

Transforming the Legal Department: ELM Solution Puts Information at Everyone's Fingertips

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► **Anna-Lisa Corrales, GC of Jaguar Land Rover NA, discusses her legal team's search for a comprehensive enterprise legal management solution.**

WHEN YOU THINK of enterprise legal management (ELM) systems, you probably think about the ways they can make spend and matter management more efficient. But ELM systems are quickly evolving, becoming more comprehensive all the time, and today they can help optimize contract management, NDA creation and distribution, legal holds, legal service requests and much more.

Speaking at a recent Legaltech New York conference, Anna-Lisa Corrales, general counsel at Jaguar Land Rover North America, talked about her company's search for a comprehensive ELM solution. Her legal team is comprised of five attorneys, three paralegals and one product analyst who helps the other team members understand the technical aspects of the company's fleet of vehicles. It's a small enough group that communication isn't

generally an issue. However, the team was frustrated by the way information was spread across different hard drives and email accounts, which was especially difficult when dealing with complex matters. Beyond the various details of contracts, the company has to contend with matters related to safety and emissions, product liability, dealer franchise laws, lemon laws, trademark infringement, class-action suits and thorny issues involving autonomous vehicle technology.

"Every lawyer had documents, emails and notes in different places," Corrales said. "If we had someone go on maternity leave, for instance, we'd have to figure out where all of the information was about a matter. It was not all in one place, knowledge transfer was nearly impossible, and the process was very time-consuming. The impetus for this initiative was simple: Transform our legal department with technology and process to better manage our overall legal operations function."

In doing so, Corrales' goals were straightforward:

- Spend less time on tedious tasks associated with reviewing and

processing invoices.

- Save money on legal fees by better managing outside counsel billing practices and rates.

- Create a one-stop shop for all matter information and updates.

- Maintain a document repository for all executed contracts, resolutions and important documents.

- Gain visibility into all areas of reporting for all types of litigation and outside counsel spend.

- Easily integrate information from emails into the matter management system.

- Keep critical dates, deadlines and tasks in one place so the entire department can access them.

Over a number of years, the company explored several approaches to ELM. Some were too difficult to customize to the company's

needs, or too difficult to integrate with existing systems. One solution seemed promising, but the vendor was acquired by another company, leading to potentially reduced support and a higher price tag.

An Early Partnership

After talking to an industry analyst, Corrales and her team decided to use Onit's ELM solution. "It could look at different types of data, whether it was people who are associated with the matter, courts, contacts, documents, dates, tasks – whatever we needed," Corrales explained. "And because of the way it runs apps for each of these data sets in the background, it could easily relate those data sets to each other in a way that worked on the front end."

Additionally, the software provided an intuitive user experience and could be modified to meet the company's needs. "Establishing an early partnership with our IT department was an early win for us," Corrales said. "They appointed a technical specialist who waded through the details and documented what we needed the system to do

KEY MILESTONES

- Invoices processed electronically
- Financial reporting
- Billing review
- Approving rates
- Managing matters
- Detecting billing errors
- Tracking spend vs. budget
- Analysis of outcomes

