

Case Study

Contract Drafting for a Fortune 50 US Software Company



Challenge

- Legal department needed to manage and review 1,000 contracts per month
- In-house legal team struggled to meet contract review turnaround Service Level Agreements (SLAs) impacting business and product development
- No internal metrics regarding quality, utilization, or efficiency
- Data had to stay local, on client system



Solution

- Provide an onshore dedicated team of 10 attorneys and paralegals to perform contract review
- Jointly create an Operations Manual detailing processes and substantive knowledge
- Seamlessly access numerous client resources including their contract management system
- Create and track full suite of performance metrics



Impact

- **More than 40% cost savings** due to efficiencies gained through process re-engineering and low cost contract processing center
- **Improved turnaround time against SLA to 99.5%** (from 92% in-house) and **decreased average turnaround time** by 22% (from 3.7 days down to **2.9 days**); Provided **quality of output over 99%**
- Client able to provide **detailed performance metrics** for the first time; **Closer integration and better relations between law department and internal clients** creating a more agile business