

Lawcadia Case Study: Metcash

When efficiency, control and visibility was a strategic imperative for the legal team, Lawcadia provided the platform for success.

THE CLIENT

Metcash

THE CHALLENGE

Australia's leading wholesale distribution and marketing company, Metcash, provides merchandising, operational and marketing support across its food, liquor and hardware pillars.

In 2019, the Metcash legal team identified an opportunity to increase efficiency through digitising and automating workflows and processes including legal requests, multiple approvals, matter management, data capture, reporting, and invoicing.

Traditionally, the legal team received legal requests and instructions manually and found that business users did not always adhere to their internal business requirements for formal approval prior to engaging with the legal team. Occasionally business users would also brief law firms directly, bypassing the legal department, which made the control and management of spend, service delivery and resource allocation a challenge.

Data capture and reporting was also a challenge for the legal team with incomplete or insufficient information due to a reliance on manual data entry and analysis.

Further, invoice management within the legal team was time consuming, requiring manual review and approvals.

THE SOLUTION

Metcash implemented Lawcadia in December 2019, choosing to utilise all modules including matter intake and workflow automation, matter management, as well as competitive RFP and spend management capabilities.

THE APPROACH

As the Lawcadia implementation involved numerous internal clients, the entire legal team, and external legal services providers, change management was identified as a critical success factor.

Lawcadia worked with Metcash to:

- Communicate internally and externally
- Configure and streamline approval and workflow processes
- Familiarise, train and on-board the legal team and six panel law firms
- Streamline and digitise invoice review and approval processes
- Achieve a go-live date of 1st December 2019.

To assist in the change process and to enhance user adoption Lawcadia and the Metcash team communicated regularly, set expectations early, met committed deadlines and provided numerous options for training and support such as:

- Face to face sessions over 1 day in Metcash's office
- One on one virtual training via Zoom
- Scheduled ½ hour Q&A drop-in sessions
- Short training videos tailored specifically to Metcash users

Following the initial implementation and go-live of the platform, Lawcadia and Metcash continued to meet regularly to fine-tune and optimise configurations and workflow based on feedback.

THE BENEFITS

With Lawcadia, Metcash now has a platform through which they are able to:

- Digitally receive and approve legal requests in one secure system
- Easily triage and allocate work to the appropriate person internally and brief work externally
- Competitively tender work out to law firms via Lawcadia's RFP capability
- Have complete visibility over resources internally and externally
- Automate data capture and workflows, digitising many manual processes
- Have oversight about the status of matters in progress
- Ensure adherence to internal business requirements
- Easily manage the receipt, review and approval of invoices
- Benefit from extensive reporting capability
- Identify opportunities for continuous improvement

CUSTOMER SUCCESS

The implementation of Lawcadia has made administration of our legal matters much easier. We now have the ability to manage our internal approval processes and external briefing arrangements and to track costs across all of our matters, in one place. Lawcadia's support and customer service have been excellent throughout.

Sarah Norgate, Head of Legal – Supermarkets & Convenience, Metcash
