Progress® Agentic RAG

Progress Agentic RAG Enables Trusted, Traceable Answers for a Leading Law Firm's AI Search Experiences

AT A GLANCE

A leading European law firm needed a faster, more reliable way to answer complex legal and accounting questions while maintaining full regulatory compliance. By deploying the Progress Agentic RAG solution, the firm built an AI-powered legal assistant that delivers accurate, fully traceable answers drawn from internal knowledge and selected external sources. Today, lawyers resolve thousands of client inquiries per month more quickly, with higher confidence and measurable improvements in productivity and service quality.

PRODUCT
Progress® Agentic RAG

INDUSTRY
Legal and Accounting Services

COUNTRY
Europe

Challenge

A European law firm serving thousands of clients struggled with time-intensive research for complex legal/accounting questions. Strict EU regulations, such as GDPR, required full AI explainability and traceability. Internal AI builds and vendor evaluations (e.g., hyperscalers and other solutions) failed to deliver the trusted accuracy and source visibility lawyers needed.

> "The Progress team understands how the legal industry is required to use technology per European regulations. The knowledge layer that's built into the Progress solution is continuously being optimized, and the impact we generate by being able to answer questions faster directly improves the way our customers work."
>
> - Chief Technology Officer & Head of AI, Law Firm

Solution

Consolidated legal and accounting knowledge within the Progress Agentic RAG solution to power custom AI legal research workflows with built-in governance, traceable answers and full auditability to verify sources.

Designed tailored retrieval strategies reflecting how lawyers search/interpret evolving legislation, ingest internal knowledge and curate external sources.

Applied REMi (RAG Evaluation Metrics intelligence) to continuously measure and improve answer accuracy, relevance and reliability over time.

Results

Transformed client inquiry responses for ~300 professionals with traceable, cited draft answers, enabling rapid validation vs. starting from scratch.

Launched monetized, client-facing AI legal assistant via secure portal, creating differentiated revenue while putting control into lawyers' hands for final advice.

Processed thousands of questions monthly, cutting manual research time so lawyers could focus on analysis/strategy while serving the growing demand of their clients.

→ **Turn your enterprise knowledge into traceable AI answers** with Progress Agentic RAG solution.

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