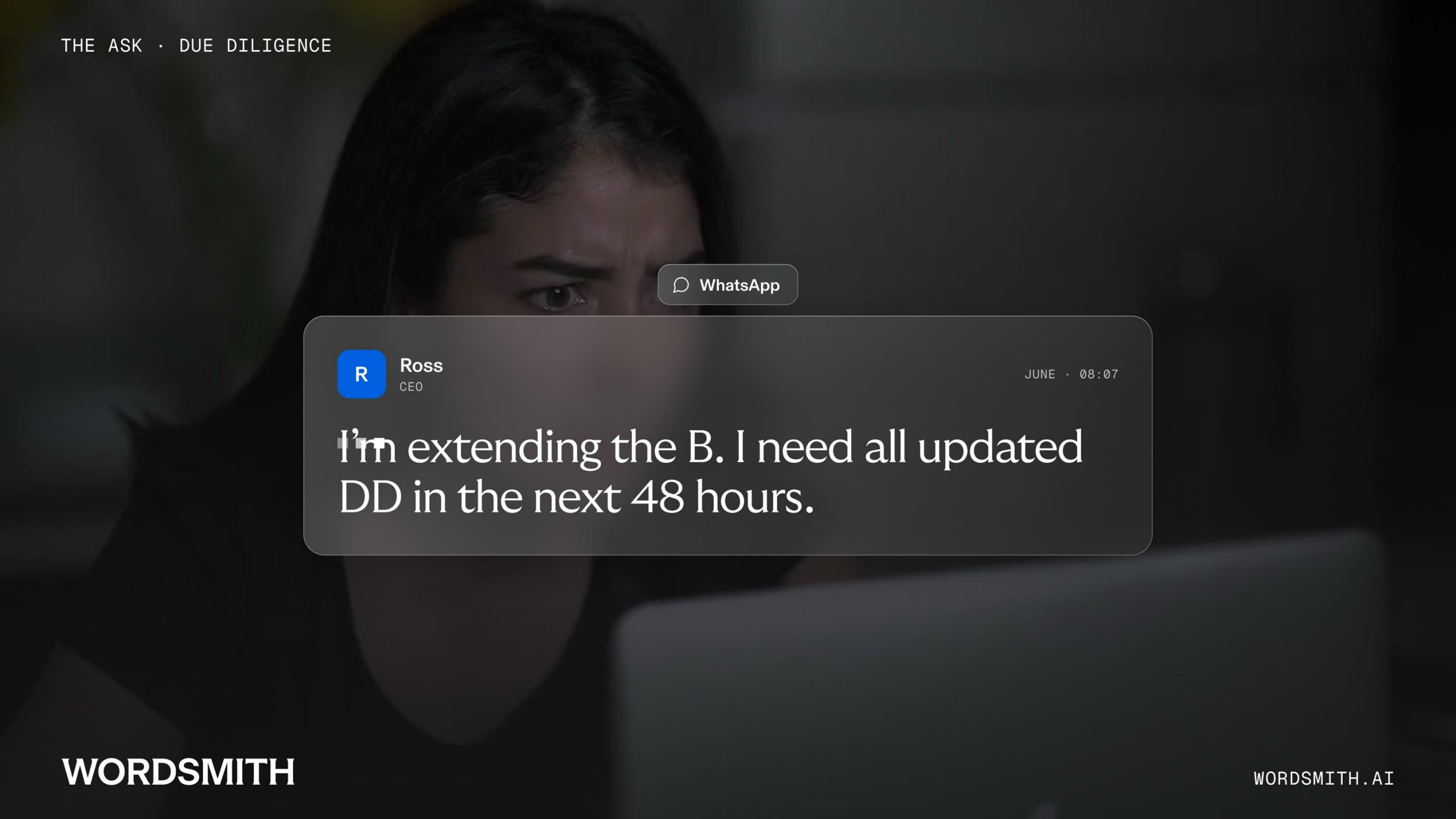
19 hrs

back, every lawyer, every week.



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WhatsApp
R
Ross
CEO
JUNE · 08:07
I'm extending the B. I need all updated DD in the next 48 hours.

LIVES IN THE DATA ROOM

Due diligence. 120 hours, now 6.

BEFORE

Index docs | First pass | Log issues | Second pass | Chase gaps | Write report

120h

NOW

Diligence agent
Reads all 412 documents overnight

Drafting agent
Writes the cited report

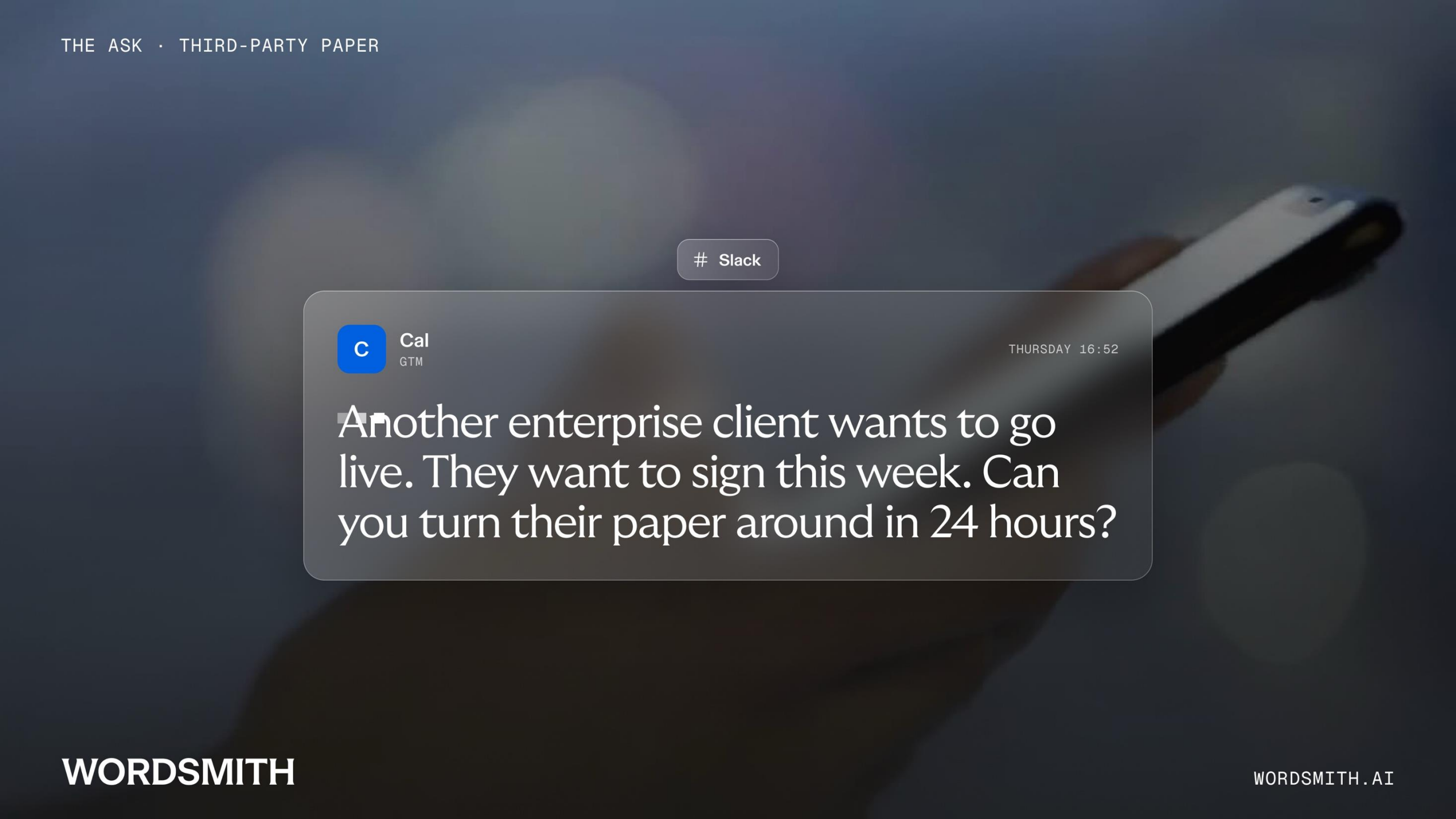
Lawyer
23 flags

6h

-95% TIME

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Slack
C
Cal
GTM
THURSDAY 16:52
Another enterprise client wants to go live. They want to sign this week. Can you turn their paper around in 24 hours?

LIVES IN ATTIO, CPQ AND EMAIL

Third-party MSAs. Second turn: 5 days, now same day.

+ And on our paper: one-click order form issuance, straight from Attio.

BEFORE

Their markup | Compare | Draft reply | Review | Send back | Repeat

5d

NOW

- **Negotiation agent** — Redlines their paper against our playbook
- **Drafting agent** — Drafts the reply
- **Lawyer** — exceptions

Today

SECOND TURN, SAME DAY

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BUSINESS WORKFLOWS

61%

of everyday legal questions, answered without a lawyer.



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MOMENT 3

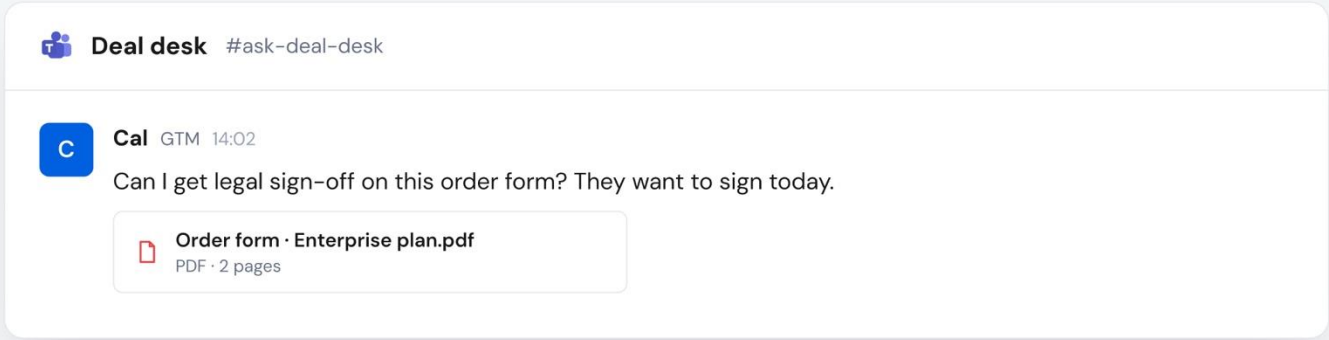
Order forms, with Finance back in the loop.

BEFORE

Sales got a legal review on order forms straight from Teams. Finance never saw the discount.

NOW

01 Sales asks in Teams, exactly as before.



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MOMENT 3

Order forms, with Finance back in the loop.

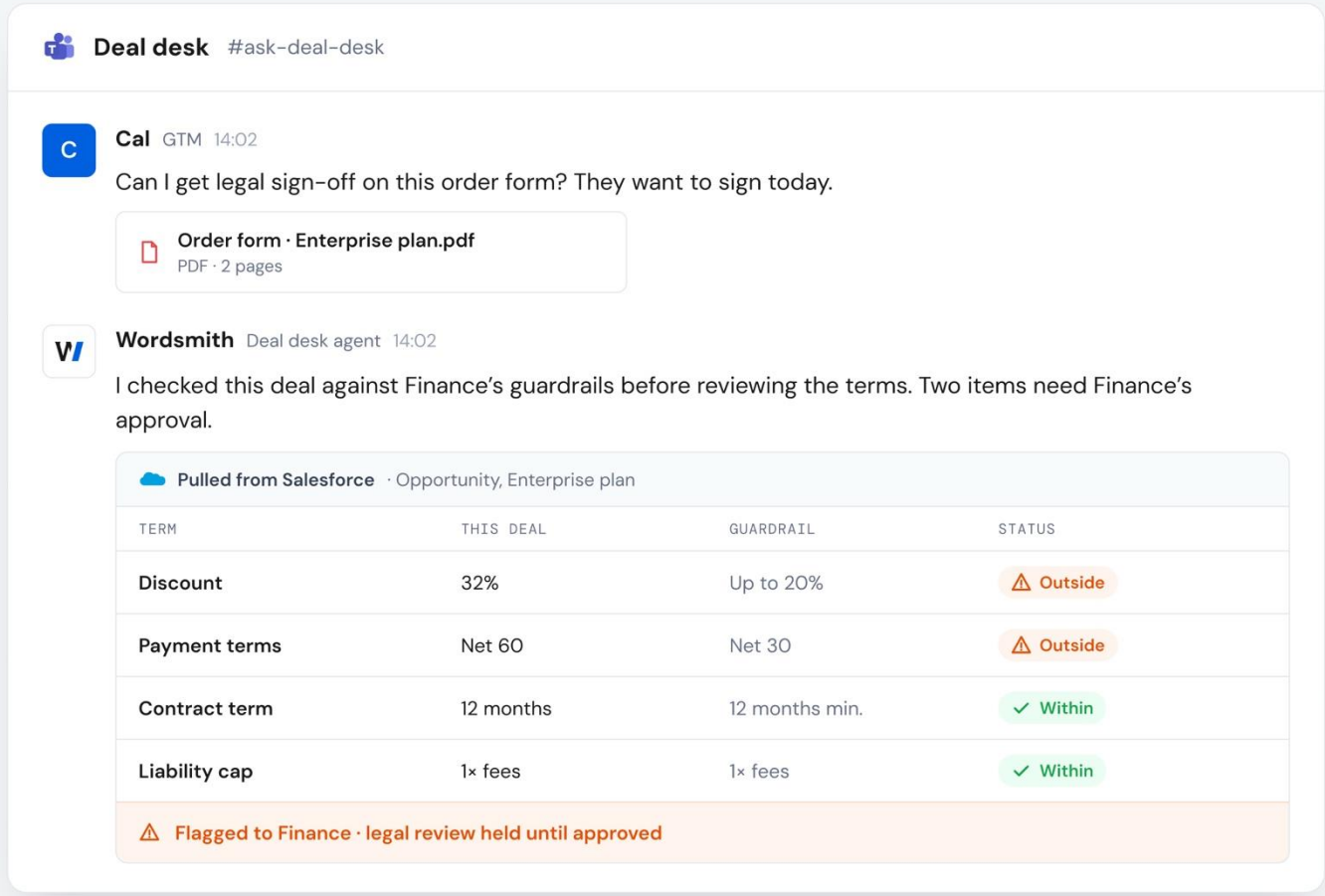
BEFORE

Sales got a legal review on order forms straight from Teams. Finance never saw the discount.

NOW

01 Sales asks in Teams, exactly as before.

02 Wordsmith pulls the deal from Salesforce.



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MOMENT 3

Order forms, with Finance bccack in the loop.

BEFORE

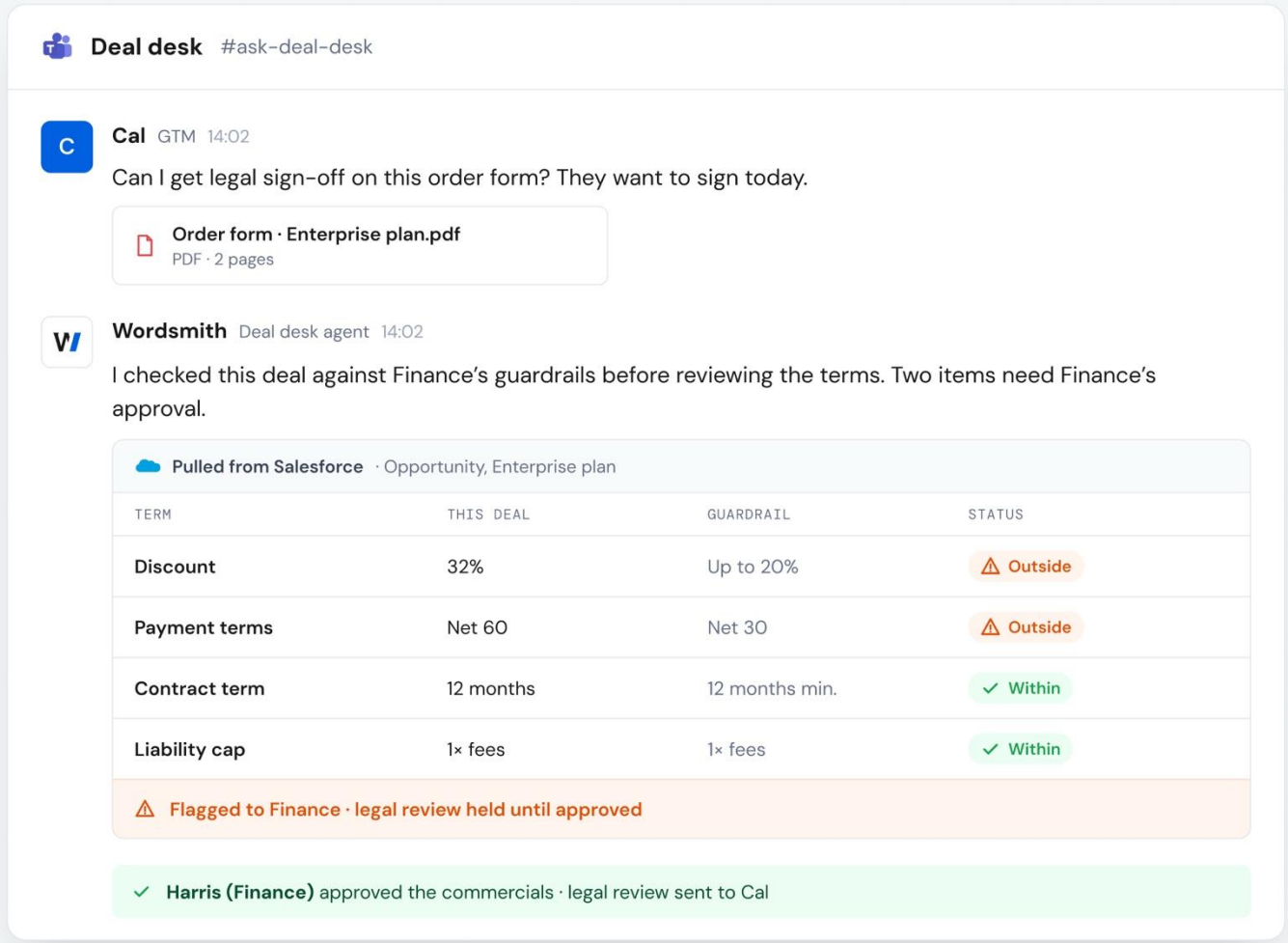
Sales got a legal review on order forms straight from Teams. Finance never saw the discount.

NOW

01 Sales asks in Teams, exactly as before.

02 Wordsmith pulls the deal from Salesforce.

03 Anything outside Finance's guardrails goes to Finance first.



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PLAYBOOK INTELLIGENCE

Our intelligence improves with every exception.

Human interventions needed: down 45% quarter on quarter.

340

against our commercial playbooks

47

new playbook rules learned from them

9

changes to our standard terms

WHERE EXCEPTIONS CAME FROM		WHAT WE CHANGED
Liability caps	31%	Enterprise cap now 2× fees by default
Data protection	22%	DPA aligned to top customer asks
Payment terms	17%	30-day payment terms as standard
IP	15%	IP terms aligned to enterprise asks

ENGINEERING · RELEASES NEEDING DATA AND PRIVACY REVIEW

30× the release queue, year on year.

Legal headcount didn't grow 30×.

30×

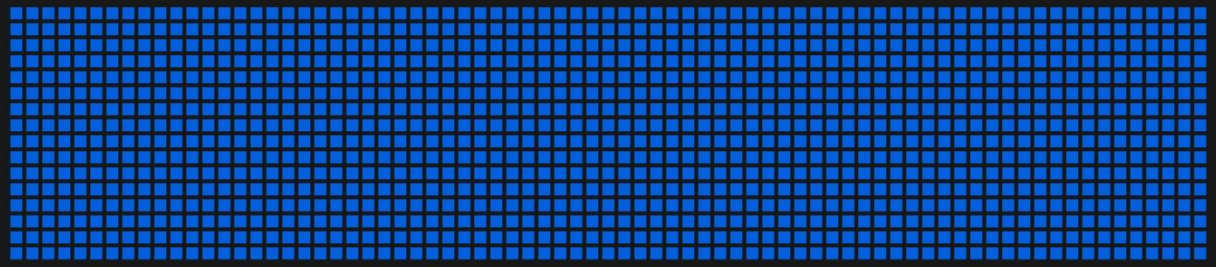
Q3 2025

40 releases



Q3 2026

1,200 releases



1 CELL = 1 RELEASE

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GitHub #RELEASE-UPDATES

Gigz
CTO

22:14

We're releasing 10 integrations this week. I need them all checked against our DPA.

LIVES IN GITHUB

IP Risk surfaced clearly.

BEFORE

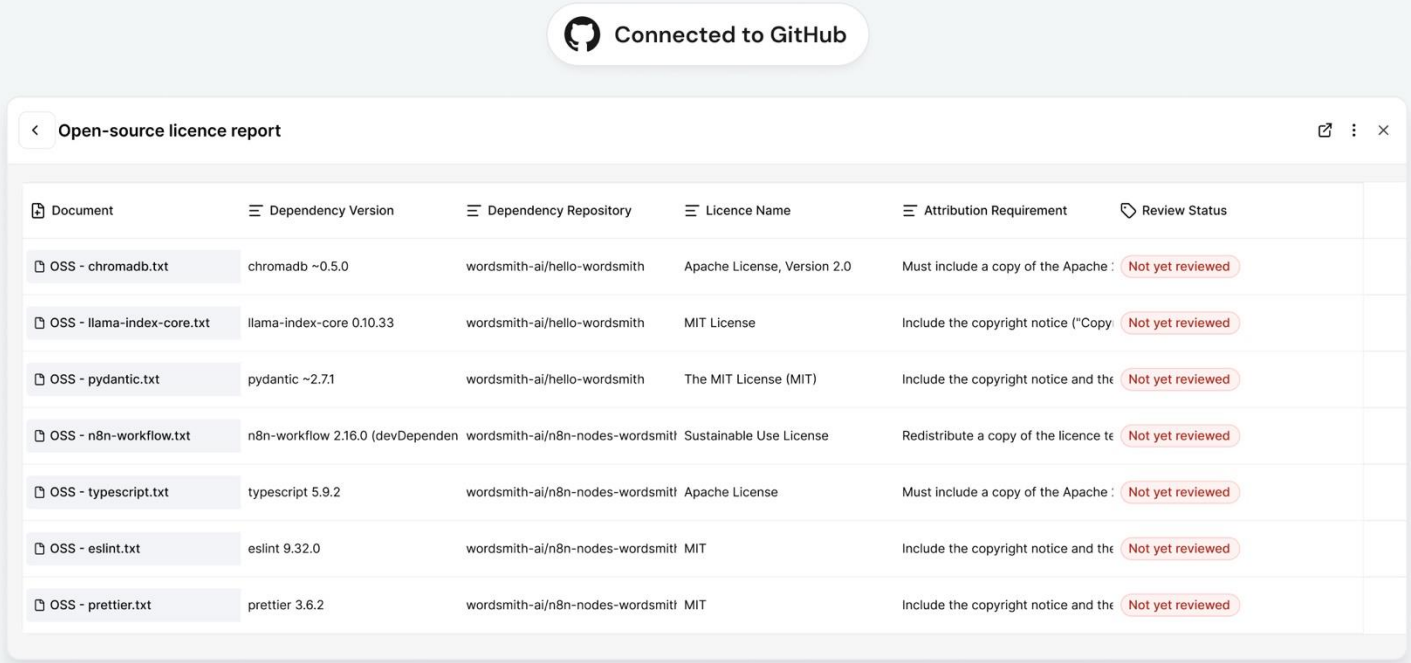
An engineering spreadsheet, with licenses checked by hand.

NOW

01 Wordsmith reads the codebase in GitHub.

02 Every library and SDK has its license and attribution.

03 We're now able to take specific IP questions to engineering.



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LIVES IN GITHUB

Privacy review. 6 hours, now 10 minutes.

BEFORE

Raise ticket | Walkthrough | Map data | Check DPAs | Update RoPA | Approve

6h

NOW

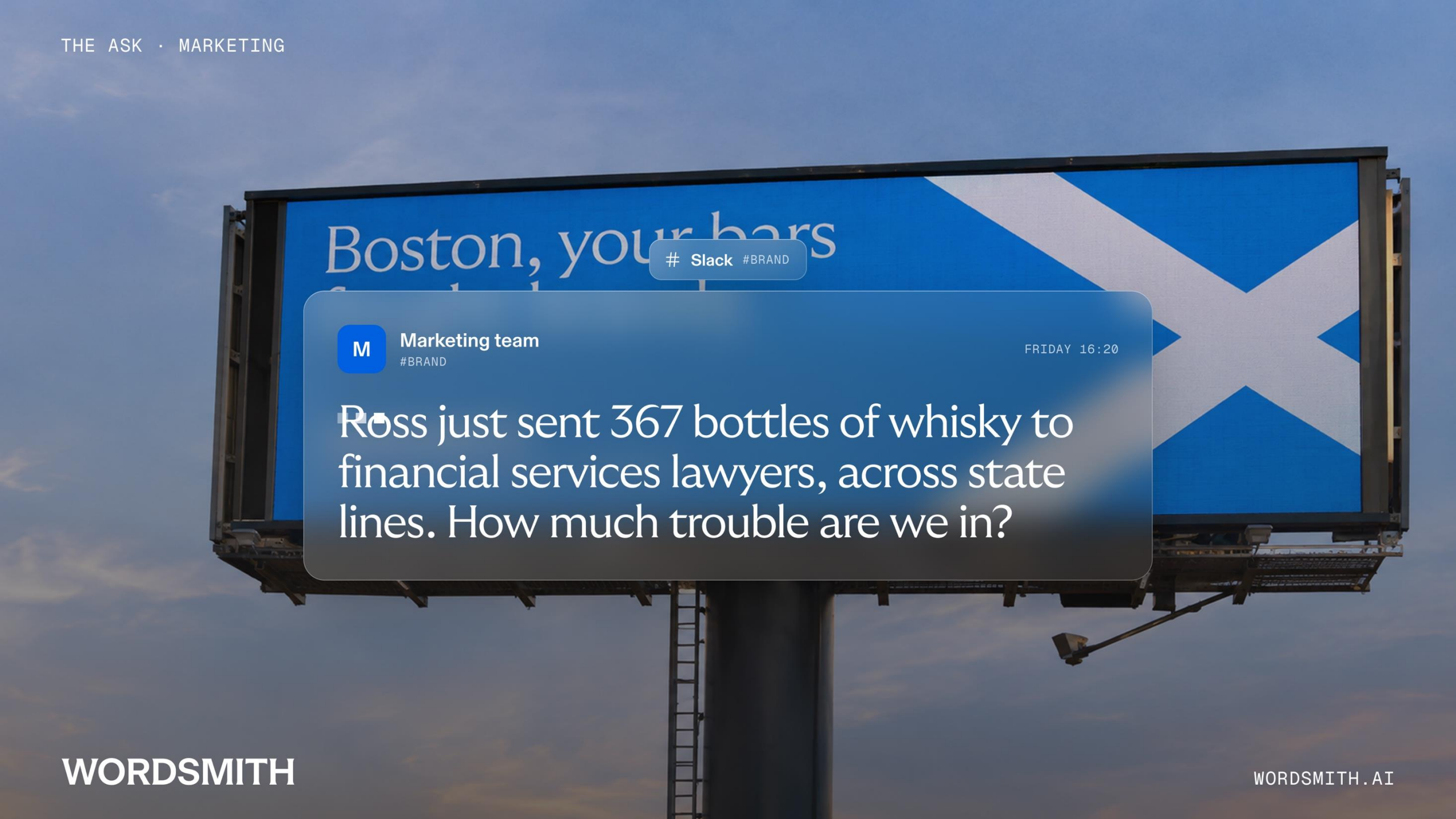
- **Privacy review agent** — Checks every pull request
- **DPA agent** — Vendors, DPAs, RoPA
- **Lawyer** — flags only

10m

-97% TIME

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Boston, you
Slack #BRAND
M
Marketing team
#BRAND
FRIDAY 16:20
Ross just sent 367 bottles of whisky to financial services lawyers, across state lines. How much trouble are we in?

What we'd like to improve.

+5h

more back for every lawyer, every week

75%

of questions answered, with finance and procurement connected

−20%

further off outside counsel, with a re-tendered panel

What we need next quarter.

01 Budget for lawyer re-training

02 A full PERSUIT license.

03 A risk-register artifact in the product

TAKE IT HOME

Build your own legal QBR.

Every material from today lives there, ready to download and make your own.

wordsmith.ai/QBR

- Recordings
- Guidance
- ROI analysis skills
- Templates
- This deck

SCAN TO DOWNLOAD

Legal as infrastructure.

Built into every system the business runs on.