

CASE STUDY: CHALLENGER LIMITED

When a high performing legal team required matter and spend management, email and document management, workflows, and customised reporting, Lawcadia provided the solution for success.

THE CLIENT

Challenger Limited

THE CHALLENGE

The legal team at Challenger, an ASX listed investment management company, faced several challenges with their existing on-premise document storage system. The system was fast becoming out of date, and while it provided basic functionality for securely storing documents, it lacked important features for a contemporary in-house team, such as email filing and external firm management tools. The legal team wanted a new system that could cater to their unique needs, especially in light of the company's transition to a hybrid working model following the pandemic.

With a looming deadline for the retirement of their on-premise document management system, the team needed a cloud-based solution quickly.

THE SOLUTION

Following careful consideration of internal and third party vendor solutions, Challenger chose Lawcadia's end-to-end legal operations platform. The platform offered a single source of truth for email and document storage, customisable reporting on spend management, and tailored workflows. With the adoption of Lawcadia, Challenger was able to streamline its legal operations and gain better visibility into its legal work, including matters outsourced to external firms.

Challenger implemented Lawcadia in mid-2022, utilising many aspects of the platform, including matter management, email and document management, automated workflows, document automation, spend management and customised reporting.



"One year after implementation, I am glad that we chose Lawcadia as our legal document and matter management solution. The system provides great functionality and is configurable to client needs. Lawcadia's customer service is excellent; I have particularly appreciated their collaborative approach to implementation and their ongoing responsiveness to the team's queries."

ARON RATTEW

**General Counsel,
Challenger Limited**

Two key reasons Challenger chose to work with Lawcadia were the breadth of functionality out-of-the-box and Lawcadia's approach to customer service and client onboarding.

THE APPROACH

Lawcadia's end-to-end legal operations platform addresses the Challenger legal team's document and matter management needs. Lawcadia allows them to centrally and securely store emails and documents in a single repository, enabling easy visibility, searchability and a single source of truth. External firm spend management and customisable reporting for internal stakeholders are also handled within the platform. In addition, the platform's workflow configurability allowed automation of certain tasks and workflows, such as simple contract generation.

The implementation process was expedited due to Lawcadia's user-friendly platform and the collaborative efforts of both Challenger and Lawcadia's implementation teams. They worked together to ensure best practices were followed, resulting in a smooth and timely transition.

THE BENEFITS

The implementation of Lawcadia's legal operations platform brought numerous benefits to Challenger:

- Streamlined email and document management: The single repository for all emails and documents eliminated the issues faced with the previous system, making it easier for employees to locate and access necessary correspondence and documents.
- Improved spend management: The platform's unique spend management capabilities allow Challenger to track and manage external spending more accurately. As many of Challenger's law firms were existing Lawcadia users, this streamlined the onboarding process.
- Customised, automated reporting: Tailored reporting ensures that key personnel, including the board, receives relevant and timely information. The requirements of existing standard reports were easy to replicate and automate in Lawcadia's configurable platform.
- Workflow configurability: The ability to customise workflows allowed for a more efficient approach to managing organisational tasks and processes.

- Enhanced visibility: The platform provided improved visibility over legal work, ensuring that the legal team and management could effectively track the progress of legal tasks and matters in the hybrid working environment, which in turn reduces risk.
- Quick and efficient implementation: The platform's ease of use and the support from Lawcadia's implementation team allowed Challenger to meet the required timeframe for retiring their previous document management system.

WANT TO FIND OUT MORE?

Please get in touch with us to find out more about Lawcadia's legal operations platform or to arrange a personalised demonstration.



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