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Legal Systems Vendor Selection

Note: The body of work referenced in this case study was carried out and completed by Robert Luco while employed with a consulting company other than Luco and Company, Ltd. This case study does not represent the work of Luco and Company, per se, but does represent the work of Robert Luco, principal and founder of the present-day Luco and Company prior to starting his company.

Overview

The client's internal law department needed to modernize its information system to better control and manage costs. The client wanted to limit the actual selection process to the top three industry-leading software providers in legal-matter management and e-billing. The solution was to carry out due diligence on industry standards, rankings, and references from peer organizations, and to report the findings as intelligence to enable the client to select the most appropriate vendor.

Client Profile

The client is an international life sciences organization that discovers, develops, and delivers innovative human therapeutics. A biotechnology pioneer, it was one of the first companies to bring novel medicines from lab, to manufacturing plant, to patient. The client's therapies have changed the practice of medicine, helping millions of people in the fight against cancer, kidney disease, rheumatoid arthritis, and other serious illnesses. This client employs more than 17,000 people world-wide and states its total revenues for 2007 at \$14.8 billion.

Business Problem

The corporate law department was relying on outdated legacy systems that were incapable of providing the high-quality business reports and reporting capabilities required by management to meet the demands of operating in the current environment.

Luco participated in a competitive bidding process and the client decided that his skills and capabilities fit their requirements. He was selected for the project along with a colleague who was an industry-recognized specialist.

Solution

The services provided were investigative, analytical and strategic, aligning the law department's business needs with the corporate direction.

The solution involved researching industry-leading legal systems software vendors, ranking them, and identifying peer organizations that would be willing to discuss their business requirements and vendor software fit against those requirements.

The data were consolidated and analyzed to provide the client with a comprehensive report of findings and recommendations.

The client then requested that Luco and colleague conduct a vendor selection process that included key client personnel. This involved setting up vendor software demonstrations that provided the client with data relative to the ability of the software package to meet or exceed the client business requirements. Luco and colleague tabulated the results and delivered a report of findings and recommendations.

Throughout the project, Luco conducted weekly status meetings with the client to provide updates on progress against the project plan. He engaged senior leaders in key aspects of the project, such as defining the current and future business requirements for any system enhancements, defining cost benefit criteria, usability standards, and propensity and impact for counsel to adopt, use, and support the new system.

The client made a vendor selection based on the system that would provide the best value given their business needs, and decided to proceed with one system implementation to reduce the overall impact on business continuity. Once the first system was installed and stabilized the client planned to evaluate the potential value of implementing the second system.