

Case Study

Fortune 500 Company Streamlines Legal Content Management Through Enhanced Search



INDUSTRY
Financial

COMPANY
Fortune 500
Organization

With over \$1 billion in revenue, this Fortune 500 operations firm has more than 50 legal professionals across various geographies.

This global legal operations company used Upland BA Insight's enterprise search to transform this organization's operations, processes, and procedures to foster collaboration and productivity and enable proactive risk mitigation through efficient research and content classification.



Navigating in-house legal teams with BA Insight's enterprise search

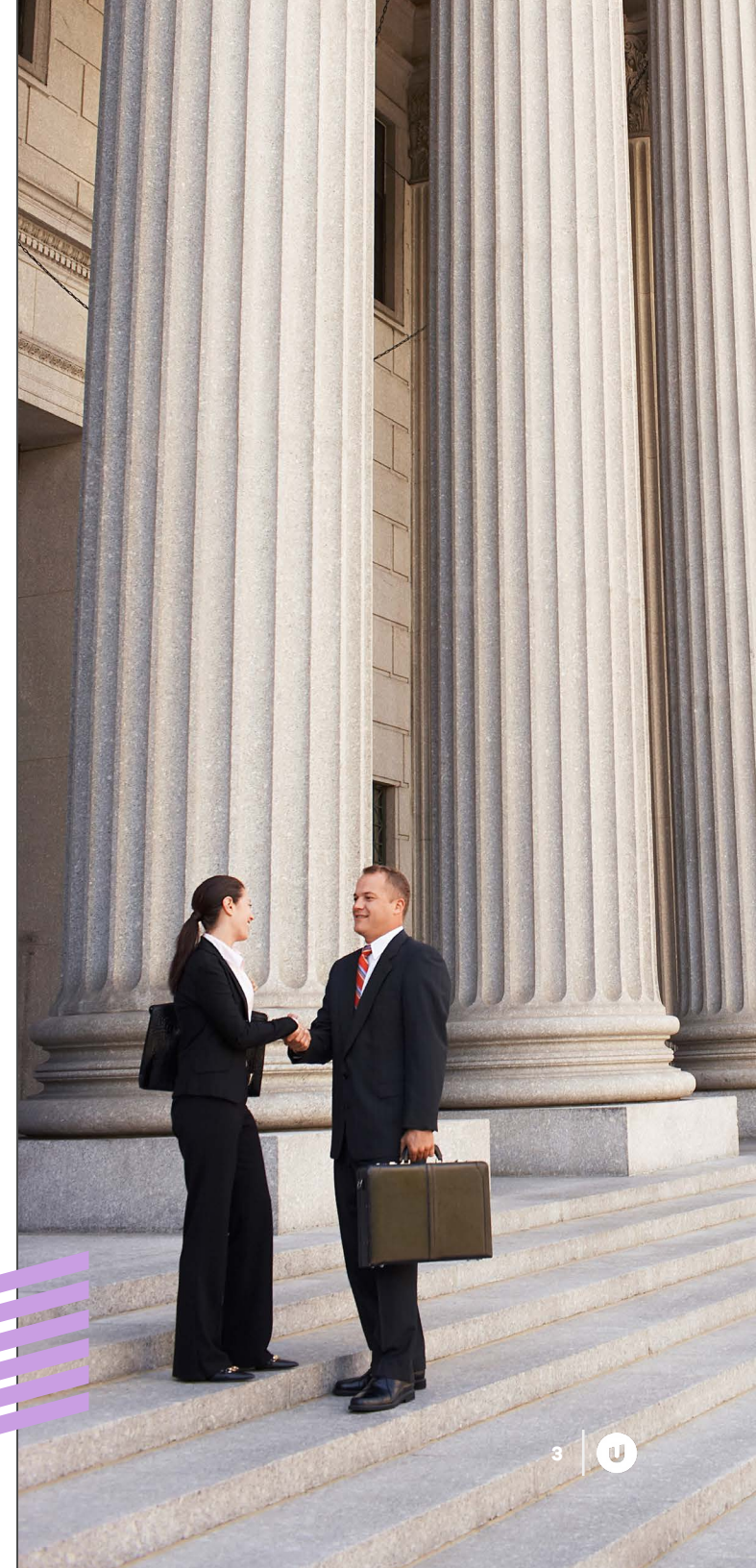
A growing organization with over \$1 billion in revenue, this corporate organization found itself at a crossroads in the complex world of corporate law, where every decision matters, and reliable information at the right time is crucial to success. Increasing complexity in legal technology and operations made it clear that more effective risk reduction techniques and streamlined procedures were required to make their in-house legal team as effective as possible.

They needed a way to organize a large volume of data.

The firm's in-house counsel grappled with a set of challenges stemming from one major issue: they had a vast sea of information scattered across the organization through different business systems and applications. Performing any type of research was a numbing process; consistency was not to be found across documentation, and risk mitigation felt like navigating a maze while wearing a blindfold. The status quo of their legal processes hindered their ability to respond quickly to vital legal matters. This impacted their productivity and organization efforts, and left them open to much higher risk.

BA Insight illuminates the landscape.

This team realized the need for a solution to unify their content across all repositories, so they turned to BA Insight from Upland Software. Now, the organization has unified access to applications like NetDocuments and Microsoft Office 365. Their paradigm shifted almost immediately after implementation; research became efficient, and users could proactively mitigate risk instead of the usual reactive responses. BA Insight fostered collaboration and increased productivity amongst the team. Through BA Insight's AutoClassification of content, everything was properly tagged, making operational tasks like finding contracts much more efficient. Hidden insights and patterns also emerged, empowering the team to make informed decisions on integral matters that were once obscured.



Experience the power of BA Insight's enterprise search capabilities for corporate law.

BA Insight's enterprise search emerged as the beacon guiding this global law firm through complexities. With AI content search technology in place, efficiency, precision, collaboration, and comprehensive visibility are both the key benefits of a partnership with BA Insight and the primary pillars to support their legal operations.

With BA Insight's comprehensive content search technology in place, this legal department now has a solution to unify content across repositories and applications. With this technology in place, the firm is poised to deliver better work experiences to busy attorneys and staff while ensuring faster and more beneficial outcomes for their clients.

Upland BA Insight leverages AI technology to deliver an advanced search experience with results that are relevant, personalized, and actionable. The connector-based technology works with enterprises, customer portals, and web sites, turning searches into actionable insights, regardless of where content or users reside.