



MITR[^]TECH

Implementing a Consolidated ELM Landscape

How a global telecommunications leader consolidated its disparate ELM systems with TeamConnect ELM.

The Company

An American multinational conglomerate holding company that is a leader in global telecommunications and significant provider of American mobile telephone services.

The Challenge

The parent company was implementing an antiquated legacy platform for multiple processes, including eBilling, matter management, and legal hold.

Additionally, the company had made multiple acquisitions with **disparate ELM systems**, causing a siloed workflow processes and fragmented systems landscape. This inefficiency led to an incomplete view of department operations across the organization.

The company **sought to implement a consolidated systems landscape onto a single source of truth** that would enable a unified view of standardized matter, financial, and risk data.

The Solution

The company chose Mitratesch and our TeamConnect ELM offering, seeing it as **the most powerful, comprehensive platform** on the market.

TeamConnect was able to accommodate the company's Matter Management and eBilling requirements, all while offering the simplest user experience.

TeamConnect was the only proven foundational platform with **powerful workflow technology** (TAP workflow automation) to act as a force multiplier. As the company is growing and changing, TeamConnect is built to match its needs both now and into the future.



Another factor in Mitrtech's favor? An **unparalleled track record of migration success** and the fact that it is **the most innovative and trusted ELM technology partner in the world**.

The Solution

The company's business processes are **fully integrated**, and it now has the **unified systems landscape** it had aspired to, thanks to TeamConnect's end-to-end ELM capabilities, ease of adoption, and ability to seamlessly integrate with existing systems.

The company now has the unified systems landscape it had aspired to, thanks to TeamConnect.

The Benefits

The company is now able to leverage simple, powerful, and integrated portal workflow technology for intake of business requests. The powerful analytics engine can put the **right information** into the hands of the **right people** at the **right time**.

About Mitrtech

Mitrtech 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 Mitrtech'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.mitrtech.com

Company Overview

- Telecommunications
- 225K+ global employees
- \$181BN in yearly revenue
- Employees: 225K+

Challenges

- Disparate ELM systems, siloed work processes and fragmented systems
- Incomplete view of department operations
- Antiquated legacy platform

Results

- Transformation of the ELM landscape and work processes
- Fully integrated business processes
- Unified view of standardized matter, financial, and risk data

Benefits

- Simple, powerful, integrated portal workflow technology for intake of business requests
- Powerful analytics engine to put the right information into the hands of the right people at the right times

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