

Streamlining Legal Work for Global Healthcare Technology Company with Process Improvements and AI



Client

One of the world's leading medical technology companies offering innovative products and services in MedSurg, Neurotechnology and Orthopaedics that help improve patient and healthcare outcomes.

Challenge

Client was tasked with driving legal cost take out and efficiency gains through process improvement and technology automation. The client was overburdened with routine administrative and low value tasks due to legacy processes resulting in missed strategic opportunities. As a global player, the client required support across multiple jurisdictions (EMEA, APAC, AMER) and involved multiple languages. Contract drafting and review processes were decentralized, with different regions and business units using varying templates, clause positions, approval paths, and negotiation practices.

This lack of harmonization created inefficiencies, increased review cycle times, and made it difficult for the legal team to maintain consistent risk positions globally while still accommodating local jurisdictional and language requirements. This in-turn presented challenges around balancing a desire for process standardization against the need to accommodate local jurisdictional rules and regulations.

Solution

The client needed a scalable support model that could combine administrative support with higher-value consulting around contracting services to gain internal alignment, and process standardization.

Integreon began with a requirements gathering exercise to map out goals and challenges across the legal department. This involved individual stakeholder interviews to gather input across regions and practice groups. We then worked with our client's legal shared services team to create and implement updated processes, protocols, templates, and playbooks. Each new process allowed for regional exceptions and enabled Integreon to support throughout the various workstreams.

We further coordinated with our client to drive AI enablement through tools like Leah for contracting support, and to enable workflow automation within tools including Checkbox and iManage. As our services moved into steady state, we worked with our client to deploy a set of custom Power BI dashboard to track key performance indicators and enable real-time value reporting. Our teams currently support from the US, UK, Mexico, and India with service support currently including the following Administrative and Contracting solutions:

Administrative Support

Primary Services:

- Mailbox and Calendar management
- Travel booking
- Document Conversion & Transformation
- Document Machine Translation with Human-In-the-Loop (HITL) Validation
- PowerPoint Formatting and Proofreading

Managed Contract Review Services

Primary Services:

- Template Harmonization
- Playbook Creation
- Drafting, Redline and Negotiation
- Adobe Tagging & Signature Routing

Results

- 20-30% increase in contracts velocity
- ~10% in immediate cost savings with additional savings accruing on a quarterly basis as support matures
- 12 new contracting agreement type playbooks and 9 new agreement templates created

**Learn how Integreon can help your organization do more and do it better.
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