



DocJuris

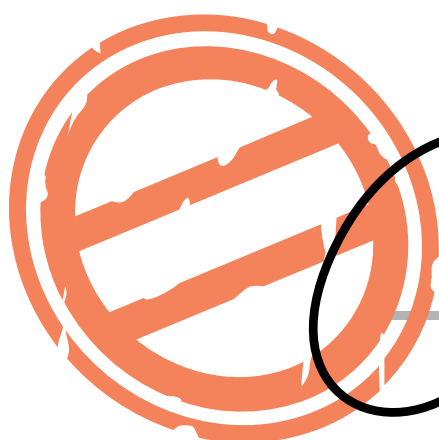


Informed Consent

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Delivering strategic clarity through AI-powered legal efficiency

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Executive summary

CMA CGM America, the U.S. subsidiary of one of the largest logistics companies in the world, plays a pivotal role in the flow of global commerce. Its footprint spans oceans, ports, and rails—but beneath this visible infrastructure lies another complex engine: contracts. With an ever-growing volume of commercial agreements moving through its Legal team, the company faced a common but critical challenge—too much time spent on routine contract reviews, and not enough bandwidth for strategic legal priorities.

For a Legal department charged with safeguarding risk while supporting the speed of global business, manual review processes created mounting pressure. Attorneys were pulled into first-pass reviews of even the most standardized contracts, slowing down timelines and leaving little room for high-impact legal guidance.

CMA CGM needed a smarter way forward. By implementing DocJuris, the company introduced automation and structure into the earliest stages of contract review. The result was transformative: a 90% reduction in turnaround time, renewed focus on strategic legal work, and a more responsive, efficient Legal team aligned with the pace of business.

Business context: growing complexity in a global enterprise

In the logistics industry, scale is everything—and that includes contracts. Every shipment, vendor partnership, and service engagement requires legal oversight. At CMA CGM America, this translated into a constant influx of agreements, many of which followed standardized formats but still required Legal review.

The challenge wasn't a lack of legal expertise—it was the strain placed on that expertise. Attorneys were spending time combing through templated contracts, flagging deviations, and assessing risk levels manually. This high-effort, low-leverage work made it difficult to keep pace with business needs, especially as the company grew and diversified its operations across the U.S. and beyond.

Internally, the Legal team was aligned on a clear goal: to increase responsiveness without compromising risk standards. But doing so required a process-level shift—one that allowed senior attorneys to redirect their focus toward complex matters, while ensuring the first layer of review remained rigorous and reliable.

The challenge: bridging the gap between volume and visibility

Despite having a capable and committed Legal team, CMA CGM's contract review process struggled to scale. Templates provided some consistency, but identifying redlines and risks still required a human scan of every document. Attorneys were spending significant time on standard agreements—time that could have been better invested in strategic issues, negotiations, or high-risk reviews.

The manual nature of the review process introduced delay and variability. Stakeholders in Procurement and Commercial teams had to wait longer for feedback, resulting in friction across internal workflows. Even simple contracts often required back-and-forth clarification or unnecessary escalation to senior legal counsel.

This created a bottleneck. As contract volume increased, turnaround slowed. Strategic matters waited in queue while Legal worked through first-pass edits. Stakeholders across the business—particularly in Procurement and Commercial teams—felt the ripple effects, as delays in Legal review impacted deal velocity and internal alignment.

The company knew it couldn't solve the problem by simply adding more headcount. The answer had to be smarter: redesign the early stages of the contract lifecycle to surface risk sooner, automate the repetitive work, and free up Legal's expertise for where it was most needed.

The solution: smarter screening, stronger legal outcomes

CMA CGM turned to DocJuris to implement a more intelligent, AI-powered review process. Instead of relying solely on attorney bandwidth to manage every review, the Legal team could now rely on software to handle the heavy lifting up front.

With DocJuris, contracts were screened for deviations from company standards before they reached a lawyer's desk. Language that didn't align with CMA CGM's internal playbooks was flagged automatically, giving Legal a clear roadmap for where to focus attention. Standard contracts that passed screening could move forward faster, while those with redlines were escalated based on actual risk—not guesswork.

The solution offered more than just time savings. It brought consistency, predictability, and transparency into a process that had previously relied on institutional memory and manual effort. Attorneys gained confidence that every agreement, regardless of complexity, was reviewed against the same set of standards.

According to Kristi Thompson, Deputy General Counsel at CMA CGM, the long-term value of the platform only grows with use. She explained that “the more you use the tool, the smarter and more cost-effective it becomes. DocJuris frees up resources, allowing Legal teams to focus on emerging needs.”

From DocJuris’s perspective, the transformation at CMA CGM reflects the broader potential of AI-powered legal workflows. Henal Patel, CEO of DocJuris, noted that “they didn’t just fix a pain point—they created a ripple effect of operational clarity. By freeing Legal from repetitive reviews, they unlocked faster decisions, better alignment, and stronger outcomes across the business.”

Implementation: reducing friction, enhancing adoption

Rolling out a new legal technology solution in a high-volume environment can be daunting—but CMA CGM’s implementation was defined by thoughtful planning and strong alignment across departments.

The Legal team began by mapping its most common contract types, identifying which areas were causing the greatest time loss, and configuring DocJuris to recognize deviations from preferred language. By starting with high-impact contract categories and well-established templates, the team created immediate value with minimal disruption.

Training was kept practical and user-focused. Rather than overhaul the entire legal workflow overnight, the team introduced DocJuris as a complement to their existing tools—one that made the review process easier, not more complicated. Attorneys quickly saw the benefit in having redlines flagged and organized before they even opened a document.

The rollout followed a phased strategy. Initial pilots focused on low-risk, high-volume contracts such as vendor agreements and NDAs. As confidence grew, more complex agreement types were added to the system. Legal, Procurement, and business stakeholders all contributed feedback that helped fine-tune review rules and approval workflows.

The platform’s integration with internal playbooks also helped reduce variation. Instead of reinventing the wheel with every new contract, the team operated from a standardized framework that was now embedded in the software. This not only accelerated review but ensured consistency across every department and jurisdiction.

The results: faster reviews, deeper strategic impact

Within weeks of implementation, CMA CGM began to see measurable gains:

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- **90% decrease in contract turnaround time** Automation handled early-stage reviews, allowing Legal to focus on the most important matters without slowing the business.
- **Senior attorneys gained bandwidth for strategic work** With DocJuris managing initial screenings, legal leadership was able to redirect attention to complex issues and high-value negotiations.
- **Improved team responsiveness and legal oversight** Even as capacity grew, the team maintained consistency in reviews, thanks to standardized rules and proactive issue-flagging.
- **Greater visibility across the contract lifecycle** Legal could now track progress, spot trends, and align more closely with Procurement and Compliance teams.
- **Better business alignment** Legal shifted from a bottleneck to a business partner—one that supports growth and protects the enterprise simultaneously.

What began as a tactical solution quickly became a strategic advantage. The Legal team not only worked faster—they worked smarter, strengthening their role within the broader organization and supporting the company's operational agility.

Scaling legal support in a complex global business

CMA CGM's transformation demonstrates how even the largest and most complex companies can evolve their legal function without compromising on quality. By focusing on the parts of the process that caused the most friction, the Legal team was able to unlock new efficiency without new risk.

Playbooks didn't just live in documents—they became part of the workflow. Attorneys didn't have to choose between thoroughness and speed. And legal insights no longer arrived too late to make a difference—they were built into the process from the beginning.

This shift also empowered teams across the organization. Procurement gained clearer insight into where contracts stood in the pipeline. Commercial teams saw faster turnaround times without sacrificing legal rigor. And leadership gained confidence knowing that contract risk was being managed proactively, not reactively.

More importantly, the foundation CMA CGM built is designed to evolve. As the company continues to scale its logistics footprint and expand into new services, DocJuris offers a flexible framework that can accommodate new agreement types, workflows, and risk profiles. Legal's impact is no longer limited by bandwidth—it's amplified by smart technology and process alignment.

In an industry where every second counts, and every shipment is bound by contract, this kind of transformation is more than operational—it's strategic. CMA CGM's Legal team now operates not just as a safeguard, but as a true partner in driving business performance.

About DocJuris

DocJuris is a contract negotiation platform designed for Legal and Procurement teams. With AI-powered playbooks, intelligent markup, and collaborative workflows, DocJuris helps organizations accelerate reviews, ensure consistency, and reduce risk—without disrupting existing systems.

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