

CASE STUDIES

Our Holistic and Innovative Approach to a Legal Department's Convergence Process

Innovation

Baker Donelson assisted an international rental car company in their convergence efforts with their business and procurement departments to increase efficiency, enhance communication, and coordinate efforts on deals.

Our in-house team of legal operations professionals developed a solution to facilitate real-time and transparent communication through monthly case management updates, quarterly reports to in-house counsel, matter status reports to management (CIO, COO) on demand, and interface directly with all levels of staff, keeping in-house counsel informed. In addition, we developed a workflow for annual adjustments to form customer agreements.

The success of our approach, in collaboration with the seven selected panel firms, allowed the legal department to reduce its annual spend by approximately 33 percent, establish itself as an important business partner of the larger organization, and build a business case for more in-house attorneys. Additionally, the legal department was recognized by the Association of Corporate Counsel for its successful convergence efforts.