

CASE STUDIES

Baker Donelson Helps Client Achieve Operational Excellence

Innovation

One of the world's largest claims solutions companies turned to Baker Donelson's innovative solutions in order to achieve greater efficiencies and cost savings in the management of their U.S. litigation. Our solution was to implement a holistic Legal Project Management (LPM) system using our proprietary LPM platform, BakerManage®.

Using this platform as a foundation and incorporating our BakerLean methodology, we developed a highly customized approach to improve communication and transparency through:

- daily case note exports;
- real-time budget tracking and monthly budget-to-actual reports for individual matters and/or portfolios;
- quarterly reports to in-house counsel;
- process maps and workflows; and
- storage of all key documents and matter and/or portfolio information.

Implementation of these value-focused management practices produced a 45 percent reduction in per matter cost and a 63 percent reduction in matter cycle time after the first three years. The company's work to improve operational efficiencies was recognized by the ACC, who awarded the department "Legal Department of the Year for Outside Legal Management."