

### Stretto's Chief Innovation Officer: AI Policies 'Changing Almost as Fast as Technology'

By ALM Staff  
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**T**he 2026 Legalweek Leaders in Tech Law Awards honor those who have made significant contributions to legal innovation from law firms, corporate legal departments and legal tech providers.

These awards recognize the efforts of legal professionals or organizations over the past year, specifically how they are pushing the boundaries of legal innovation, redesigning processes and improving the way legal professionals work, and / or building the foundation for a more innovative, creative and knowledgeable legal industry.

As part of our awards series, we asked our winners about what they see as the biggest barriers and drivers of innovation, the impact of emerging technologies, and how they believe the market will change in the near future.

Here's our Q&A with Robert Klamser, chief innovation officer at Stretto, which won the award for Best Use of Artificial Intelligence (Contract, Document & Project Management).



Courtesy photo

**Robert Klamser, chief innovation officer of Stretto.**

**The legal tech industry has grown significantly over the past few years, with many new entrants and offerings. How do you see the market evolving in the next 12 months and why?**

Innovation is happening faster than many attorneys can keep up. There are so many untapped features, services and technologies in the market or almost in the market. Over the next 12 months, I see tremendous growth

in adoption of new technology, specifically tech powered by AI.

Software has evolved to become easier to use right out of the box and that's what users expect. The industry touts the ease and power of AI, but it has a learning curve. Most interfaces are disarmingly simple and users can't always see the power and possibility that lies a few prompts behind common text box. As more and attorneys advance from casual AI users to proficient users, we're going to see improvements in quality of work, thoroughness of analysis, speed of work, and overall a better work product for clients.

**How have you seen legal tech users and buyers' behavior, demands and/or preferences evolve over the past few years, and how do you predict it will change in the near future?**

When it comes to AI, we've seen a massive shift in behavior in the last 12-24 months.

Firms have gone from a fear-based zero tolerance policy to embracing and encouraging new technology in short order. Policies are changing almost as fast as technology is because attorneys, and their clients, are demanding the efficiencies and improvements available with the use of new technology.

**What do you see as the biggest barriers to and drivers of innovation in the legal industry right now?**

Despite the promise of power and simplicity, new technology, specifically AI, has a learning curve. New technology is a tool to guide attorneys to better outputs, faster, but as with any tool, one has to learn how to use it. It takes trial and error, and refinement. Innovation isn't here to replace critical legal work, but rather to assist professionals who generate great work. As those tools are understood and mastered, the industry will see exponential improvement in quality and efficiency of work.