

G-Cloud 15

Service Definition

Definely suite, legal drafting suite, Microsoft plugin suite

Definely

Lot 2b Software as a Service (SaaS)

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1. Introduction

Company Overview

Definely is a legal technology company on a mission to simplify the way the world understands information in legal documents. We build AI-powered tools that streamline how legal professionals read, draft, and analyse contracts so they can focus on high-value work rather than manual document admin.

Our product suite includes:

- **Definely Draft** – checks documents for errors, inconsistencies, and style issues to ensure accuracy and compliance.
- **Definely Proof** – a proofreading tool that sanitises documents by flagging potential issues before signing or filing.
- **Definely Vault** – a secure, centralised workspace for storing, organising, and re-using clauses and documents with permissions and version control.
- **Definely Enhance** – provides summaries, clause insights, and data extraction to help users understand complex documents faster.
- **Definely Cascade** – shows the knock-on effects of contract changes so lawyers can manage risk more confidently.

Value Proposition

Definely helps legal teams tackle the growing volume and complexity of contracts, at a time when they're expected to do more with less, under intense scrutiny on value for money and compliance. Today, many public bodies still rely on manual review of lengthy procurement, grant, and outsourcing agreements, which is slow, error-prone, and heavily dependent on a few experts.

Definely uses AI, built specifically for legal work, to surface definitions, obligations, and cross-references directly inside Word and PDF documents, then helps teams proof, analyse, and reuse that work across matters. This reduces the risk of missed clauses or non-compliant terms, shortens review cycles, and frees in-house lawyers and procurement teams to focus on higher-value strategic advice rather than repetitive document admin.

What the Service Provides

Definely provides an AI-powered tool for legal documents that runs inside Microsoft Word. Our technology uses natural language processing to identify definitions, cross-references, clauses, and risks in real time, and combines this with proofreading checks and summarisation tools designed specifically for legal work. We provide onboarding, training, and ongoing customer support to help teams embed the tools into existing matter workflows and document management systems. The outcome is faster, more consistent drafting and review, reduced risk of missed obligations or errors, and measurable time savings for in-house legal and procurement teams.



Social Value

Definely is committed to the Social Value Model (PPN002), focusing on Tackling Climate Change, Kickstarting Economic Growth, Breaking Down Barriers, and Supporting the NHS. Our strategy is led by our executive team and supported by our Innovate UK grant funding.

Tackle Climate Change

We are committed to achieving Net Zero by 2030 and reducing our environmental impact through our "Digital-First" operational model and a structured approach to carbon management. We work with specialist sustainability consultancy Positive Planet to measure our carbon footprint, maintain a Carbon Reduction Plan, and identify practical actions to reduce emissions across our operations over time, which includes ongoing carbon measurement, monitoring reduction initiatives, improving the quality and transparency of our environmental reporting through submissions to CDP, and setting science-aligned targets through a Science Based Targets initiative (SBTi) commitment letter. By delivering our services via cloud-based infrastructure (Azure/AWS) powered by 100% renewable energy, we eliminate the carbon footprint associated with on-premise hardware, while operating paperless by default and utilizing remote-first and hybrid working practices to minimize commuter and business travel emissions.

Kickstart Economic Growth

We drive productivity growth by leveraging our Microsoft Word plugins to achieve a 30% reduction in information search time. This allows the contract workforce to focus on high-growth tasks and career progression. This directly supports the "productivity challenge" highlighted by Rachel Reeves, which identifies investment in digital transformation as a vital tool for national renewal. We ensure fair working conditions by paying above the National Minimum and Living Wage, providing sick pay from day one, and offering 100% income replacement for staff who are kinship carers or have sick dependents. We manage modern slavery risks by mapping our supply chain, ensuring all workers have access to trade unions, and providing clear grievance mechanisms and whistleblowing routes.

Break Down Barriers to Opportunity

Our platform was born from our visually impaired Co-founder's need to eliminate context loss during legal drafting; as a business reflecting the Nigerian heritage of our Founder, we are uniquely positioned to tackle inequality by ensuring 100% WCAG compliance and removing the technical barriers that hinder disabled professionals and those with health conditions from progressing in their careers. To create a pipeline of future talent and facilitate access to developmental opportunities, we commit to providing at least one annual internship for a candidate with a disability or from an under-represented background, ensuring our recruitment and growth strategies reflect the diversity and lived experiences of our leadership.

Build an NHS Fit for the Future



Our stake in building an NHS fit for the future would be to improve NHS operational efficiency by replacing manual documentation processes with digital automation. Our aim is to onboard NHS Trust legal teams, tracking success through drafting error reduction and time-saving metrics. We support the health and wellbeing of the contract workforce by reducing cognitive load, offering flexible working from day one, and providing access to occupational health and HR services.

Overview of the G-Cloud Service

Definely provides an off-the-shelf, cloud-hosted legal document assistant that integrates with Microsoft Word and common document management systems such as iManage and SharePoint. The service is designed to support public sector legal and commercial teams with drafting, reviewing and managing contracts and related documents.

Key service capabilities include in-document analysis, proofreading and reuse of prior work. Definely identifies and displays definitions, cross-references, clauses and key terms directly within Word and PDF documents, without requiring users to leave their drafting environment. It runs configurable checks for consistency, numbering, cross-references and other common drafting issues, helping teams standardise documents across matters. Where connected to a document repository, Definely enables users to search for and reuse relevant clauses or documents, supporting policy alignment and reducing duplication. Selected workflows, such as summarising provisions or extracting key data points, are supported by AI models tuned for legal text, with outputs shown alongside the source document for verification. Users can also connect related documents (for example, a main contract, schedules and side letters) and navigate between them while reviewing definitions and obligations.

The service is delivered as Software as a Service (SaaS). Core services are hosted in local or cloud environments, with tenants and data logically separated. The platform supports deployment in multiple regions (for example UK and EU) so that public sector buyers can align data storage with their compliance requirements. Access is controlled via standard single sign-on and identity providers such as Azure Entra ID, with role-based access to administrative functions. The service is built to scale with demand, supporting increasing document volumes and user numbers without changes to the buyer's infrastructure. Updates to the cloud service are applied centrally. Desktop add-ins are distributed via standard mechanisms such as Microsoft 365 app deployment or existing device-management tools, so buyers do not need to commission custom development.

For public sector buyers, the main benefits are more consistent and auditable contract review, reduced time spent on manual checking, and better use of existing contract assets. By surfacing definitions and cross-references directly in the document, the service helps teams apply local templates, policy positions and precedent more consistently across frameworks, call-offs and grant agreements. Automated checks and navigation reduce the manual effort required to locate clauses, verify cross-references, and maintain numbering and definitions, which is particularly relevant for long, standard-form contracts. Integration with existing repositories supports reuse of standard clauses and previously approved wording, aligning with organisational governance and reducing re-drafting. Because the service runs within commonly used tools such as Word, PDFs and existing DMS platforms, legal, commercial and project teams can use a consistent approach without needing specialist drafting software.

Example use cases include a central legal team using Definely to speed up review of call-off contracts under a framework and ensure that definitions and cross-references match the



framework terms, or a commissioning team in health or local government using the service to navigate complex provider contracts and quickly locate obligations, notices and termination provisions across multiple documents.

Associated Services

The core subscription includes access to the Definely applications (for example the Microsoft Word add-in), standard features for in-document analysis and proofreading, and access to the managed cloud platform used to process and store data for active use of the service. It includes security, availability and performance monitoring of the hosted environment, routine maintenance, and product updates released by Definely within the contracted feature set. Standard technical support is available during agreed support hours via email and/or ticketing channels, and online documentation is provided for installation, configuration and user guidance. Where applicable, standard APIs made available by Definely as part of the platform are included for the duration of the subscription, subject to published usage limits.

Not included in the service

The service does not include custom development of this software, custom integrations outside of the standard connectors and APIs, or configuration beyond what is available through the standard administrative settings. It does not include customer-specific hosting infrastructure, on-premises hosting, or dedicated environments unless separately contracted. Professional services such as on-site training, extended onboarding support, solution design, or additional consultancy are not included in the core subscription and, where offered, are charged separately (please refer to our rate card/pricing for details). Long-term archival storage or e-discovery services are not within the scope of the service; data is stored and retained only as required to operate the platform in line with our data retention and security policies.

2. Data Protection

Information Assurance

Our organisation holds ISO 27001 and SOC 2 Type 2 certifications. We have an Information Security Management System, conduct regular external penetration testing, perform vulnerability scanning and code reviews, and maintain infrastructure monitoring, disaster recovery, and business continuity plans. Our policies include Information Security, Data Protection, Data Retention, Incident Response, Encryption, Access Control, Physical Security, Acceptable Use, Asset Management, and Risk Assessment. We enforce multi-factor authentication, conduct regular employee security training, mandate confidentiality agreements, and have a vendor management programme. All policies are reviewed and updated at least annually. We currently have an application and are pending results on our ISO 42001 certification due early 2026.



Data Back-Up and Restoration

Our company has robust plans, processes, and systems in place to protect against data loss. Backups are performed daily and stored securely in cloud infrastructure with data replication across multiple locations. Users do not control individual backup schedules, as backups are managed centrally according to our internal policies, but we can accommodate client-specific requirements which can be agreed upon and documented prior to an order being placed. Our backup and recovery processes are reviewed, updated, and tested at least annually and after any significant changes, ensuring ongoing effectiveness.

Business continuity statement/plan

Our business continuity and data loss protection plan covers all core business operations and IT systems critical to delivering our services, including IT infrastructure, data processing, customer support, product delivery, and internal security functions. Key business areas such as development, operations, security, and legal are included. Critical functions comprise data backup and restoration, system recovery, application service continuity, and customer support. There are dependencies between these areas, for example, customer service relies on the availability and security of IT systems, while security and compliance depend on robust technical controls and incident monitoring. Acceptable downtime for critical functions is minimal, as daily data backups and real-time replication are designed to allow prompt restoration and maintain service continuity. Our plan to maintain operations includes documented disaster recovery procedures, regular backups, real-time data replication, daily monitoring with automated alerts, annual testing of the continuity plan, and strong technical and organisational security measures. A more detailed plan can be provided to buyer on request.

Privacy by Design

Our company proactively integrates privacy by design into all technology and service development from the outset, ensuring data protection is considered at every stage. We conduct Data Protection Impact Assessments for new projects and significant changes, embed data minimisation and purpose limitation into our processes, and enforce strict access controls and encryption for all personal data. Our staff receive regular GDPR training, policies are maintained and reviewed annually, and we honour all data subject rights. Vendor and sub-processor relationships are managed with GDPR-compliant agreements. Our processes, safeguards, and accountability measures are designed to fully adhere to GDPR requirements. A more detailed plan can be provided to buyer on request.

3. Using the service

Ordering and Invoicing

Services are ordered by contacting your definely commercial representative example@definely.com. In the initial email, we ask that customers include: (i) organisation name and contact details, (ii) a brief description of the intended use case (for example, teams



in scope and typical document types), (iii) an outline of expected user numbers and target start date, and (iv) any specific data residency, security or integration considerations. Following this initial contact, Definely will arrange a call to confirm scope, align the service configuration with the customer's requirements, and agree the appropriate pricing and service options. We then assist the customer in completing the order form, ensuring that the agreed services, roles, and any onboarding activities are clearly documented. The service is not activated until a completed and authorised Order Form/ contractual agreement is in place.

Availability of Trial Service

Definely may, at its discretion, make time-limited trial access or introductory usage of the service available to eligible public sector customers. Any trial is typically restricted to a defined period, a limited number of users and a subset of standard functionality, and is provided solely for evaluation purposes. Often called a Pilot, trial access is subject to Definely's standard terms of use and information security policies and does not include any commitment to provide ongoing services unless a contract is subsequently agreed. Where offered, introductory or discounted usage (for example, reduced subscription charges for an initial term or additional onboarding support) will be agreed in writing with the customer and documented in the Order Form under the contract.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

On-boarding process

When a new customer places an order, Definely schedules an on-boarding kick-off meeting with key stakeholders such as the service owner, IT representatives and end-user leads. The purpose of this meeting is to confirm the scope of the deployment, review any technical pre-requisites and agree a high-level implementation plan and timeline.

A named Customer Success Manager (and, where appropriate, a solution engineer or product specialist) is assigned as the primary point of contact for the duration of the on-boarding period. Their role is to coordinate activities between the customer and Definely, including environment configuration, user roll-out planning and training. Assistance is typically most intensive during the initial deployment phase and then continues through regular account management, with the exact level of support agreed in the contract.

Definely provides documentation covering installation, configuration, user guidance and standard operating procedures. Depending on the customer's needs, on-boarding may include remote training sessions for administrators and end users, and support for initial configuration such as user provisioning, single sign-on and integrations with document management systems. Ongoing account management is provided via scheduled check-ins and agreed support channels to monitor adoption, gather feedback and plan any further optimisation.

Off-boarding process

If a customer wishes to terminate the service, they provide notice in line with the terms of the contract. Definely then works with the customer to agree an exit plan and time-frame that minimises disruption. During this period, the customer can export any data that needs to be retained in accordance with their internal policies and the contract terms. At the end of the



agreed exit period, user access to the service is removed and data is handled in line with Definely's data retention and deletion policies.

Where required, Definely can offer additional assistance to support migration away from the service, such as planning and execution of data exports, joint workshops to identify dependencies and documentation of the customer's configuration. These activities are not included in the standard subscription and, where offered, are treated as professional services; please refer to our rate card/pricing for details of any associated costs.

Training

Definely provides a range of training and support facilities to help users adopt and use the service effectively. Standard training typically includes remote introductory sessions for administrators and end users, covering installation, configuration and core workflows within the application. Online resources such as user guides, quick-start documentation and FAQs are available to support day-to-day use via the website, and in-product, users can also access technical assistance via agreed support channels during standard support hours. As part of on-boarding, Definely can provide orientation sessions focused on the customer's specific use cases (for example, reviewing standard contract templates or framework agreements) to help teams embed the service into existing processes. Where required, additional training services – such as follow-up sessions, role-specific training, or tailored workshops – can be provided as professional services; please refer to our rate card/pricing for detailed pricing around this.

Implementation Plan

Implementation typically follows four stages:

Discovery and planning

Definely and the customer hold a kick-off meeting to confirm scope, objectives, users in scope and technical requirements (for example, SSO and document management integrations). A simple implementation plan is agreed, including responsibilities and target dates.

Technical set-up

Definely configures the tenant in the agreed cloud region and, where required, works with the customer's IT team to enable single sign-on, deploy the Word add-in and connect to relevant document repositories. Basic configuration (roles, permissions and standard settings) is completed and validated.

Training and pilot use

Administrator and end-user training sessions are delivered remotely. A pilot group (for example, a specific team or matter type) starts using the service on live documents, with support from Definely to resolve any issues and refine configuration.

Wider roll-out and optimisation



Following a successful pilot, the service is rolled out to the remaining users according to the agreed plan. Adoption and usage are monitored through regular check-ins, and any further training or adjustments are scheduled as needed. Ongoing support and account management continue for the duration of the contract.

A detailed implementation plan can be provided to the buyer on request.

Service Management

Service management and constraints

The Definely service is managed as a local OR multi-tenant Software as a Service (SaaS) platform. Core infrastructure, application services and monitoring are operated centrally by Definely's engineering and operations teams. We use change management, incident management and problem management processes aligned with common IT service management good practice to plan releases, respond to issues and maintain service reliability. Formal documentation on these processes can be shared with customers on request.

Planned maintenance and updates are usually performed during defined maintenance windows, with prior notice provided where customer impact is expected. Urgent changes required to maintain security or availability may be applied outside standard windows, with communication provided as appropriate. The level of customisation available to individual customers is intentionally limited to configuration options exposed through the administration interface (for example, permissions, settings and integrations); the underlying codebase and core service behaviour remain standard across all tenants. This supports maintainability, predictable upgrades and consistent performance.

Where functionality or features are significantly changed or deprecated, Definely aims to provide reasonable advance notice, along with guidance on migration paths or replacement capabilities. Customers are informed of such changes through release notes and agreed communication channels.

Definely follows ITSM processes based on widely adopted frameworks such as ITIL, appropriate to the scale and nature of the service. Details of any current certifications or independent assessments can be provided separately on request.

Service Constraints

The Definely service is delivered as a centrally managed, local OR multi-tenant SaaS platform with defined performance and availability targets set out in the contract and associated service description. Standard support hours, response targets and escalation paths are documented in our support policy and communicated to customers at onboarding. Planned maintenance windows are scheduled to minimise disruption and are notified in advance where there is a risk of impact; urgent security or stability fixes may, in exceptional cases, be applied outside these windows with appropriate communication. The level of customisation is intentionally limited to configuration options available through the administration interface (such as roles, permissions, settings and integrations), so that core functionality remains consistent across all tenants. When functionality is significantly changed or features are deprecated, Definely provides reasonable advance notice



and release notes, together with guidance on alternative or replacement capabilities, to allow customers to plan any necessary adjustments.

Service Levels

Definely operates the service to defined performance and availability targets, with support provided during standard support hours and incidents handled according to clearly defined severity levels. Typical service level elements include target uptime for the core cloud services, expected response and resolution times by severity (for example, critical service outage versus minor functional issue), and agreed support channels and hours of operation. For each G-Cloud customer, Definely is able to discuss and agree appropriate service levels prior to an order being placed, taking into account the customer's requirements and the scale and criticality of the deployment. The agreed service levels, including performance, availability, support hours and severity definitions, are then documented in the Order Form under the contract and form part of the contractual commitments for the duration of the service.

Outage and Maintenance Management

Our company prevents technical issues causing delays through a combination of outage avoidance strategies, robust service performance planning, diligent downtime measurement, and thorough preparation for ad-hoc service needs. We use replicated databases and infrastructure across separate data centres and availability zones, with continuous monitoring and automated alerts to detect issues early. Performance is actively managed with auto-scaling, load balancing, and capacity planning based on future needs. Downtime is measured and tracked using advanced monitoring tools, with incidents documented and reviewed for continuous improvement. For ad-hoc service needs, we have a tested business continuity plan, incident response procedures, and an accessible support system to address urgent user requirements. Regular audits and policy reviews ensure our methods remain effective and resilient.

Financial Recompense Model for not Meeting Service Levels

We do not currently offer Service Credits tied to service level targets.

4. Provision of the service

Customer Responsibilities

Customers are required to operate the software, maintain log data and databases in accordance with our instructions and any operating documentation provided, test new software and configurations to confirm incident resolution, assist in resolving incidents by carrying out tasks requested by our staff, allow us to facilitate training for end users and authorised employees to ensure proficient use of the software, permit us to install the latest version of the software when upgrades or fixes occur, and as necessary, allow remote support access to PCs experiencing issues. Time awaiting customer responses is excluded from support targets. Support and maintenance for bespoke work are limited to maintaining compatibility with the latest software releases, and changes or issues after sign-off may incur additional charges. Customers and our company are jointly and severally liable for any data subject damage resulting from breach of contractual clauses in data processing agreements. If one party is held liable, it may claim back from the other



party the portion of compensation corresponding to their responsibility. Customers must warrant that they are not subject to any local laws that would prevent fulfilling obligations under the standard contractual clauses. Customers are expected to comply with all relevant legal and regulatory requirements as set out in the contract. These obligations ensure effective service delivery and compliance with legal and regulatory standards.

Technical Requirements and Client-Side Requirements

Use of the Definely service requires standard enterprise IT infrastructure and user devices. End users need a compatible version of Microsoft Word (for example as part of Microsoft 365), a supported operating system (such as recent versions of Windows or macOS) and a stable internet connection with sufficient bandwidth(to access cloud service). A modern web browser is required for any web-based components and administration interfaces. Devices should meet the minimum hardware specifications recommended for Microsoft 365 (for example, sufficient RAM and CPU capacity) to ensure acceptable performance.

On the client side, successful deployment also depends on the availability of appropriate personnel and time. Typically this includes an internal service owner, an IT contact to assist with activities such as single sign-on configuration and deployment of the add-in, and nominated end-user representatives for testing and feedback. Any specific technical or organisational requirements (for example, particular browser versions, security controls, data residency constraints or integration prerequisites) can be discussed with the customer prior to an order being placed and will be documented in the installation guide and order form under the contract as agreed between both parties.

Outcomes/Deliverables

Clients purchasing the Definely service can expect the following.

Deliverables and outputs

- Access to the Definely cloud service, including the Microsoft Word add-in and any supported web/PDF components, for the duration of the contract.
- A configured tenant in the agreed cloud region, with standard settings applied (for example user roles, permissions, SSO and, where in scope, connections to document repositories).
- Onboarding support, including a kick-off call, remote training for administrators and end users, and access to online documentation and help resources.
- Ongoing access to product updates released within the contracted feature set, plus standard technical support during agreed support hours.
- Where agreed, periodic usage and adoption reports or review calls to discuss service performance and any improvement actions.

Outcomes

- Reduced time spent on manual contract checking and navigation, particularly for long or complex documents.



- More consistent application of templates, policy positions and standard clauses across matters and teams.
- Improved visibility of key definitions, obligations and cross-references, supporting better risk management and compliance.
- Better reuse of existing contract content stored in the organisation's document repositories.

Development life cycle of the solution

Our company uses the Agile software development methodology, which focuses on iterative and incremental development, regular feedback, and adaptability to changing requirements. The stages involved in developing a solution include identifying problems and needs through stakeholder reviews and threat analysis, planning with risk assessment and project scoping, designing with secure and functional requirements, building in dedicated development environments with peer code reviews, testing with formal security and functionality checks, deploying through controlled change management processes, and maintaining with ongoing monitoring, incident response, and regular updates. This approach ensures both quality and security throughout the software development lifecycle.

After-sales Account Management

After-sales Account Management

Definely provides ongoing account management to build and maintain long-term customer relationships. Each customer is given a named point of contact, typically a Customer Success Manager, who coordinates communication between the customer and Definely and acts as the first escalation point for service or adoption issues. Regular check-ins (for example, review calls or update emails) are used to discuss usage, gather feedback, review any incidents or support trends and agree improvement actions. Where appropriate, Definely shares product roadmap information and upcoming changes so customers can plan ahead. We work with customers to monitor adoption, identify additional teams or use cases where the service may add value and ensure that configuration and training remain aligned to their needs. This structured approach is intended to support customer satisfaction, retain long-term business and develop the relationship into a broader partnership over time.

Termination Process

The service is provided for a Minimum Period (and any Renewal Term(s)) as defined in the Certificate or Order Summary. By entering into the contract, the customer acknowledges that it has purchased the services for this Minimum Period and any agreed Renewal Term(s). Either party may terminate the agreement in accordance with the termination clauses in the contract, for example for material breach not remedied within a specified cure period, insolvency events or other specified grounds. The customer may also have a right to terminate for convenience, subject to any notice requirements and early termination provisions set out in the Order Form. Where the customer terminates the services before the end of the Minimum Period or any Renewal Term(s),



early termination charges may apply as specified in the Certificate or Order Summary (for example, payment of charges due for the remainder of the committed term). On termination, Definely will cease providing the services, the customer remains responsible for paying all undisputed amounts due up to the effective date of termination (and any applicable early termination charges), and both parties must comply with any surviving obligations, including confidentiality and data protection. Definely will handle customer data in line with its data retention and deletion policies and any additional provisions agreed in the contract (for example, data export assistance during an agreed exit period).

5. Our experience

Case Studies

Case Study 1 – Womble Bond Dickinson (UK private sector, public-sector-relevant)

Womble Bond Dickinson is a UK law firm advising public and private bodies on complex matters, including large real estate and commercial projects. Their lawyers regularly work with long, structured documents and suites of contracts, where manually tracking definitions, cross-references and schedules in Word created unnecessary friction and risk.

Definely was rolled out across key teams as an in-document assistant inside Microsoft Word. Lawyers used Definely to navigate definitions and cross-references, run standard checks for numbering and references, and move between main agreements and ancillary documents without losing context. Training focused on everyday workflows rather than generic product features, and adoption was supported through ongoing contact between Definely's customer success team and the firm's internal champions.

As a result, fee-earners reported smoother reviews on large documents and fewer issues caused by missed references or inconsistent clause updates. For public sector buyers, this pattern maps closely onto framework and call-off contract work, where similar document structures and review pressures apply.

Case Study 2 – Harneys and Al Tamimi (international firms working with public bodies)

Harneys and Al Tamimi are international law firms advising government entities, regulators and state-linked organisations alongside private clients. Both firms needed a way to standardise how lawyers checked long contracts for definitions, obligations and cross-references, particularly where teams in different offices were working on the same matters.

Definely was deployed as an off-the-shelf add-in within their existing Microsoft 365 environments. Lawyers used Definely's navigation and proofreading tools to understand complex agreements faster, while knowledge and training teams used it to reinforce internal drafting standards. Definely's remote onboarding and training allowed geographically dispersed teams to adopt the tool without major disruption to existing infrastructure or workflows.



The firms report that Definely has become part of the standard toolkit for contract review on large deals and public-sector-style projects, supporting more consistent outcomes across teams and offices. Public sector organisations performing similar work in-house can apply the same model to their legal and commercial teams.

Case Study 3 Slaughter and May (private)

Slaughter and May is one of the most prestigious law firms in the world, known for combining exceptional legal talent with a modern, innovative approach to work. The firm wanted to reduce the amount of time its lawyers spent navigating and proofreading complex contracts in Microsoft Word, and to give them greater confidence in the quality of the documents they produce.

We spoke with Emma Walton, Senior Knowledge and Innovation Manager, and Jack Higgins, Associate, about Definely's impact at the firm. Emma highlighted Definely's unique value in making contract structure instantly accessible inside Word: being able to click definitions and clause references and see them immediately in a right-hand panel was a key differentiator and a major factor in the firm's decision to choose Definely.

Slaughter and May uses both Definely Draft, for active drafting and review of legal documents, and Definely Proof, for AI-powered legal proofreading. The combination allows lawyers to draft, review and proofread in one place, within a single tool, without leaving the document they are working on. The firm had identified that lawyers were spending too much time on manual proofreading and document navigation, which was an inefficient use of their expertise. Definely helps to free up this time so they can focus on higher-value tasks.

Jack described the change in everyday work: before Definely, reviewing contracts meant scrolling up and down in a single document or opening multiple versions side by side, which was "clunky and laborious" and not an efficient way to work. With Definely, he can work from a single document, move methodically from top to bottom, and rely on the tool to surface the relevant definitions, references and checks as he goes. This not only improves efficiency but also increases confidence that the final document will not be "littered with silly mistakes", because Definely helps ensure that the contract hangs together correctly from start to finish.

Clients

A&O SHEARMAN



ASIAN
DEVELOPMENT
BANK

SLAUGHTER
AND MAY



withersworldwide



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