

DELIVER BESPOKE CUSTOMER SOLUTIONS AT COMPETITIVE MARGINS

New Law
Tech Platform
to support
Alternative Legal
Services

A major international law firm was setting up a new alternative legal services division. The organisation wanted to offer a new law platform, blending the use of emerging technologies and global resources to deliver high-volume legal and compliance services for their clients.

1000's

legal matter
processed a
month

The customer

Launched in June 2019, this unique global alternative legal service (ALSP) and compliance provider offers tech-led, fixed-price managed services to global inhouse legal teams. Combining a delivery team of legal, technical and operational experts, this service provider was challenged with delivering personalised consulting and legal services at scale via a fixed pricing model and had a desire to adopt automation to deliver scale and efficiency.

24/7

operations

The challenge

To offer market-leading services through an innovative new legal automation platform, the client needed to:

- Deliver high volume legal services at a competitive market rate
- Transform away from the manual delivery of operations and a heavy reliance on high-cost partners and lawyers
- Service unique compliance and operational playbooks, bespoke to every customer
- Productise solutions without compromising customer experience
- Bring together a number of disparate technologies in a single solution

API connectivity in
minutes
not months

Changes that used to require IT and months to map out with APIs, can now be delivered in a day using Autologyx's drag-and-drop functionality. You can physically adapt the platform and deliver the required changes in front of the client.



The business need

The ALSP wanted to provide in-house legal teams with access to leading-edge technology and expertise through a single portal, enabling them to efficiently manage matter intake and lifecycle in one place.

This includes:

- Fast configuration of complex process automation driven services for their customers, built around a common data model using a no-code interface
- Integration of best of breed 3rd party technology into any process
- Granular performance data allowing detailed customer and management reporting
- Scalable architecture able to reliably handle mission critical, high volume processes for clients in a secure containerised cloud environment

The solution

A legal services portal that combined innovative operational processes, automation and analytics.

- **One platform across all customers** – capable of handling hundreds of thousands of legal matters
- **End-to-end automation of manual processes** including: matter creation; triage & intelligent workload allocation; contract review; amends & approvals; and remediation
- **Connected eco-system of legal tech** including: document assembly and storage; contract review ML; E-signature; automated contract playbook; and business intelligence
- **Fully containerised, multi-tenant environment** including private cloud options for highly regulated industries
- **Real-time reporting** on contract volume metrics, SLAs, resource utilisation and personal performance visualised in Tableau

The results

✓ Efficient new business model

Built large scale, standardised processes that are bespoke to their customers' environments and needs

Reduced costs associated with acquiring and onboarding bespoke work

Transformed the delivery team away from predominantly partners and lawyers, to a mix of operations, lawyers and technical experts

Lawyers' time freed up facilitating increased capacity

✓ Continuous improvement of services

Performance visibility across the process enabling continuous improvement of service delivery

Improved consistency, quality, turnaround times and the ability to handle peaks in demand

✓ Technology enabled partnership

Blend of people, process and technology

Lawyers actively involved in designing more efficient technology-enabled processes

“ We couldn't have achieved some of the goals we have without the right partnerships in place. Autologyx is one of those partnerships ”