



Legal Bottlenecks & The Future of Justice

@rev

17 body camera videos.

20 jail calls.

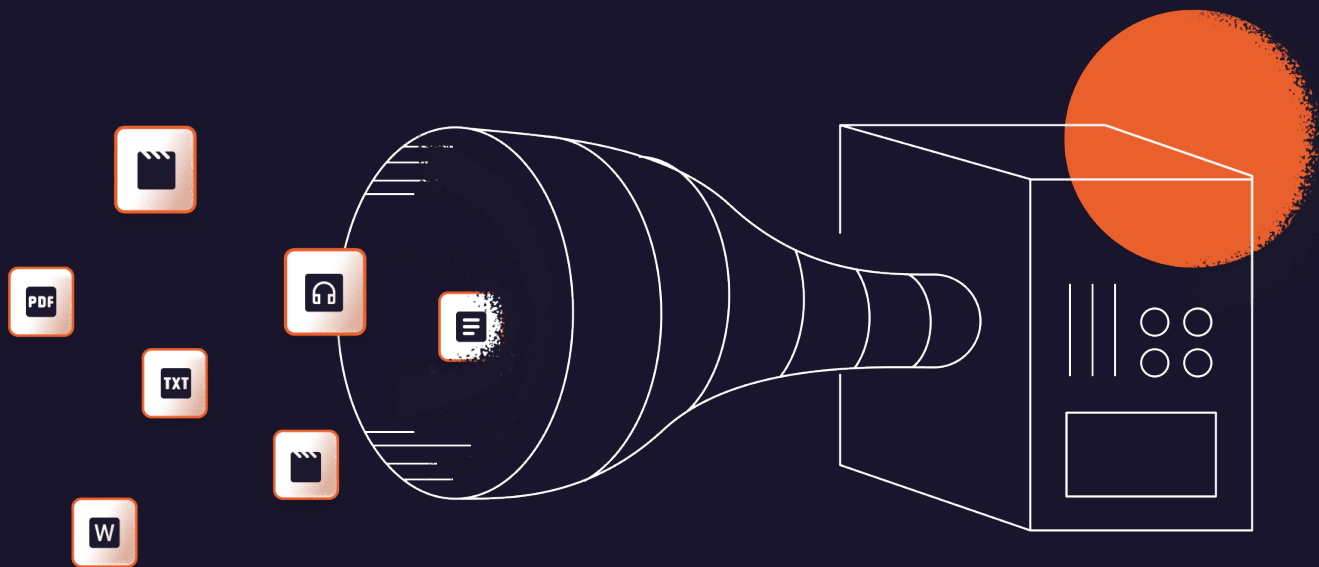
5 witness statements.

2 police reports.

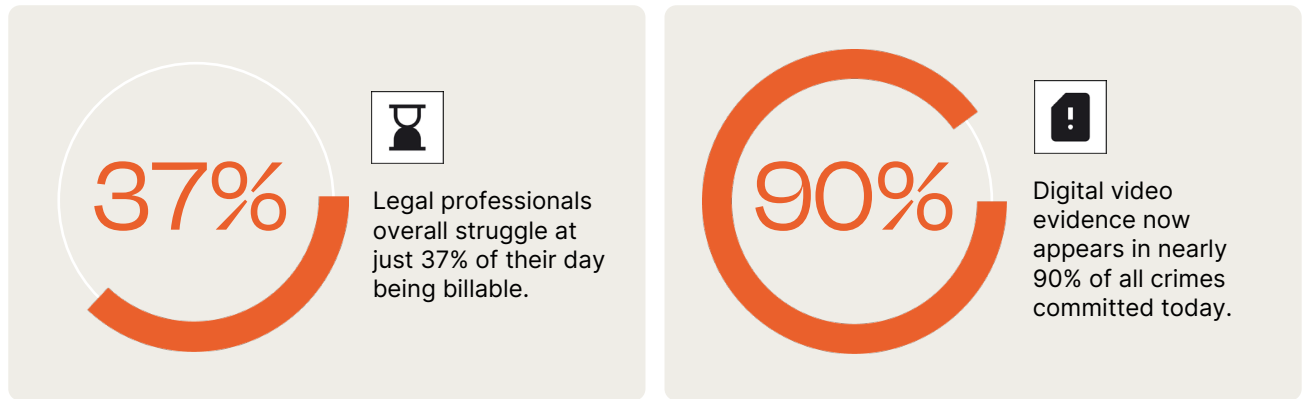
All for a single incident that all needed
reviewed in under 40 hours before trial.

Sounds stressful, right?

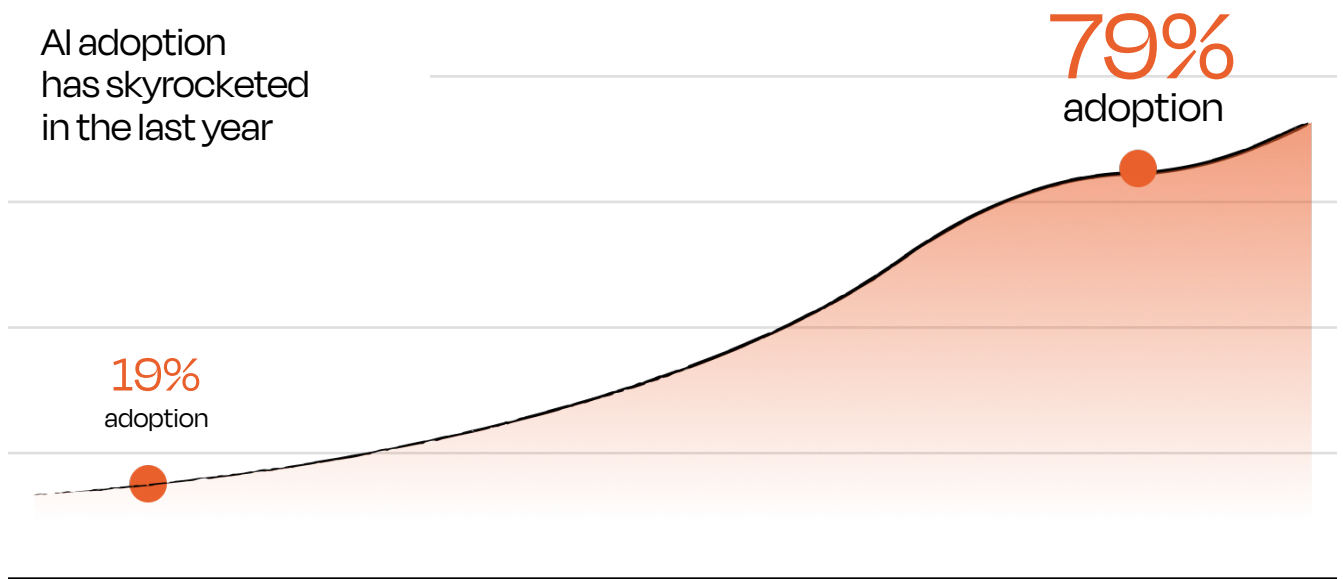
Now imagine that's not an extreme case, but Tuesday. Welcome to the desk
of an attorney, where the sheer volume of digital evidence threatens to turn
the scales of justice into a bottleneck machine.



And it's not just a bottleneck for the overworked lawyers—it's a bottleneck causing a fundamental crisis where processing time, not case facts, increasingly determines whether justice gets served. With digital evidence volumes surging 40% annually¹ in some districts while legal professionals overall struggle at just 37% of their day being billable, efficient hours,² we're witnessing a perfect storm of operational crisis and technological opportunity. Digital video evidence now appears in nearly 90% of all crimes committed today,¹ yet the legal system remains stuck in analog processing modes that simply can't keep pace.



The irony is stark: we live in an age where technology can identify a suspect from satellite footage or trace cryptocurrency transactions across global networks, yet lawyers still manually transcribe notes from calls and spend weeks hunting for specific pieces of evidence buried in audio files. But the transformation to new modes of working isn't far off in the future. It's here now, with AI adoption among legal professionals has skyrocketed from 19% to 79% in 2024 alone,³ representing one of the fastest technology adoption rates in the profession's history.



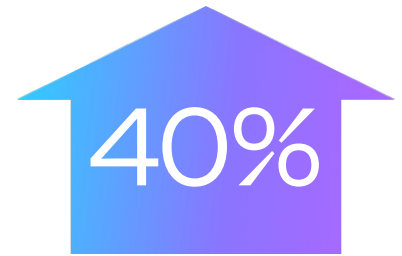
The Crisis Driving Change

Digital Evidence Explosion Creates Unprecedented Bottlenecks

The legal industry is drowning in digital evidence. It's borne out by the numbers: the 11th Judicial Circuit in Miami reported a 40% increase in digital evidence collection from 2022 to 2023, with projections suggesting an additional 75% growth by 2024.¹ This explosion spans body-worn camera footage, smartphone data, cloud storage, social media content, IoT device data, and surveillance footage.

And it's not just the fact that digital evidence has skyrocketed—it's that legal teams haven't been able to meet the demand. Processing backlogs have reached crisis levels, ranging from 1-2 years, with some exceeding 4 years. Law enforcement faces 6-18 month backlogs for digital evidence processing,⁴ while 51% of forensic examiners report case backlogs increased in the past year.⁵ Electronic service provider data requests create additional delays of 3-5 weeks to 6-8 months, with some cases extending up to one year.⁶ When people's lives are at stake, backlogs of weeks, months, and years pose a serious problem. The stakes are high and the industry is struggling to meet demand.

Even though legal teams are already failing to keep up, digital evidence shows no signs of slowing down. One key indicator of this can be seen in the investments being made in the digital evidence management market, projected to grow to \$18.1 billion by 2033.⁷ Traditionally, even though digital evidence is coming in hot and fast, lawyers are still expected to manually sort and sift through all of it, pouring hours into evidence review, and—especially when it comes to criminal defense—simply running out of time to get through it all.



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Workflow Inefficiencies Are Bleeding Firms Dry

The productivity crisis runs deeper than evidence processing—it's eating away at the core of how legal work gets done. Legal professionals are achieving only 37% utilization rates, meaning they're billing fewer than 3 hours per 8-hour workday despite working full schedules.² That's not because lawyers are slacking off. It's because they're drowning in administrative busywork that keeps them from doing what they actually trained for: practicing law.

The numbers tell a brutal story. A whopping 70% of in-house legal teams spend more than an hour every single day just jumping between systems to get a complete picture of their work.⁹ Picture this:

a 10-person in-house legal team wasting just 3 hours daily on administrative tasks costs practices up to \$817,500 annually.⁹ That's not chump change—that's real money walking out the door while lawyers wrestle with technology instead of cases.

And speaking of technology, it's supposed to make life easier, right? Not when you're juggling multiple platforms like a circus performer. A staggering 42% of legal teams are currently using 4 or more software vendors for their legal work, creating a fragmented mess where time gets lost jumping between platforms and crucial integrations simply don't exist.⁹ It's like trying to build a house with tools scattered across four different toolsheds.

eDiscovery document review remains the most expensive and time-consuming aspect of legal work, accounting for 80% of total litigation spend or roughly \$42 billion per year⁸ and here's the kicker: most firms are still doing it the hard way. Only 35% of solo practitioners report getting involved in electronic discovery cases, and a measly 11% of solos and 7% of small firms use predictive coding for document review.¹⁰

Nearly half of legal teams are currently using 4 or more software vendors for their legal work

42%

More than a third of solo practitioners report getting involved in electronic discovery

35%



A 10-person legal team wasting 3 hours daily on admin tasks

can cost a practice up to \$817,500 a year.



79%

of legal professionals report experiencing burnout at least “sometimes” in the past year.

The Human Cost: Burnout Reaches Crisis Levels

The operational crisis is taking a devastating toll on legal professionals themselves. [Rev's comprehensive survey](#) of 550 legal professionals reveals an alarming reality: 79.8% of legal professionals report experiencing burnout at least “sometimes” in the past year, with 9% experiencing constant burnout—far exceeding the 44% burnout rate in the general working population.¹⁷ For legal professionals with 10 or fewer years of experience, the situation is even worse, with 46% experiencing regular or constant burnout.¹⁷

The connection between administrative burden and burnout is undeniable. Nearly 30% of legal professionals identify administrative tasks as primary contributors to their stress, while 78% report that preparatory or administrative tasks prevent them from dedicating time to essential duties like strategic case planning and client counsel.¹⁷ A staggering 49% of legal professionals spend seven or more hours per week on administrative work, with 28% spending over 10 hours weekly on these non-specialized tasks.¹⁷

This crisis extends beyond individual well-being—it's an existential threat to the profession itself. Nearly 60% of legal professionals have seriously considered leaving their current role or the legal profession altogether due to work-related stress or burnout, with the numbers trending even higher among legal secretaries and partner attorneys.¹⁷ The industry faces the very real prospect of talent drain if these systemic issues remain unaddressed.

The AI Revolution Transforms Legal Practice

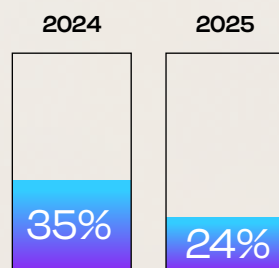
From Skepticism to Strategic Adoption

Something interesting happened in the legal world during 2024-2025: lawyers started changing their minds about AI. And we're not talking about a gentle shift—this was more like watching a glacier suddenly decide to sprint. Thomson Reuters' 2025 survey caught this transformation in real time, showing hesitancy plummeting from 35% to 24%, while excitement (27%) and hopefulness (28%) took the driver's seat.¹¹ It turns out that 78% of legal professionals now believe AI will become central to their workflow within five years, with nearly half expecting it to go mainstream within just three years.¹²

But here's where it gets really interesting—the AI adoption story isn't the same everywhere. Across the board, about 21% of all law firms are using legal-specific gen AI tools. But small firms? They're outpacing the norms, showing the fastest growth rates, with some segments literally doubling from 27% to 53% adoption in just two years.¹¹

These aren't random numbers—they reflect real lawyers making real decisions about how AI can solve their daily headaches. As one AmLaw 100 firm partner put it: "AI is a very wonderful gift in that it is a catalyst for the conversations about our business models and the scale of the firm that we would not have had without the AI opportunities."¹³ Translation? AI isn't just changing how lawyers work—it's forcing them to rethink what their firms could become.

However, the gap between enthusiasm and implementation reveals significant challenges. Rev's legal technology survey from 2025 found that nearly 60% of firms still lack specific guidelines for AI usage, with many relying on informal best practices (34.6%) or having no guidance at all.¹⁹ This policy gap poses risks, particularly regarding data privacy and ethical considerations surrounding AI implementation. Meanwhile, 94% of legal departments are either already using, implementing, or actively planning to implement AI technologies in some part of their practice within the next 12 months, indicating the urgency firms feel to adopt these solutions.²¹



Hesitancy toward AI dropped from 35% to 24% in one year.

78% of legal professionals believe AI will be central to their workflow within 5 years.



21%

of all law firms are currently using legal-specific GenAI tools.

Market Forces Drive Unprecedented Investment

When lawyers start throwing serious money at something, you know it's not just another passing trend. The global legal technology market has exploded from \$23.45 billion in 2022 and is racing toward \$50 billion by 2027—basically doubling in size thanks to generative AI shaking everything up.¹⁴ This isn't small-time spending either. A massive 60% of legal departments are planning to pump more money into legal technology in the next fiscal year.¹⁵ That's the kind of widespread investment that signals a fundamental shift, not just experimentation.

Harvard Law School dug into what AmLaw 100 firms are actually doing with their budgets, and the numbers are eye-opening. The scale of investment becomes clear when you understand the strategic imperative driving it. These firms are fundamentally rethinking how legal work gets done in the digital age. The traditional billable hour model, which has dominated law firm economics for decades, is showing strain under the weight of AI-powered efficiency gains. When technology can complete in minutes what previously took hours, the entire economic foundation of legal practice comes into question.

"We are making huge investments...it's not just the money but the time it takes to evaluate new AI products and jettison the ones that are not useful," one firm partner revealed. This investment is about transformation time. Large firms are dedicating entire teams to AI evaluation, creating new roles like "AI strategy officers," and rebuilding workflows from the ground up. But here's the part that really drives home how serious this is: another executive casually mentioned, "If we invest \$10 million on AI, at the end of the day it's not really that much money."¹³ When BigLaw partners are talking about \$10 million like it's loose change, you know they're seeing something big on the horizon.

And what they're seeing is a complete flip in how legal work gets done. One AmLaw 100 partner captured it perfectly: "AI may cause the '80/20 inversion; 80 percent of time was spent collecting information, and 20 percent was strategic analysis and implications. We're trying to flip those timeframes."¹³ Think about that for a second—instead of spending most of their time hunting for information, lawyers could finally focus on what they're actually trained to do: think strategically and solve problems. That's not just an efficiency gain; that's a complete transformation of what it means to practice law.

"If we invest
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Competitive Advantages Emerge Immediately

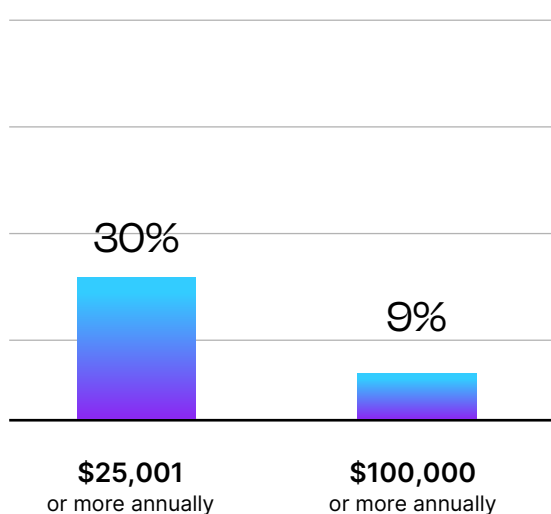
Here's where things get really wild: the firms that jumped on AI early are witnessing productivity explosions that sound almost too good to be true. Take high-volume litigation, where one complaint response system slashed associate time from a grueling 16 hours down to 3-4 minutes.¹³ Let that sink in for a moment. We're talking about productivity gains that are literally more than 100 times faster. That's not incremental improvement; that's the kind of leap that makes you question everything you thought you knew about legal work.

The firms that crack this code first are building moats around their practices that competitors will struggle to cross. Meanwhile, clients aren't sitting quietly on the sidelines—they're actively asking firms tough questions about how AI is impacting their matters, all while demanding the same rock-solid confidentiality



of legal professionals, currently using AI tools, report a reduction in work-related stress or burnout

Potential Financial Gains through AI



and accuracy they've always expected.¹³ Smart clients know that faster, more efficient legal work should mean better value for them, and they're not shy about asking for it.

Rev's research reveals the tangible benefits that early adopters are already experiencing. Among legal professionals currently using AI tools, more than half (54%) report a reduction in work-related stress or burnout.¹⁷ Beyond personal well-being, nearly 30% estimate that AI represents potential financial gains of \$25,001 or more annually through increased efficiency, with over 9% anticipating gains exceeding \$100,000 per year.¹⁷ The legal professionals expecting the highest financial returns focus on providing faster client turnaround times and reducing errors in administrative work—exactly the efficiency gains that create competitive advantages.

The Speech Technology Advantage

How Rev Helps Eliminate the Evidence Bottleneck

Given the unprecedented bottlenecks choking the legal system and the massive investments firms are making to solve them, the fundamental problem remains the same across all practice sizes: how do you efficiently process the explosion of digital evidence that's burying legal teams so you team can avoid burnout and stress while still serving justice? The answer to a better evidence review lifecycle starts with accurate transcription—the foundational layer that makes all other AI analysis possible.

With over 18 billion words transcribed from 7 million hours of human speech data over 12+ years, Rev delivers industry-leading 96% accurate AI transcription and 99% accuracy with human review—up to 60% more accurate than competitors.¹⁶ It's more than just getting accurate words down, this level of precision creates the reliable data foundation that enables all the sophisticated AI analysis that follows. When lawyers talk about the “80/20 inversion” where lawyers spend less time collecting information and more time on strategic thinking, that transformation starts with having accurate, searchable transcripts of every witness statement, client interview, and piece of audio evidence.

Rev's comprehensive suite directly attacks the evidence bottlenecks strangling legal practice, turning what used to be weeks of manual processing into automated workflows that deliver results in minutes. Rev's audio/video recording, real-time transcription, AI note-taking, and advanced summarization tools transform the fundamental equation: instead of lawyers drowning in the 40% annual growth of digital evidence, they can process exponentially more material with dramatically less effort.

Rev's AI Assistant functions like ChatGPT but specifically for legal evidence, allowing attorneys to ask questions about their case files and get instant, cited answers—eliminating the traditional hunt-and-search



process that consumes hours per case. Multi-file insights identify contradictions across witness statements and consolidate evidence from multiple sources, directly addressing the cross-referencing nightmare that creates processing backlogs.

The platform's clip sharing feature lets teams extract and share critical moments from interviews with bundled timestamps and transcripts, while the interactive transcript editor enables real-time collaboration with secure sharing controls that respect attorney-client privilege. Together, these tools don't just improve efficiency—they break the bottleneck cycle entirely, allowing firms to scale their evidence processing capacity without proportionally scaling their review time.

Proven Results in Legal Practice

This isn't theoretical anymore—Rev's technology is already changing how smart lawyers work. Criminal defense attorney Adam Levin put it perfectly:

“AI transcription and AI insights saved upwards of 30 hours of attorney case prep time, plus substantial paralegal time otherwise spent on manual transcription.”²⁴

But here's the game-changer: the platform enabled him to immediately identify and present inconsistent testimony during cross-examination through multi-file insights and searchable transcripts. That's the kind of courtroom advantage that wins cases.

Rev's partnership with Axon—the global leader in law enforcement technology—puts Rev right at the center of the digital evidence revolution that's transforming both prosecution and defense work. Rev has been Axon's exclusive speech-to-text partner for over 5 years, powering their mission-critical Auto-Transcribe platform and additional law enforcement solutions.²⁵ When the company that equips police departments nationwide trusts Rev with their most critical evidence processing, that's a serious credibility stamp.

Let's talk ROI, because your time is money. Legal professionals using Rev can save lots of time annually just by automating evidence review.¹⁶ Think about your current caseload: if you're like many attorneys, you're getting 50 new cases each month, each one bringing an average of 175 minutes of video evidence that requires 25 minutes of your focused review time. That's 2,100 billable hours annually lost to evidence processing—hours you could be spending on strategy, client development, or actually practicing law. The math isn't just compelling; it's transformative.

2,100
billable
hours

annually lost to
evidence processing

Looking Ahead: What's Next for Legal Workflows

Expert Consensus on AI

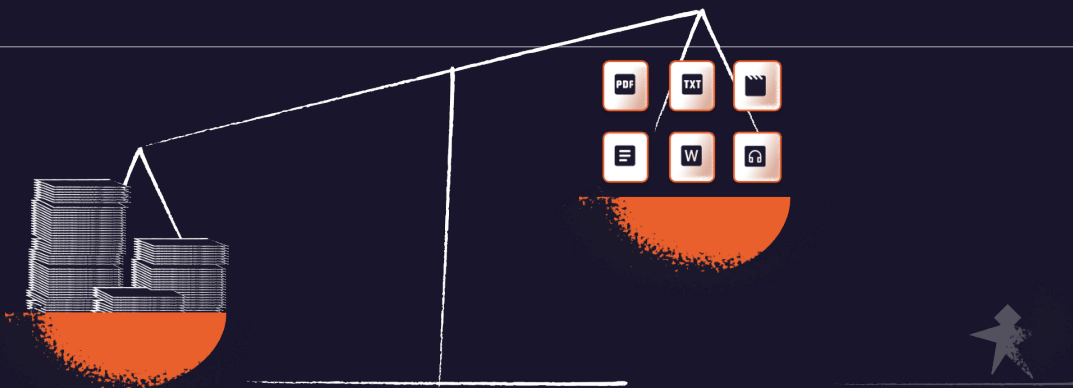
Here's something that never happens in the legal world: industry leaders actually agreeing on something. But when it comes to workflow automation and technology adoption, the consensus is crystal clear—firms that don't adapt are going to get left behind. The transformation from skepticism to strategic implementation isn't happening in a vacuum; it's being driven by relentless pressure from exploding digital evidence, demanding client expectations, and competitive dynamics that are reshaping the entire profession.

This consensus isn't just academic—it's reflected in concrete business decisions that legal leaders are making right now. The traditional legal profession, known for its conservative approach to change, has compressed what typically would be a decades-long adoption cycle into just two years. This acceleration isn't driven by technology excitement—it's driven by operational necessity.

The stakes couldn't be higher. [The way Jason Chicola, CEO of Rev like to explain it:](#)

“Justice should be swift, fair, and grounded in truth. But today's legal system is held back by outdated tools, unstructured evidence, and growing caseloads.”

The solution, according to Chicola, lies in embracing technology that can [“automate](#) evidence review, protect privileged information, and tie every AI insight to a verifiable source.” This approach helps legal teams “close gaps, avoid errors, and keep up with demand. When facts, not friction, drive decisions, justice becomes more efficient, more equitable, and more accessible to all.”²²



This shift represents more than just technological adoption—it’s a fundamental reimagining of how legal work gets done. **Chance Shiflett, Rev’s Solutions Engineering Director, sees this evolution as enhancing** rather than replacing human expertise. He points out that the best defense attorneys have always gone beyond surface-level analysis: “They ask what’s missing. They challenge assumptions. They question the story being told.” Modern tools simply amplify this natural investigative instinct. “Tools like Rev can transcribe audio and video—interviews, jail calls, interrogations. You can search across transcripts, police reports, and witness statements to find the contradictions, gaps, and facts that support your theory.” The key insight, as Shiflett notes, is that technology isn’t meant to “replace your judgment. It’s to strengthen it.”²³

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The financial pressures are equally compelling. Law firms are recognizing that the traditional billable hour model faces fundamental challenges when AI can complete routine tasks in minutes rather than hours. This isn’t just about efficiency—it’s about competitive survival. Firms that can’t match the speed and cost-effectiveness of AI-enabled competitors will find themselves priced out of entire market segments. The economic imperative for automation has become impossible to ignore.

Market Projections and Investment Trends

The money doesn’t lie, and right now, it’s screaming one message: legal AI is the real deal. Gartner isn’t known for wild predictions, so when they project the global legal technology market will double to \$50 billion by 2027—purely because of generative AI—that’s not hype talking, that’s hard analysis.¹⁴ And here’s the kicker that should make every legal department pay attention: by 2027, the average organization is expected to bump up their legal budget for in-house resources by 15 percentage points, all thanks to generative AI adoption.¹⁵ Companies are planning to spend more on legal because they believe AI will make that spending dramatically more effective.



The global legal technology market will double to \$50 billion by 2027

The venture capital world is betting big too, and they're putting their money where the smart lawyers are. After a rough patch, investor funding in legal technology roared back in 2023, driven almost entirely by AI-based solutions proving they can actually deliver results. GenAI platform Harvey closed a \$21 million round,²⁶ but the real eye-opener was EvenUp—an AI-powered drafting solution for personal injury attorneys—which pulled in one of the largest rounds at \$50.5 million.²⁷ When VCs are writing eight-figure checks for legal AI startups, it's a signal that they're seeing demonstrated returns and massive market potential.

Every month brings new AI-powered legal tools, each one more sophisticated than the last, and that competitive pressure benefits everyone: law firms get better tools, clients get better service, and the legal profession gets dragged kicking and screaming into the 21st century.

The Future of Justice

The legal profession's journey from skepticism to strategic AI adoption isn't happening because lawyers suddenly fell in love with technology—it's happening because the operational realities have become impossible to ignore. Digital evidence is growing by 40% annually,¹ utilization rates are stuck at a dismal 37%,² and administrative tasks are bleeding legal teams dry to the tune of over \$800,000 annually per 10-person team.⁹ The status quo isn't just inefficient anymore; it's an existential threat to how legal practice can survive and thrive.

This is exactly why Rev built our speech technology solutions—to tackle these critical bottlenecks head-on. With 96% accuracy in AI transcription and the ability to help attorneys save a huge amount of manual review time while handling far more cases,¹⁶ we're not just tweaking around the edges. We're transforming the evidence processing workflow that represents legal practice's greatest efficiency challenge.

Our partnership with Axon puts us right at the center of the digital evidence revolution transforming legal proceedings for both prosecutors and defense attorneys. The SmartDepo acquisition strengthens our position in legal-specific document processing and analysis, giving us the tools to serve the entire litigation lifecycle. We're not chasing every market—we're dominating the one that matters.



The expert consensus is crystal clear:
automation isn't optional anymore;
it's essential for competitive survival.



Firms that embrace comprehensive workflow automation will capture the productivity gains necessary to thrive in an increasingly demanding legal environment. Those that resist? They face the very real prospect of being outmaneuvered by more efficient competitors and losing clients who expect more sophisticated service.³

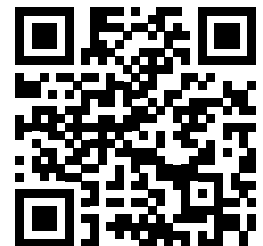
The future of justice hinges on the profession's ability to harness technology while maintaining the accuracy and ethical standards that define legal practice. Rev's proven track record of delivering both efficiency and precision makes us the ideal partner for legal professionals navigating this transformation. We understand that for lawyers, "good enough" isn't good enough—especially when justice is on the line.

As the legal technology market races toward \$50 billion by 2027,¹⁴ driven by AI adoption, we're not just participating in this transformation—we're leading it. By addressing the industry's most pressing challenges with purpose-built solutions that respect the unique requirements of legal practice, we're capturing significant market share while helping legal professionals reclaim their time and focus on what they do best. The firms that invest in our technology today aren't just improving their operations; they're positioning themselves to shape the future of legal practice tomorrow.

Ready to break evidence
bottlenecks in your practice?



Try Rev for free today.



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