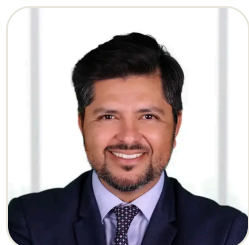


From Intake to Trial: Knool Helps Attorneys Build Winning Cases

West Coast Trial Lawyers turns one attorney into the output of a full team

WCTL



Ronald Zambrano

Employment Litigation Chair / Partner

CUSTOMER

West Coast Trial Lawyers (WCTL)

WEBSITE

westcoasttriallawyers.com

CUSTOMER SIZE

~200 employees

COUNTRY OR REGION

United States

INDUSTRY

Professional services: Legal services (plaintiffs' litigation)

CUSTOMER PROFILE

West Coast Trial Lawyers is a Los Angeles-based plaintiffs' firm handling personal injury and employment litigation, including wrongful termination, discrimination, harassment, retaliation, and wage-and-hour claims. The firm has secured more than \$1.7 billion in verdicts and settlements.

SOFTWARE AND SERVICES

Knool AI Litigation platform

FOR MORE INFORMATION

About other Knool customer successes, please visit: knool.ai/case-studies

"Knool is an AI-powered attorney brain. It allows me to think of other high-level things that I just didn't have the headspace for before. And the only person that wins is the client."

Ronald Zambrano, Employment Litigation Chair / Partner, West Coast Trial Lawyers

Ronald Zambrano did not set out to build a tech-forward law practice. He set out to help people and found that mission at West Coast Trial Lawyers (WCTL), a Los Angeles plaintiffs' firm that regularly goes up against defense teams many times its size. When Zambrano saw AI reshaping the economics of that fight, he moved WCTL's litigation workflow onto Knool, an AI litigation platform built for lawyers, not just paralegals. The result: document review that took two weeks now takes a day; deposition prep is down 75 percent, and a single attorney can carry the caseload of three to six.

Business Needs

Zambrano came to the law to advocate for people in society too often leaves voiceless. His parents were immigrants who worked hard to put him through school, and they instilled in him a simple rule: you have to help people. He found employment law early in his career, almost by accident, and fell in love with plaintiffs' work. That same ethos drew him to West Coast Trial Lawyers, the firm Neama Rahmani and Allen Patatanyan built around representing clients who are outmatched by the other side's resources.

The pivotal point came at a 2025 plaintiffs' litigation conference, where Zambrano watched defense-side AI tools multiply and he connected the dots: insurance companies that fund most defense firms would eventually require AI adoption to control their own costs. "If the economics is going to drive the defense bar to start looking at AI, we're already being outnumbered before AI," he says. "We need to get on this now."

That urgency was rooted in years of firsthand experience. When Zambrano started practicing employment law, the standard way to find a key fact in a mountain of documents was Control+F. "Have everything scanned and in a PDF, and you go through things with Control F. That was it," he says. WCTL was already paperless and organized, but document review was still a very manual, page-by-page process.

Litigation is document-heavy by nature, and employment law is especially so: cases routinely mix medical records, emails, text messages, spreadsheets, and pay stubs. All of this content has to be read, cross-referenced, and turned into arguments. Against a well-funded defense firm, volume becomes a weapon. In one case, a bank WCTL sued produced 20,000 documents against a single WCTL attorney and a law clerk, while fielding three attorneys and two assistants of its own. "It was really David against Goliath," Zambrano says. "Now Knool has leveled the playing field for the plaintiffs' bar. Defense firms have three attorneys and two paralegals working on a matter. At WCTL, it's me and maybe someone else. Now Knool accelerates my ability to react with force."

The defense sometimes made the volume worse on purpose. Zambrano describes digital files formatted to resist searching. The tactic is colloquially known as "papering." Additionally, defendants often submitted screenshots of emails instead of the emails themselves, stripping out metadata and dates. "I think this was intentional," he says. "It just took so much time."

Solution

WCTL was not short on options. Frontier models like ChatGPT and Copilot were available, as were large well-funded legal AI platforms. After testing several, Zambrano concluded the firm needed a tool built specifically for litigation, not a general-purpose assistant wrapped in a legal skin. “A lot of these tools felt very ChatGPT-ish. A lawyer faced one huge thread, task by task,” he says.

Zambrano found Knool through a peer referral, not a sales pitch: a colleague testing another legal AI product told him, “I love that tool, but I’m starting to love Knool more.” Testing both side by side, Zambrano drew a sharp distinction. “That one is more of an AI-powered paralegal. You do a task and it outputs the task, but it doesn’t give you every context,” he says. “Knool is an AI-powered attorney brain. It felt as if a case narrative was unfolding, not just another chat or email string.”

Rolling Knool out across the firm took two to three months, since both the employment and personal injury practice groups needed to sign off. Adoption after that was mandated from the top and reinforced with regular updates as new capabilities shipped. “As updates would come up, I’d announce it to the firm. Hey team, it does this now, go check it out,” Zambrano says. “It’s not that people didn’t want to use AI. It’s just a matter of comfort.” Support staff adopted it too: the firm’s discovery clerks now use Knool to help draft responses to discovery requests.

Benefits

Since adopting Knool, WCTL has compressed core litigation “time-to-complete” by 75 to 95 percent. This turns weeks of manual review into hours, and letting a single attorney match the output of an entire defense team. Document review and response turnaround has dropped from two weeks to one day. Deposition preparation, once a 20-hour effort, now takes five. Summary judgment oppositions that used to consume 40 hours are built in 10. Wage-and-hour payroll analysis (work the firm used to send to outside vendors at \$10,000 to \$30,000 per matter) is now produced in-house in two days at a fraction of the cost.

Results at a Glance

METRIC	BEFORE KNOOL	AFTER KNOOL
Document review and response turnaround	2 weeks	1 day
Specific task work time	16 hours	2 to 4 hours
Substantive cases handled per day	1 to 2	4 to 6
Deposition prep (5 depositions)	20 hours	5 to 7 hours
Wage-and-hour payroll analysis	\$10K to \$30K vendor, 1 month	2 days, fraction of the cost
Summary judgment opposition	40 hours	10 to 15 hours
Emergency motion opposition	2 to 3 hours	30 minutes to an hour
Staffing leverage	Outmanned 3 to 5x by defense	1 attorney matches their output

Built for Trial, in Real Time

During a high-profile trial last spring, WCTL used Knool to keep pace with new material that the defense introduced mid-trial. Each night, Zambrano fed that day’s transcript into Knool and spent 20 minutes reviewing what it surfaced. He built the closing argument continuously, rather than assembling it after the fact in an overnight war room. “We were able to take the trial transcripts for each day, put it into Knool, and every night I’d spend 20 minutes going through it,” he says.

No More Scrambling on Deadline

The compressed timeline also changes how WCTL handles last-minute filings. “I got a Motion for Summary Judgement the day before I went on vacation,” Zambrano says of a recent federal summary judgment motion. Prior to Knool this was a 40-hour scramble against a 14-day deadline. “What normally took 40 hours is now reduced to 10. With a fourteen-day deadline, we have a full draft ready by day ten and spend the rest of the time refining it,” he says.

An Accelerant, Not a Replacement

Zambrano is careful to frame Knool as a force multiplier, not a replacement for judgment. He estimates that in roughly half of his matters Knool surfaces a document or admission he had missed. That evidence can move a case’s value by a factor of two to five. “It’s not a matter of me not doing my best for my client. I just don’t have a photographic memory,” he says. That efficiency translates directly into leverage. “It allows me to create a much wider net to pin down a defendant,” Zambrano says. “Once the defendant is pinned down and I’ve done a good job, they recognize the risk at trial and ask whether we can resolve the case. That is the win.”

The firm’s next challenge is a byproduct of AI’s spread beyond the courtroom: clients now sometimes push back on WCTL’s legal advice that conflicts with what a consumer chatbot told them. WCTL now addresses this proactively in its new-client materials, in a section called ‘The Mixed Blessing of AI.’