

MITRATECH

Success is in the Details

How a leading transportation services company quickly implemented e-billing for immediate ROI

How it started

A leading transportation and logistics services company sought to replace its standard e-billing system. It had been using its system for over eight years and wanted to take advantage of newer, more advanced technology in order to reduce its vendor costs and overall legal spend.

The challenge

The company required that its new e-billing platform could handle both its insurance claims and corporate legal teams. It was looking for a system to handle matter management, legal spend management, budgeting, reporting and a legal hold system. And the client needed a system that integrated with its current internal claims and AP systems and could migrate historical spend data from its previous 8 year old system.

The solution

The client anticipated that over 100 users and 200 counsel firms would need access to its platform. They wanted a SaaS provider to accommodate their needs. They knew Acuity ELM Essentials would best serve their needs.



The result

A smooth and successful implementation

In light of its pending contract renewal date with a previous vendor, the client emphasized the need to implement swiftly and smoothly after contract execution. Acuity delivered on that expectation: Time to launch was 2.5 months from project kick-off.

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The implementation process deliverables included:

- Dedicated implementation team and account manager involved throughout process
- Critical Path and Project Release Plan that guided the implementation
- Weekly status meetings
- Requirements documented and validated by client
- Fully executed "Counsel Communication Plan"
- Platform development and testing development
- Client UAT
- On-site client training
- Firm on boarding and training

About Mitratesch

Mitratesch is a proven global technology partner for corporate legal, risk & compliance, and HR professionals seeking to maximize productivity, control expense, and mitigate risk by deepening operational alignment, increasing visibility, and spurring collaboration across their organization.

With Mitratesch's proven portfolio of end-to-end solutions, organizations worldwide are able to implement best practices and standardize processes across all lines of business to manage risk and ensure business continuity.

Mitratesch serves over 1,500 organizations worldwide, including 30% of the Fortune 500 and over 500,000 users in 160 countries.

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