

## Lawcadia Case Study: A Major New Zealand Insurance Provider

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### THE CLIENT

New Zealand's only locally owned and operated specialist liability insurance provider.

### THE OBJECTIVE

As a specialist liability insurance provider, the organisation briefs a large number of matters to external law firms as a matter of course. Attempts have been made in the past to set and maintain legal spend budgets via scope control, but without a structured process, results have been mixed. As the organisation was entering a period of rapid growth and expansion, instituting a cost control mechanism to help them set and control scope and maintain oversight and control over global spend became a key priority.

### THE APPROACH

Lawcadia was fully implemented across the organisation.

### THE CHALLENGE

The organisation was well aware of the need to institute formal cost control mechanisms, so internal resistance to change was low. There was some resistance from law firms, but as Lawcadia managed the communication, training and onboarding process, the impact on the organisation was minimal. Once lawyers and their support staff saw how the Platform institutes logical, consistent processes, and training sessions demonstrated its ease of use, they were strongly supportive of the change.

### THE BENEFITS

The organisation has realised two core benefits upon implementation of the Platform – an ability to clearly demonstrate the output and value of the internal legal team and increased oversight and control of external legal spend.

#### ***Clear demonstration of value***

Thanks to the Platform's easy to use, informative and attractive dashboards, in-house lawyers and the legal department itself are now able to actively demonstrate their contribution to the organisation as a whole. A dashboard screenshot is easily inserted into board reports, providing management with up-to-date information on ongoing matters, budget and spend. Lawyers also have a day-to-day view that informs work planning and resource allocation.

#### ***Increased oversight across spend***

With a formal scope and spend management tool now in place, budgets are being more closely adhered to. Law firms communicate scope and budget changes as they occur and, in some instances, have offered discounts when budgets have been exceeded. This is helping both the organisation and their law firms maintain focus and control over how work adheres to budget requirements and has led to more collaborative and openly communicative working relationships.

The standard formatting of invoices has also made it easy for payments to be processed, as the same process is followed each time, rather than dealing with variations from firm to firm.

## **THE FUTURE**

The Lawcadia Platform has been fully implemented across the legal department and their legal service providers and will continue to guide their legal operations into the future. As the organisation grows and develops, they feel well positioned to set budgets and maintain control and oversight across an increasing legal spend.