

## Lawcadia Case Study: Flinders Ports

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### THE CLIENT

Australia's premier state-based private port operator

### THE OBJECTIVE

The organisation identified a primary objective of gaining oversight across all of its existing matters, with a view to ongoing engagement and spend management in the one secure location. With no single repository of information, they were unaware of the spread of their existing matters and the resulting impact on their spend and resource allocation.

### THE APPROACH

Lawcadia was implemented via a pilot program across the legal department and three of the organisation's four major legal service providers.

### THE CHALLENGE

As the organisation was one of the earliest adopters of the Platform, close collaboration between Lawcadia, the organisation and their law firms was considered important. To ease the change process, the organisation met with each firm to introduce Lawcadia and outline the project's objectives, with Lawcadia stepping in to guide onboarding and implementation.

With more than 130 law firms now on the Platform, high level client involvement in the initial stages is no longer necessary. However, a strong three-way relationship between client, Lawcadia and service providers sets the stage for a smooth implementation and creates a strong foundation for digital transformation and change.

### THE BENEFITS

Lawcadia was identified as a specific solution to the organisation's legal technology needs and was implemented accordingly. It has now been in place since March 2017 and a range of benefits have been realised, including:

#### ***Easy matter management***

One of the organisation's biggest frustrations was a lack of oversight across existing matters. Having implemented the Platform, they have achieved their primary objective of being able to view and manage all of their matters in the one secure location, analyse and assess distribution of matters and monitor costs, budget and scope over time.

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

Besides implementing an automated data collection process that will ease and inform future spending habits, the organisation has also been able to closely analyse their spread of spend over time. Over the relatively short period the Platform has been in operation, they have

identified an even spread over service providers, indicating a consistency in engagement and spending habits that bodes well for the future.

### ***Transparency over billing, budgets and quotes***

As well as the automated invoicing functionality, the Lawcadia Platform also allows the organisation to view spend across the life of a specific matter. Previously, to garner this information, they would need to view all invoices for a matter and add them together, or request their law firms to undertake this task. Now this information is available in the one location, they can easily manage and view total spend, while tracking it against budgets and quotes.

### **THE FUTURE**

The Lawcadia Platform has been fully implemented across the legal department and their legal service providers. Creating genuine competitive tension is a watching brief for the organisation and consequently, they plan to explore the tender functionality of the Platform more fully in the future.