

# MITRATECH

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## From Patchwork to Empowerment

How a global industrial services provider benefitted by replacing its siloed ELM products with Mitratesch's single provider model.



## The Company

A global provider of engineering, procurement, and construction (EPC) services to various industries, including mining and metallurgy, oil and gas, environment and water, infrastructure, and clean power. Its **worldwide footprint** meant its legal department dealt with matters and operations spread across multiple regions.

## The Challenge

Its far-flung organization was **hampered by a patchwork of different ELM systems**, including a homegrown matter management system. Thanks to this, there was **no single, consolidation view of the organization for management**, with only limited visibility into legal spend, resourcing, exposures and more. Management couldn't even pull a global legal spend report.

A new General Counsel quickly determined they were **unable to support any coherent operational strategy, thanks to this siloed tech stack**. This created further concerns about consistency in delivering legal services, the amount of duplicated effort across the organization, and the risk of employee attrition.

Due to these issues, the level of service being provided by the legal department **suffered from poor perceptions** across the rest of the enterprise.

Moreover, **potential savings in legal spend were being “left on the table”** due to the lack of automated billing guideline review and enforcement.



## The Solution

What the legal department needed was a **consolidated systems landscape**, spanning all regions and practice areas, with fully integrated business processes. This would provide **comprehensive visibility** into all operations within Legal, including workload and resource allocation and – most critically – overall organizational risk.

It would also provide **visibility into legal spend**, as well as **greater control and spend reduction**. Legal could **automate high-volume processes**, freeing it to focus on high-value activities. All of this would **improve the quality and efficiency of engagement** with internal clients – and their perceptions of the department.

Answering these needs led them to **choose Mitratesh** as the right provider, with the **powerful, comprehensive solutions** most able to accommodate their full matter management and eBilling requirements, while also offering the **simplest and easiest user experience**.

Mitratesh was **the only provider** who could offer a proven foundational platform (TeamConnect ELM) that could be paired with a powerful workflow technology (TAP) to act as a force multiplier. TAP, in particular, impressed them with how it was not just powerful but simple and intuitive to use.

Capabilities like TeamConnect Business Intelligence gave them confidence in being able to surface **actionable, analytics-driven insights**.

And the **configurability of TeamConnect and TAP was a big advantage**, especially when measured against other products like Passport ELM.

## The Results

TeamConnect's advanced administrative toolkit has **empowered this client to be self-sufficient** like never before in managing its far-reaching global legal operations.

They've also been able to **integrate** Mitratesh solutions with their iManage implementation to drive further efficiencies.

## The Benefits

By partnering with Mitratesh, the legal department has been able to fulfill its search for a **single reliable legal technologies provider** to meet its full spectrum of needs. The addition of EraCLM to the Mitratesh portfolio has added to that attraction.

This has given them a **consolidated legal systems environment** with visibility and analytics across all operations. And by adopting TAP, the capabilities and efficiencies of TeamConnect are **multiplied across the business**.

## Company Overview

- Global provider of industrial services
- 50K+ employees
- \$10BN+ yearly revenue

# About Mitratesch

Mitratesch is a proven global technology partner for corporate legal, risk & compliance, and HR professionals seeking to maximize productivity, control expense, and mitigate risk by deepening operational alignment, increasing visibility, and spurring collaboration across their organization.

With Mitratesch's proven portfolio of end-to-end solutions, organizations worldwide are able to implement best practices and standardize processes across all lines of business to manage risk and ensure business continuity.

For more info, visit: [www.mitratesch.com](http://www.mitratesch.com)

## Challenges

- Replace a patchwork of different ELM products
- Gain visibility and insight into global legal operations
- Control and optimize legal spend

## Results

- New self-sufficiency in administering and improving its global legal operations
- iManage integration

## Benefits

- Consolidation of their legal technologies via a single, reliable provider.
- TAP acts as their "force multiplier" for TeamConnect capabilities.

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