Alternative Legal Services Platform (ALSP) Assessment & Selection Checklist

A Practical Guide for Corporate Legal Departments

Choosing an ALSP partner to be your main alternative services provider, or to be part of a provider panel, can be overwhelming.

Use this checklist to evaluate, compare, and integrate ALSP partners into your legal services portfolio to ensure the right work is delivered through the right provider.

1. Strategic Fit

☐ Have we defined where ALSPs fit across our legal services portfolio?
☐ Can they enable and optimize our technology use?
☐ Does this ALSP align with our long-term operating model?
☐ Do they have the scale and geographic coverage needed to support us globally?

2. Work Portfolio Alignment

☐ Does the ALSP have proven delivery capabilities in our priority work types?
☐ Can they support high-volume, repeatable processes?
☐ Do they handle data-intensive workflows effectively?
☐ Do they offer globally consistent delivery models?

3. Process & Delivery Maturity

☐ Are workflows documented and repeatable?
☐ Are quality controls embedded in delivery?
☐ Are service-level agreements defined and a continuous improvement methodology?
☐ Can the ALSP optime current processes and build necessary content (playbooks, templates

4. Technology Enablement

☐ Can the ALSP integrate with our legal tech stack?
☐ Do they support automation and AI tools?
☐ Do they maintain data security standards?
☐ Can they support platform optimization and adoption?

5. Talent & Resourcing Model

☐ Can the ALSP work in your environment as an extension of your team?
☐ Does the ALSP meet foreign language requirements?
☐ Can resources scale up or down quickly?
☐ Can resources be available in your time zones?

6. Governance & Reporting

☐ Are KPIs clearly defined along with an escalation framework?
☐ Do we receive regular performance reports?
☐ Are dashboards available?
☐ Are there established governance/comms protocols including regular reviews?

7. Commercial Model & ROI

☐ Is pricing transparent and predictable?
☐ Are alternative fee arrangements available?
☐ Can savings be quantified?
☐ Is value tied to outcomes?

8. Change Management & Adoption

☐ Does the ALSP support onboarding and training?
☐ Is there a stakeholder engagement plan?
☐ Do they provide transition support?
☐ Can they manage internal resistance?

9. RFP & Panel Integration

☐ Is the ALSP included in formal panel reviews?
☐ Are guidelines in place defining when work is routed to ALSPs versus law firms?
☐ Is procurement involved?
☐ Are innovation capabilities assessed?

10. Pilot & Scale Readiness

☐ Are they willing to perform a pilot?
☐ Are baseline metrics established?
☐ Are success criteria documented?
☐ Is there a defined delivery timeline for launching new workstreams?