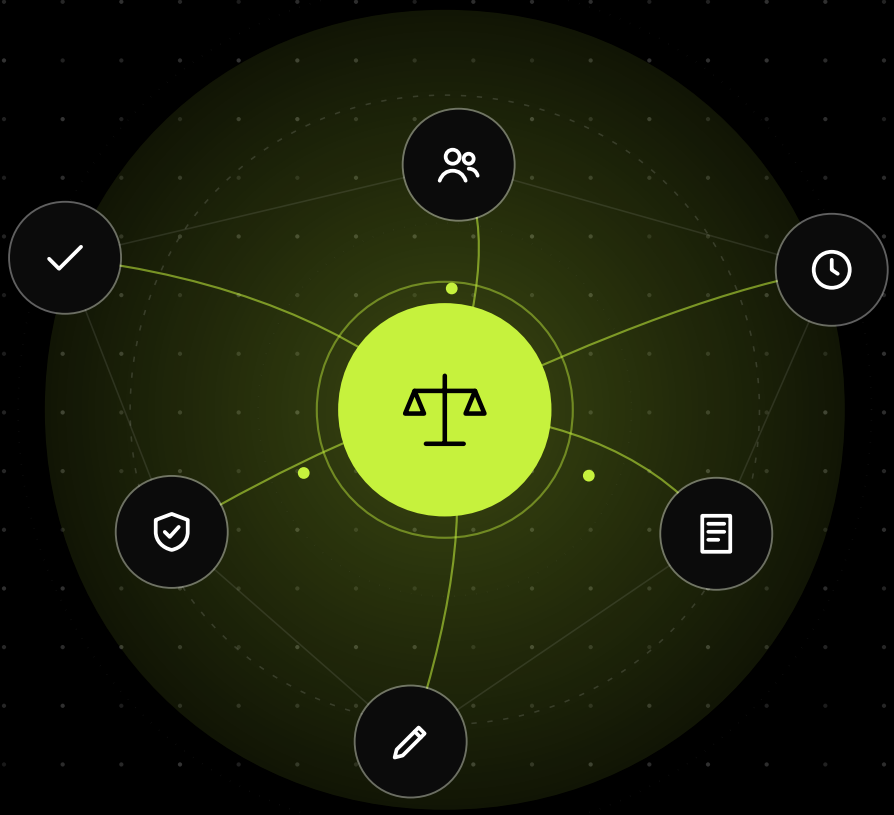


Uber Legal

Contract review time cut by more than 20%

Uber built a Legal Redlining Agent inside Microsoft Word. It checks each change the other side makes to a contract, recommends what to do and drafts the reply, while lawyers make the final call.

Transportation and delivery | Legal, contract review | Word add-in | Rules plus AI

20%+
reduction in average contract review time

91%
accuracy in AI-generated decisions

1,000s
of past lawyer decisions it learns from

AT A GLANCE

COMPANY	WHERE IT RUNS	BUILT	REPORTED
Uber (Legal team)	Inside Microsoft Word, as an add-in	Early 2024 through 2025, piloted with Legal in 2025	Uber Engineering Blog, Oct. 8, 2026

01

The challenge

Uber's lawyers handle a steady stream of contract negotiations with a lot of repeatable redline work: reviewing the other side's edits.

That work is time-consuming and repetitive, and it often becomes a bottleneck for deals, onboarding and launches. Uber handles thousands of contracts a year.

An early version that searched only Uber's playbooks struggled: similarity matches were inaccurate, the tone was not right, and it did not generalize well. Each problem shaped the next version.

1,000s
of contracts a year

Every edit
from the other side needs a decision

3
problems in the first version: matching, tone, generalizing

BEFORE

- × Each redline reviewed from scratch
- × Policy looked up by hand
- × Replies to the other side written by hand
- × Contract review a bottleneck for deals

AFTER

- ✓ Each edit checked against Uber's rules
- ✓ Recommendation to accept, reject or modify
- ✓ Draft comment with the legal reasoning
- ✓ Lawyer reviews and makes the final call

02

The solution

The assistant was built as a Microsoft Word add-in rather than a separate web app, so lawyers never leave the document they are working in.

For each change, it searches Uber's rules for the closest policies and a store of thousands of past lawyer decisions. A deterministic rules engine acts as a hard guardrail and can override the AI.

It then recommends accepting, rejecting or modifying the clause and drafts a comment back to the other side with the reasoning, in a tone shaped by Uber's lawyers. The lawyer's final decision is saved to improve later suggestions.

HOW IT WORKS

STEP 01

Read the redlines in Word

The add-in picks up the other side's changes in the open document.

STEP 02

Match against the rules

Each changed sentence is compared with Uber's rules index.

STEP 03

Learn from past decisions

It looks up similar past decisions by Uber lawyers.

STEP 04

Apply the guardrail

A fixed rules engine can override the AI's suggestion.

STEP 05

Recommend and draft

It suggests accept, reject or modify and drafts the comment.

STEP 06

Lawyer decides

The lawyer accepts, rejects or edits, and that choice is saved.

BUILT WITH

Microsoft Word add-in · LangGraph · Rules engine · OpenSearch · Feedback store · LLM-as-a-judge monitoring

03

The results

Since launching with Uber's Legal team, Uber reports an over 20% reduction in average contract review time and 91% accuracy in AI-generated decisions.

20%+
reduction in average contract review time

91%
accuracy in AI-generated decisions

1,000s
of past interactions in the feedback store

Award
part of Uber Legal's win, Most Innovative Legal Department of the Year 2026

REPORTED RESULTS



Average contract review time



AI-generated decisions

TIMELINE

Early 2024
First generation of the agent built

2025
Piloted with Uber's Legal team

Mar. 9, 2026
Part of Uber Legal's winning award submission

Oct. 8, 2026
Published on the Uber Engineering Blog

04

What made it work, and what to watch

> “Lawyers live in Word, so asking them to copy-paste between tools would kill adoption.”
>
> Austin Greco, Meghana Somasundara and Frank Tenente, Uber Engineering Blog

1	**Meet people where they work**	Building inside Word, not a separate tool, was a deliberate choice to protect adoption.
2	**Let hard rules win**	A deterministic rules engine sits above the AI and can override it.
3	**Learn from every decision**	Each lawyer's final call is stored so later suggestions improve.
4	**Tone is part of quality**	An extra step adjusts the drafted comments to the tone Uber's lawyers want.

IS THIS A FIT FOR YOUR BUSINESS?

- ✓ Do clients or vendors regularly mark up your contracts?
- ✓ Do you have standard terms or positions you return to again and again?
- ✓ Does contract review slow down your deals or onboarding?
- ✓ Would a first pass on every redline free up your lawyers or managers?

05

How Agent Victoria could do this for you

We could build a contract assistant that knows your standard terms and flags any changes a client or vendor makes. You still approve every decision, but the first pass is done for you.

01

Load your standard terms

Your templates, playbook and fallback positions.

02

Flag every change

Each edit from a client or vendor is spotted and compared.

03

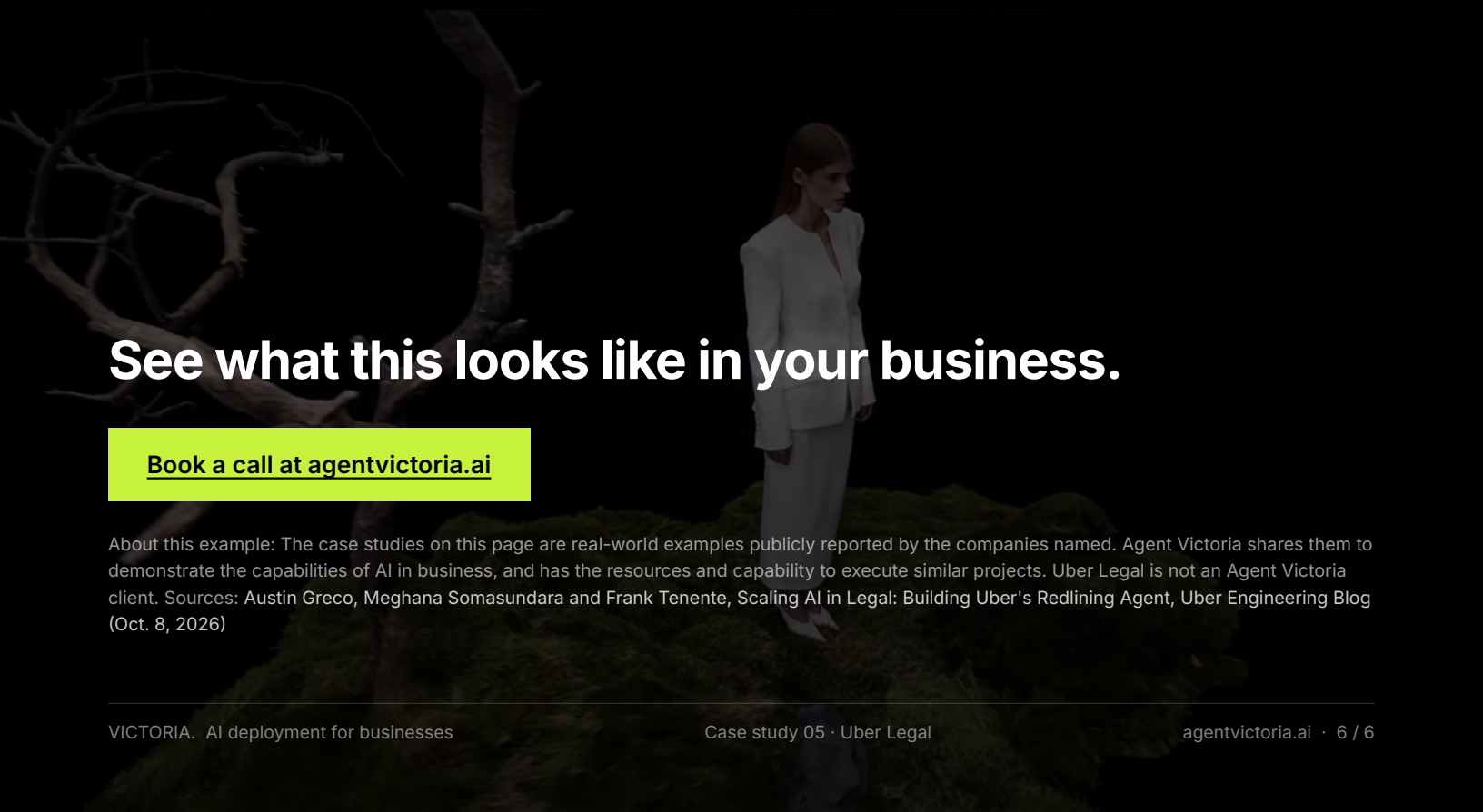
Suggest a response

A recommendation and a draft reply for each change.

04

You approve

Nothing goes back without your sign-off.



See what this looks like in your business.

Book a call at agentvictoria.ai

About this example: The case studies on this page are real-world examples publicly reported by the companies named. Agent Victoria shares them to demonstrate the capabilities of AI in business, and has the resources and capability to execute similar projects. Uber Legal is not an Agent Victoria client. Sources: Austin Greco, Meghana Somasundara and Frank Tenente, Scaling AI in Legal: Building Uber's Redlining Agent, Uber Engineering Blog (Oct. 8, 2026)