

## **General Council of Spanish Lawyers (CGAE) & ZenAI**

### Digital Transformation for the Law of the Future: CGAE: Tradition and Innovation in Free Legal Aid

Trust in justice begins with the first contact; in the legal field, this sense of security and support is felt when crossing the threshold of a law office, receiving clear legal advice, or exercising a fundamental right with the guidance of a professional. This experience is built on the foundations that the General Council of Spanish Lawyers has consolidated over decades. As a pioneer in the regulation and ethical practice of law, the CGAE has been the standard of the legal profession in Spain, ensuring justice and equity for more than 70 years.

- With a heritage dating back to 1943, the CGAE symbolizes the unwavering commitment to excellence in legal practice.
- Representing more than 250,000 members spread across 83 colleges located in the main Spanish cities.

#### **CGAE: The Engine of Legal Excellence**

- Leading the transformation of legal practice in Spain.
- Its mission goes beyond institutional representation, encompassing the defense and promotion of professional ethics, with a reach that impacts each of the law colleges it represents.
- Since its foundation, it has experienced exponential growth, becoming the authoritative voice and innovation forum for Spanish law.
- In its continuous commitment to justice and service to society, the CGAE has strengthened its position as a leader in law, promoting initiatives that reflect its solidity and prestige.

**The Challenge** Following the new requirements from the Ministry of Justice for the presentation of the economic quantification of free legal aid, the CGAE faced a significant increase in time and resources to deliver the documentation in a timely and proper manner. This increase in workload was due to both the volume of documentation requested and the data analysis process required to meet established quality controls. Considering that the quantification is done monthly, the CGAE initiated an automation process that would speed up the consolidation and validation of certifications.

A solution was needed that would centralize data management, increase accuracy, reduce processing time and discrepancies in remuneration requests to the Ministry of Justice, freeing up resources for critical coordination and supervision tasks.

**The Solution** ZenAI deployed its Data Management as a Service (DMaaS) platform, an integrated and automated solution designed to transform the core of free legal aid certification, achieving:

1. A reduction in processing time by 97.5%.
2. A reduction of human errors by 100%.
3. Complete elimination of manual work in the process.

"The strategic alliance with ZenAI has marked a new era for the CGAE. They help us transform into a more dynamic and efficient institution. The certification systems and the Free Legal Aid Observatory now operate effectively. These advances are just the beginning of a path towards continuous innovation and improvement"

- Victoria Ortega, CGAE President -