Document Drafter®

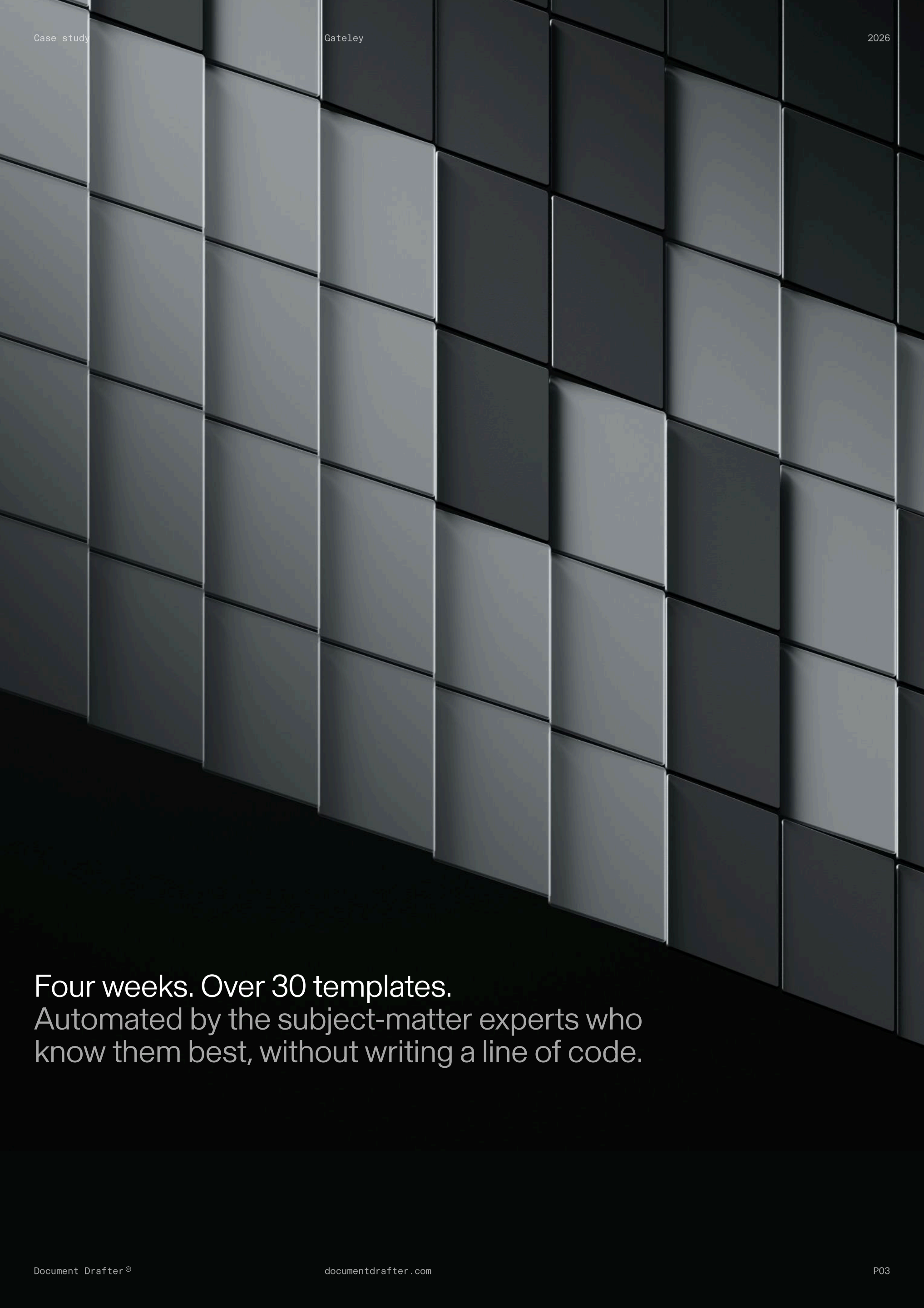
Gateley
Case story

2026

Gateley saw the opportunity early.

Gateley recognised Agentic Templating as a chance to change how it automates its documents, and to deliver more value to its lawyers and, through them, to its clients.

By enabling professional support lawyers to participate directly in authoring, Gateley has increased delivery capacity while retaining support from its Technology Innovation team and established quality controls. In a four-week sprint they automated over 30 templates: four times more than the business had automated and rolled out in the six or so months before.



Four weeks. Over 30 templates.
Automated by the subject-matter experts who know them best, without writing a line of code.

A proven tool, a familiar bottleneck

Document automation was not new at Gateley. What the business sought was a central tool that its own team could drive and scale.

An opportunity to scale

Gateley had successfully used document automation across parts of the business for a number of years. The next step was to establish a central platform that would support a more consistent, scalable and business-led approach across the Group.

With growing demand from the business and document automation experience within the Technology Innovation team, Gateley saw a clear opportunity to expand its existing capability.

| We already knew document automation could deliver meaningful value. The opportunity was to scale that capability, involve our subject-matter experts more directly and maintain the quality and control the business expects. |

Benjamin Carter
Head of Technology Innovation
Gateley

Choosing a platform

Gateley's Technology Innovation team led a structured evaluation of the available options, involving both technical specialists and business users.

The assessment considered the complete experience: how efficiently templates could be authored and supported, how intuitive the platform would be for users, the quality of the resulting documents and how well the platform could fit within Gateley's wider technology environment.

Document Drafter was selected following that evaluation.

The classic process

The first templates were automated using the established process familiar to many businesses. Professional support lawyers, as the subject-matter experts, marked up the templates and documented the required logic. The Technology Innovation team then translated that markup into automation, with both teams refining and testing the output until it was ready to launch.

The resulting templates worked well and delivered clear time savings for users. The bottleneck was the markup and translation process. Capturing detailed requirements, interpreting them and working through successive rounds of refinement and testing took time, limiting the pace at which new templates could be delivered.

Agentic Templating changed the model

+30

templates automated by the PSLs in a four-week sprint

The PSLs take the authoring

With Agentic Templating, Gateley put authoring directly into the PSLs' hands. They build the template content and automation together, using natural-language instructions rather than writing code. They bring their knowledge of the documents and the legal processes behind them, while Agentic Templating turns that knowledge into automation.

Less work for the PSLs, not more

Putting authoring into the PSLs' hands could have added to their workload. Instead, they could build, refine and test the automation directly, reducing detailed markup, hand-offs, repeated tweaks and retesting.

Easier than anyone expected

"It was very easy," Carter says. "The PSLs picked it up remarkably quickly. Their experience of working with tools such as Copilot meant that using natural language to build, test and refine the automation already felt intuitive so they could turn templates around really quickly."

Expert support where it counts

Gateley's Technology Innovation team supports the more complex elements, including advanced logic and connections to external data sources. With less time needed for each template, the team can support more automation and focus its expertise where it adds the most value.

A four-week sprint

Through early access to Agentic Templating, Gateley ran a focused four-week sprint with its PSLs. They used the technology hands-on to automate more than 30 templates, testing how quickly they could move from their existing legal content to a working automation.

Every template still follows Gateley's established review and assurance process before release. The sprint showed that Agentic Templating could accelerate authoring significantly without removing the quality and control needed for wider use.

"The sprint showed us that this wasn't just a quicker way to build templates," Carter says. "It gave us a genuinely more scalable way to turn legal expertise into working automation."

| Agentic Templating gives us the pace to deliver more and the capacity to go further. |



Benjamin Carter
Head of Technology Innovation
Gateley

Gateley

More templates,
greater capacity and higher-value work

More capacity, not fewer people

Agentic Templating isn't replacing expertise.

It allows PSLs to automate more directly and gives Gateley's Technology Innovation team greater capacity to support complex automation, integrations and new opportunities across the business.

A broader role

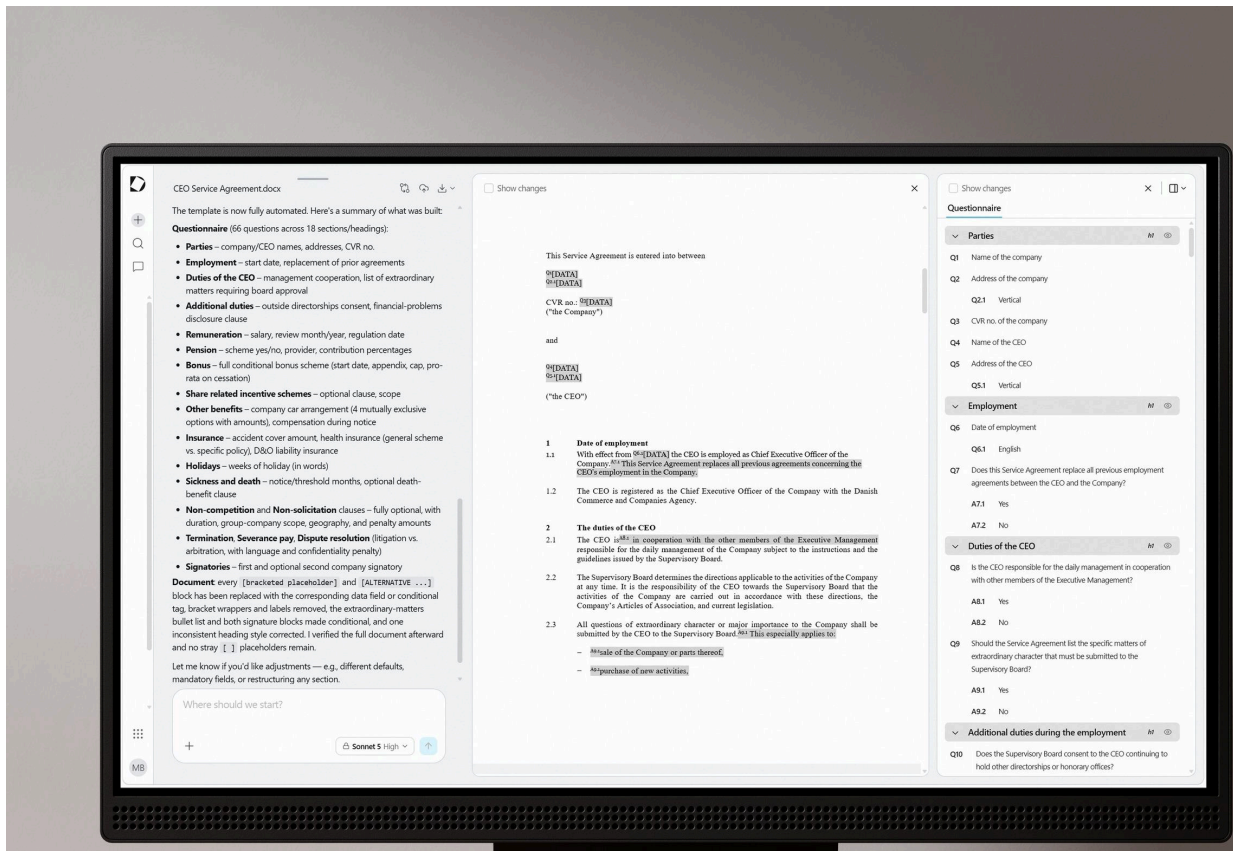
The PSLs now work hands-on with the automation, building on the markup and testing they already carried out. For the Technology Innovation team, less time on routine template builds means more capacity for complex automation, integration and new solutions.

AI with the client in mind

Gateley uses AI where it can solve genuine business problems and improve service delivery. Agentic Templating helps the business accelerate automation while allowing its people to focus more time on professional judgement, client service and delivering value.

Gateley
Legal and professional services group, United Kingdom
Document Drafter customer since 2025
Agentic Templating: early access, a four-week sprint with the PSLs

Agentic Templating in Document Drafter



Document Drafter®

Ideal for impatient perfectionists

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