

Global Tech Giant

Scalable Legal Support Over Time



Client Challenge

A leading global technology company needed a fully managed, scalable legal desk to handle contracting and commercial deals across multiple regions.

Their objectives were to:

- 1 Reduce legal spend
- 2 Shorten contract turn around times (TATs)
- 3 Increase deal closures per team member
- 4 Maintain high-quality output
- 5 Deliver a service that the business would actively enjoy using

They also wanted a standardized, continuously improving solution that would generate long-term cost savings.

Our Approach

We built a first-class legal support team, anchored by dedicated delivery managers across three global hubs, covering NORAM, LATAM, EMEA, and APAC.

Key initiatives included:

We provided dedicated support for the client's contracting lifecycle—managing end-to-end workflows for commercial agreements and reducing the burden on the internal legal team.

- Scaling the team from 15 to 50+ legal professionals and contract managers
- Managing 14,000+ contracts annually
- Implementing centralized delivery management to ensure consistent quality, standardized processes, and a fast, user-friendly experience

This “service wrapper” combined regional delivery specialists with centralized senior leadership, supported by reporting and technology teams to drive efficiency and insight.

Team Structure

- 50+ lawyers and contract managers across NORAM, LATAM, EMEA, and APAC
- Centralized leadership supported by regional delivery specialists
- Reporting and technology support teams to ensure efficiency and scalability

Impact

The client now benefits from a high-performing, cost-efficient, and user-friendly legal service that scales effortlessly with business demand.

Results



Customer Satisfaction

95% Consistently above since service launch



Faster Turnaround

Contract TATs reduced by
6+ days



Higher Volume & Closures

55% more deals closed within 15 days,
with a **38%** overall volume increase



Significant Cost Savings

50%+ reduction vs. the client's original onshore model

20-30% Additional savings over time through standardization and process optimization

To find out more about how LOD's Flexible Talent Solutions can boost your legal team, contact your LOD representative.



