# Building an Integrated Corporate Legal & Claims Technology Framework

## Understand the pitfalls of disparate point solutions — and the benefits of an integrated approach.

An integrated Corporate Legal & Claims framework refers to a unified and cohesive system that manages the end-to-end legal operations of a company. The goal is to produce a single-source-of-truth platform that harmonizes processes, **enhances efficiency, and provides a seamless experience by connecting disparate elements or functions** that may have previously operated independently.

## What does an integrated legal tech framework actually look like?

### Your legal tech framework is *not* integrated if it...

- ⚠ Consists of isolated products that don't speak to each other

- ⚠ Offers reporting capabilities that don't synthesize information across data sets, creating a hodgepodge of information

- ⚠ Creates silos within teams and products, leading to duplication and inaccuracy

- ⚠ Tangles users and admins in web of user permissions and expansion ceilings

### Your legal tech framework *is* integrated if it...

- ✓ Gathers all data sources into a single source of truth so that all of your information on legal matters, spend management, eBilling, contract management, outside counsel selection and management, firm and panel management, and vendor invoicing are centralized and speaking the same language

- ✓ Provides at-a-glance, actionable and holistic analytics that empower legal teams to understand both their legal spend and internal resource allocation

- ✓ Supports cross-functional communication through seamless integrations across your tech stack (think: matter creation automated and available in Outlook and Salesforce, data streams to a central source of truth, etc.)

- ✓ Empowers you to instantly scale no matter how many teams/users are needed, and adjust and configure back-end processes as your teams and systems grow

## What are the benefits of an integrated legal tech framework?

- **Automation and integrations that take the administrative lift off of your team**
- **A complete digital audit trail with analytics and reporting to drive compliance**
- **Extreme time and cost savings on implementation, ramp-up, and onboarding**
- **World-class support and expertise to optimize user adoption and experience**

- **Agile, user-friendly, and highly-scalable interfaces**
- **Continuous investment in R&D and innovation**
- **An intentional feedback loop to ensure customer satisfaction and knowledge sharing**

*"Instead of having to integrate with a different vendor, we liked the fact that we've had a long-standing relationship with [Mitratech], and it has been easy to work with. We thought it'd be easier and better—communication-wise and system wise— to have one vendor for all of our products."*

– Allison Hayes
Senior Manager of Legal Operations, KBR

## Ready to re-evaluate your legal technology? You're not alone.

**58.3%** of law departments are prioritizing cost containment and spend management in the coming year.[1]

But only **30%** of law departments are making effective use of their analytics.[2]

**72%** of GCs believe reducing the number of technology and service providers will achieve cost savings.[3]

[1,2] The Evolving Legal Service Delivery Model: Generative AI Is Already Changing Expectations https://blicksteingroup.com/wp-content/uploads/2023/12/2023-LDO-Survey_Report.pdf

[3] The General Counsel Imperative: How do you turn barriers into building blocks? https://www.ey.com/en_gl/insights/law/general-counsel-imperative-barriers-building-blocks

## Let's recap (and reevaluate)

Too many legal tech providers that claim to be "integrated" couldn't be more fragmented if they tried. When evaluating your current legal solutions or partners, consider the following questions:

- ☐ Does all of your data stream towards a single source of truth?
- ☐ Do you have a 360-degree view of your legal spend and internal resource allocation?
- ☐ Can you create and update matters from third-party sources, like Outlook or Salesforce?
- ☐ Does your technology make it easy to grow and scale, adding new users and reconfiguring processes as needed?

**Ready to place your trust in legal technology that's actually integrated, agile, and collaborative?**

**Get in touch today to learn more about Mitratech's CLC solutions.**

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