

Case study:

Swinburne University of Technology

The Challenge

In 2024, Swinburne University of Technology went to market seeking a modern matter management solution to support a small but critical and growing legal function spanning legal, risk, and compliance.

Requests across all three departments were managed almost entirely via email. There was no structured intake, and reporting was cumbersome and manual.

The new General Counsel sought a consolidated view of workload, risk, and resourcing, and a system that facilitated the team's ability to plan proactively.

Solution Identified

Swinburne set out clear requirements for a connected, secure, and easy-to-use platform that could support both legal and business users. Core requirements included:

Central repository:

A single platform to manage legal work from intake through to completion with clear ownership and consistent processes.

Workflow automation:

Work can be routed automatically to the right people based on expertise and capacity, with tasks and activities generated by work type, removing administrative overhead and reducing the risk of missed steps.

Secure collaboration:

University staff can engage with the legal team, share documents, and communicate within a system that protects sensitive information and maintains a clear audit trail.



Document and email management:

Secure, structured storage and management of documents and emails, with version control and restricted access.

Knowledge management:

The legal team can curate and access a central source for guidance, templates, and best practices to reduce repeat questions and improve consistency.

Self-service:

University staff to securely access approved legal resources without involving the legal team, and the ability to generate standard documents through guided inputs.

Reporting dashboards:

The University needed clear, reliable insights into legal workload, matter progress, performance, and risk through intuitive dashboards and reports.

Integrations and security:

The platform had to integrate with existing tools, including Microsoft Outlook, Microsoft Word, and OpenText Content Manager, while meeting strict security and compliance requirements, including ISO 27001 certification.

Case study: Swinburne University of Technology

The Solution

Lawcadia was selected to provide Swinburne with an enterprise-grade legal operations platform that supports legal, risk, and compliance within a single controlled environment. The solution was designed to replace email-driven processes with structured, auditable workflows while remaining intuitive for both the legal team and the wider university.

At the core of the solution is a unified matter management framework that treats legal, risk, and compliance work consistently while allowing each function to retain the flexibility required for its specific responsibilities. All requests now enter the system through a standardised intake form. This ensures that essential information is captured upfront, improving matter quality and reducing follow-up effort.

A key feature for Swinburne was the configurable request workflow. Lawcadia enabled a two-step approval and triage process, with initial validation by the administrative team before allocation to the appropriate department. This ensures requests are complete, appropriately categorised, and directed to the right team from the outset. It also allows the legal function to manage demand more effectively and balance workloads across departments.

The second key feature was the self-service capability. Through custom workflows, university staff will be able to produce non-disclosure agreements (NDAs), and some key low risk agreements without directly engaging legal counsel. This will save time and valuable legal and broader university resources, maintain quality, keep legal risk within acceptable parameters, and allow both staff and the legal team to refocus on strategic and higher risk matters.



Performing a critical role in the daily operations of the university's legal team is the Outlook integration. Emails are automatically saved against the relevant matter, creating a complete and reliable record of advice, decisions, and correspondence. This removes the risk associated with individual inboxes and provides continuity if team members change roles or are unavailable.

From a governance perspective, Lawcadia delivers secure collaboration, structured document management, and a clear audit trail across all work. Reporting dashboards provide real-time insight into volumes, turnaround times, and work types across legal, risk, and compliance. This provides actionable operational intelligence without burdening legal resources with data collection, supporting both day-to-day management and longer-term planning.

“

Lawcadia has quickly become an extension of our team at Swinburne. The support is consistently responsive, and we now have a more structured and data driven approach to legal operations, with clearer visibility of matters, workload, and outcomes across the function.

”

Case study: Swinburne University of Technology

The Implementation

Implementation focused on aligning the platform with Swinburne's operating model rather than adapting the team to fit the technology. Early engagement sessions mapped existing processes across legal, risk, and compliance, identifying pain points, duplication, and gaps created by email-based workflows.

Lawcadia worked closely with the Swinburne team to design intake forms and workflows that reflected real decision-making and approval pathways. Particular attention was paid to the initial validation stage, ensuring administrative review added value without introducing delay. The platform's flexibility enabled the team to refine workflows iteratively as they tested scenarios and edge cases.

Change management was a critical consideration given the shift away from email. The Outlook integration reduced friction by allowing users to continue working within familiar tools while benefiting from automated matter filing in the background, helping accelerate adoption.

Training was delivered with a strong operational focus, ensuring users understood not only how to use the system but also how it supported better risk management and workload control. Feedback loops were established early, enabling quick configuration changes as the team's confidence grew.

Throughout implementation, Lawcadia's support team maintained excellent service levels, responding rapidly to questions and enhancement requests. This close collaboration enabled Swinburne to move from initial configuration to live operation with minimal disruption and to embed the platform as a core system.



Outcomes

Since implementing Lawcadia, Swinburne University of Technology has achieved a step change in how legal, risk, and compliance work is managed and governed. All requests and matters now sit within a single, secure system, eliminating silos and creating a shared operational view across departments.

The General Counsel has complete visibility over workload, status, and risk exposure across the entire function. This insight supports more informed prioritisation, better resource allocation, and more transparent communication with senior stakeholders.

Operational efficiency has improved through structured intake and automated workflows. Requests are clearer, rework is reduced, and matters are assigned accurately from the outset. The administrative validation step ensures quality control without overburdening legal professionals, allowing them to focus on high-value work.

Case study: Swinburne University of Technology

Outcomes continued

Legal risk management has also strengthened. Centralised records, consistent processes and complete audit trails reduce reliance on individual knowledge and mitigate risks. Email and document capture ensure institutional knowledge is retained and accessible.

Perhaps most importantly, the legal team now has access to reliable data. Reporting dashboards provide insight into trends, demand drivers, and turnaround times across legal, risk, and compliance. This data supports forward planning, resourcing discussions, and continuous improvement initiatives.

Team feedback highlights that Lawcadia has made daily work easier and more predictable. Combined with responsive customer support and a strong partnership approach, the platform is viewed as a foundational capability underpinning a more mature and data-driven legal operations function at Swinburne University of Technology.



66

We really enjoy working with the Lawcadia team, embracing their vision of working together with their clients to co-design future service offerings as we strive to optimise evolving technology and more effective and responsive ways of working for the benefit of the University

99

