

# AI Product Review for Solo Practitioners and Small Firms: Claude Pro, by Anthropic

*David Rothenberg, Jennifer Shomshor, & Marshal Willick*

NOVEMBER 18, 2024

## Introduction

Anthropic’s Claude Pro is an AI tool that assists with everyday tasks like document summarization, letter drafting, and content generation. As a generative AI, it creates new content based on patterns learned from existing data. While not built for complex legal analysis or real-time research, Claude Pro is well-suited to high-volume, text-based work, offering a conversational interface that can ease administrative tasks and allow attorneys to focus on more specialized work.

This report, conducted by members of the State Bar of Nevada, evaluates Claude Pro’s usability for solo practitioners and small firms, assessing its practical applications, ease of use, cost-effectiveness, and overall functionality in legal settings. Please note, however, that these findings are based on the state of Claude Pro at the time of this report, as AI capabilities and standards are rapidly evolving. This review aims to help Nevada attorneys determine whether Claude Pro can effectively support small law practices, though future developments may alter these insights.

## Evaluation Criteria

Claude Pro received a satisfactory overall rating, scoring 31.62 out of 50 across ten key categories—accuracy and reliability, data privacy and security, bias and fairness, ethical and legal considerations, integration and usability, support and training, cost-effectiveness, compliance and regulatory impact, innovation and scalability, and user feedback and market reputation. Each of these areas will be examined in more detail throughout the report.

## Key Takeaways

While Claude Pro demonstrates adequate functionality and usability for solo practitioners and small firms, its score reflects notable limitations that attorneys should carefully consider. Given these findings, Claude Pro may meet basic needs for routine tasks, but practitioners may wish to explore alternative AI options that could better address the unique demands of legal practice.

---

### **Advantages of Claude Pro for Attorneys**

Non-confidential document summaries  
First drafts of simple letters and memos  
Content generation for social media

---

### **Limitations of Claude Pro for Attorneys**

Complex or real-time legal analysis  
Confidential, privileged, sensitive data handling  
Integration with legal management systems

## Accuracy & Reliability

### **Satisfactory-Good: 3.33/5**

Claude Pro scores a 3.33 out of 5 in accuracy and reliability, making it generally reliable for routine tasks but with limitations in legal-specific applications. It performs well for general tasks, such as document summarization and content generation, and maintains a conversational tone with good contextual awareness. For attorneys in solo or small firms, Claude Pro can effectively handle less complex tasks, offering a baseline level of support similar to a junior intern with some guidance.

However, Claude Pro may lose context, when it comes to more complex legal tasks—like drafting legal documents or analyzing specific case information—especially in extended interactions. In these situations, it sometimes "hallucinates" or introduces errors that require attorney oversight and correction. While its accuracy is sufficient for general information and simple tasks, attorneys should remain cautious and prepared to verify outputs.

## Data Privacy & Security<sup>i</sup>

### **Needs Improvement: 2/5**

Claude Pro only partially complies with data privacy and security standards, scoring a 2 out of 5. While it includes some basic protections, such as encryption during data transmission, its approach to data privacy lacks the robust safeguards that legal practices typically require. Notably, Claude Pro's default setting excludes customer data from model training unless explicitly authorized. Yet, there are exceptions where data may be accessed for policy compliance reviews, posing a risk of non-compliance with stringent privacy laws like the European Union's General Data Protection Regulation (GDPR), the California Consumer Privacy Act (CCPA), and the Health Insurance Portability and Accountability Act (HIPAA). Additionally, while Claude Pro uses accessible, secure cloud environments like Amazon Web Services (AWS) and Google Cloud Platform (GCP), its terms lack detailed assurances for data stored on external devices, which is a requirement under Nevada Privacy Law (NRS 603A).

Solo practitioners and small firms considering Claude Pro should be aware that, although HIPAA compliance options are available, its data handling may only partially meet legal standards for confidential or sensitive information outside of its Enterprise or Government versions. For small firms handling highly sensitive data, this tool may pose privacy risks unless supplemented with additional safeguards or upgraded to versions with more robust protections.

## Bias & Fairness

### **Good-Excellent: 4.33/5**

Claude Pro scores a strong 4.33 out of 5 in addressing bias and fairness, reflecting Anthropic's proactive and transparent approach to mitigating bias through its Constitutional AI framework. This framework adheres to ethical guidelines, including principles from the United Nations Declaration of Human Rights, and is designed to minimize biases by embedding fairness-oriented practices directly into the AI's operations. While minor biases occasionally emerge, Anthropic demonstrates a high level of commitment to addressing these issues, with clear policies and detailed measures to detect and reduce them, as outlined in the company's research and studies.<sup>ii</sup>

Claude Pro's fairness efforts for solo practitioners and small firms mean that the AI system is generally well-suited to provide balanced support in client interactions and case analyses. However, it's still advisable to remain mindful of potential biases in specific outputs, as no AI system is entirely immune to occasional lapses. Overall, Claude Pro's approach offers reassurance that the tool prioritizes fairness and transparency in its responses, making it a suitable choice for attorneys who need a reliable, ethically-minded AI assistant.

## Ethical & Legal Considerations

### **Needs Improvement-Satisfactory: 2.33/5**

Claude Pro scores a 2.33 out of 5 in ethical and legal alignment, reflecting significant concerns that solo practitioners and small firms should consider before integrating it into their practice. Although Anthropic has made efforts to improve transparency by providing explanations for the AI's responses, the inner workings and decision-making processes behind Claude's outputs remain largely opaque. This "black-box" model lacks the full transparency needed for legal professionals, especially when it comes to understanding the underlying data sources and reasoning behind specific results, which are critical for maintaining attorney-client confidentiality as stipulated in MRPC 1.6/NRPC 1.6.<sup>iii</sup>

Further ethical challenges arise from Anthropic's data handling policies, as staff may have discretionary access to client data, raising confidentiality concerns. In the Teams version, intra-firm communications may be visible to all users, potentially complicating conflict management in firms where attorneys may be ethically "walled off" due to implicit conflicts. Although Claude Pro's limited transparency and data access issues may suit less sensitive tasks, legal professionals using this AI for client-related work should exercise caution to avoid potential ethical pitfalls.

## Integration & Usability

### **Needs Improvement-Satisfactory: 2.33/5**

Claude Pro scores a 2.33 out of 5 in integration and usability, highlighting several limitations for solo practitioners and small firms. While it offers a generally intuitive interface and application programming interface (API) access for possible custom integrations, the tool lacks seamless behind-the-scenes integration with standard legal systems like case management or document management platforms. This limitation means that firms need to invest time and effort to set up internal workflows to incorporate Claude Pro, with a learning curve that could initially hinder productivity.

Further, Claude Pro's usability is affected by its data limitations. The Claude 3.5 Sonnet model, trained on data up to July 2024, does not support real-time web browsing, so responses will lack up-to-date information on events post-training. This constraint can be a significant drawback for attorneys needing current legal information. Additionally, with constant updates to various Claude models, keeping track of the most recent features or improvements can be challenging. While Claude Pro's interface and basic functionality are user-friendly, its integration challenges and outdated data limit its effectiveness for small legal practices needing comprehensive, real-time support.

## Support & Training

### **Satisfactory-Good: 3.33/5**

Claude Pro receives a 3.33 out of 5 for support and training, reflecting a mixture of available resources and areas for improvement in customer service responsiveness. Anthropic provides a range of accessible resources for Claude Pro users, including help centers, FAQs, and community-driven posts and walkthroughs that cover most platform features. These materials offer solo practitioners and small firms a good foundation for familiarizing themselves with the tool and learning its basic functionalities.

However, users seeking personalized support for specific issues may find customer service response times slow and assistance somewhat limited, particularly for setup and technical issues. This lag in response can be frustrating for attorneys who may not have a technical background and may need more immediate support to integrate the tool smoothly into their practices. While Anthropic's support resources are generally helpful, solo and small firm attorneys should be prepared for some self-guided learning, especially in the initial stages of using Claude Pro.

## Cost-Effectiveness

### **Good: 4/5**

Claude Pro scores a solid 4 out of 5 for cost-effectiveness. It offers good value for solo practitioners and small firms at \$20/month for individual users and \$30/month per user for the Pro-Team version.<sup>1</sup> This pricing is competitive with similar AI tools. It provides a favorable return on investment (ROI) if used effectively for general tasks, such as drafting memos, summarizing publicly available information, or creating firm social media content. For small firms or solo practitioners, the cost is relatively low compared to the potential value of the output, especially for routine document generation and content creation.

While Claude Pro's setup requires some time investment, its ability to produce draft documents, demand letters, and even simple contracts can be a meaningful supplement to a small legal practice. For firms able to leverage the tool for appropriate tasks, Claude Pro can serve as a cost-effective, scalable assistant, potentially saving the firm significantly in administrative time and costs.

## Compliance & Regulatory Impact

### **Satisfactory-Needs Improvement: 2.67/5**

Claude Pro scores a 2.67 out of 5 for compliance and regulatory impact, indicating moderate adherence to existing data protection laws but with some concerns that attorneys should consider. While Anthropic has taken steps to ensure compliance, including deploying Claude Pro on secure cloud platforms like AWS and GCP, achieving System and Organization Controls (SOC) 2 Type II certification, and listing HIPAA compliance options, specific regulatory requirements—such as those under NRS 603A, GDPR, CCPA, the EU AI Act, and China's Personal Information Protection

---

<sup>1</sup> Claude offers Pro for \$20/month and Team for \$25 per month. Team includes all of the functionalities of Pro as well as the following things that are relevant to this review: the ability to share and discover chats from teammates.

Law (PIPL)—may not be fully addressed. Anthropic has shown commitment to regulatory engagement by conducting risk assessment exercises and collaborating with regulatory bodies. Still, there is limited transparency about the extent of compliance with specific global standards.

For solo practitioners and small firms, Claude Pro's compliance framework may be sufficient for general use. Still, those dealing with highly regulated data (especially in an international context) should verify that the tool meets their specific legal requirements. While Anthropic's proactive approach to regulatory adaptation is a positive indicator, the firm's ongoing regulatory alignment may still require scrutiny, especially as new laws and guidelines emerge in the fast-evolving AI space.

## Innovation & Scalability

### **Satisfactory-Good: 3.33/5**

Claude Pro scores a 3.33 out of 5 in innovation and scalability, demonstrating some promising features but with a few limitations in terms of meeting advanced future demands. Its ability to process large data sets and text-heavy documents offers is useful for legal professionals, especially when handling voluminous case files or complex data. This capability, however, would benefit from implementation within an enterprise or government version of the system, which may provide more robust data security protections necessary for legal applications. While Claude Pro is not as advanced as some tools using multimodal AI (e.g., image, audio, or real-time data processing), its scalability is supported through API access, allowing for some customization in workflow integrations.

Claude Pro's innovative features make it a flexible addition with scalable potential for solo practitioners and small firms, particularly for practices willing to invest time in setup and integration. Although it may not fully meet the demands of firms looking for cutting-edge, all-encompassing AI capabilities, it can still be a valuable asset for data-intensive tasks and firms seeking moderate but impactful innovation in their legal tech tools.

## User Feedback & Market Reputation

### **Good: 4/5**

Claude Pro scores a 4 out of 5 for user feedback and market reputation, reflecting a positive standing within the AI community and favorable user reviews. Attorneys and general users alike often commend Claude Pro for its intuitive features and reliable performance in everyday tasks, contributing to a solid, if not leading, market presence. While Anthropic's Claude Pro has gained traction, particularly for its ethical approach to AI and robust foundational support, it still trails behind more established competitors like OpenAI's ChatGPT in overall adoption.

Claude Pro's reputation signals a dependable choice for solo practitioners and small firms seeking a supportive AI tool with a proven track record. Its growing reputation, bolstered by generally positive feedback at industry events and online, makes it a compelling option for attorneys looking to enhance productivity with AI while maintaining confidence in its reliability and support.

## Summary

Claude Pro offers solo practitioners and small firms a useful AI tool for routine tasks like document summarization and drafting, receiving a satisfactory score of 31.62 out of 50 across ten categories. Its main strengths lie in cost-effectiveness, a positive market reputation, and a solid commitment to bias and fairness. Claude Pro provides reasonable value at a low monthly cost and has garnered positive feedback for its ease of use and ethical approach. Its Constitutional AI framework supports balanced outputs, making it a good option for basic document processing and content creation.

However, the tool also has limitations, especially regarding data privacy, integration, and compliance, which are critical to legal practice. Claude Pro does not offer comprehensive data protection or seamless integration with legal management systems, and it may not fully align with stringent regulatory standards, particularly for sensitive client data. While it suits general, lower-risk tasks, practitioners handling complex legal matters may need to consider alternatives. Regardless, all practitioners using Claude Pro should verify its adequacy for the task and review outputs from the system. Overall, Claude Pro can benefit small legal practices for specific, non-complex tasks but requires careful consideration before relying on it for more sensitive work.

---

<sup>i</sup> Reviewed: (1) Anthropic Consumer Terms of Service Effective June 13, 2024; (2) Anthropic Usage Policy Effective June 6, 2024; (3) Anthropic Privacy Policy Effective June 5, 2024; and (4) Anthropic Commercial Terms of Service Effective May 14, 2024.

<sup>ii</sup> "AI Governance and Accountability: An Analysis of Anthropic's Claude" (Priyanshu, Maurya & Hong, 2024).

<sup>iii</sup> See *also*, ABA Formal Ethics Opinion 512.