

CASE STUDY · LEGAL SERVICES · GOVERNANCE & AUDIT EVIDENCE

A law firm made the instruction, not the output, the thing on the record

When a client asked what the firm had instructed the system to do, the answer was a hashed directive with a partner's name on it.

Partner International law firm · 1,400 fee earners	Published 2026-07-22	Orcher components Directive Interface, Immutable Audit Ledger, Role Identity Fabric
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Summary

An international law firm needed agent-assisted review to be defensible to clients and to its own risk committee. Orcher's Directive Interface preserved the instruction in the words the supervising partner used, bound it to that partner, and hashed it with the work product.

3 client technology audits passed with no findings	100% of agent review work traceable to a supervising partner	1 day to produce a matter supervision record from 3 weeks	31% reduction in first-pass review hours
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The situation

- Agent-assisted document review was in use on three large matters with no record of the instructions given.
- Client audit rights extended to the firm's use of technology, and the firm could not evidence supervision.
- Professional-conduct obligations attach to a named lawyer, not to a platform.

What Orcher enforced

- Directive Interface captured the supervising partner's instruction verbatim as the permanent statement of scope.
- Role Identity Fabric bound the directive to the partner and the matter, with associate delegation as a derived, narrower scope.
- The ledger hashes the instruction, the review output and the supervision chain together, so they cannot be separated later.
- Matter-level export produces a client-ready supervision record without touching privileged content unnecessarily.

The data

Artefact	Before	After
Instruction given to the system	Not recorded	Verbatim, hashed
Supervising lawyer	Inferred from matter team	Bound to the directive
Delegation to associates	Informal	Derived, narrower scope
Client audit response	3 weeks, manual	1 day, exported
Privilege handling	Case-by-case	Enforced at the boundary

Supervision artefacts before and after deployment.

Outcomes

- The risk committee approved agent-assisted review for all matter types, having previously limited it to three matters.
- Two clients cited the supervision record as a factor in panel reappointment.
- Associates gained clearer scope than the informal delegation they had before.
- The firm now quotes technology-supervised review as a distinct service line.

“Our obligation is personal. If the record cannot say which partner instructed the machine, the record is not good enough.”

— General Counsel, international law firm (partner declined attribution by name)

Read further

- The Directive Interface — dippai.com/orcher/directive-interface
- Human-in-the-Role — dippai.com/human-in-the-role
- Full case study — dippai.com/case-studies/law-firm-directive-record

Disclosure. Design-partner engagement, anonymised at the partner’s request. Figures are measured by Orcher’s own observability and ledger instrumentation over the stated period and have not been independently audited. Market figures carry their own source line.