


CASE STUDY

Transforming Legal Spend: 57% Cost Reduction and 95% Process Efficiency for a Global FMCG Leader

A strategic transformation that delivered millions in savings and modernised legal operations worldwide



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THE CHALLENGE

An urgent need for stability, transparency, and cost control in a highly complex global legal spend environment.

The FMCG multinational faced a critical disruption: an unplanned outage left their global Legal Tracker operations unsupported, jeopardising continuity for external counsel engaged across hundreds of matters worldwide.

Behind the immediate crisis were deeper structural challenges:

- Legacy processes created slow, inconsistent billing oversight
- No standardised approach to RFPs or rate management
- Poor visibility into spend patterns across regions
- A legal department overstretched by manual invoice reviews and administrative burden

They needed an experienced partner who could stabilise operations quickly and then build a world-class, scalable legal spend management framework.

The client required Consilio to deliver:

- Immediate **BAU stabilisation** for Legal Tracker
- **Platform optimisation** to align with organisational restructuring
- A globally consistent, **efficient accruals process**
- A **technology-enabled RFP and competitive bidding model**
- **Global billing guidelines** to minimise wasteful spend
- **Codification and automation of compliance rules** in Legal Tracker
- **Seamless integration** into the new global Accounts Payable system
- **Training and adoption** across worldwide Legal and Finance teams

SOLUTION

Consilio Legal Transformation Services deployed specialist legal spend consultants to rapidly restore and stabilise Legal Tracker operations.

Within weeks, the team:

- **Reengineered Legal Tracker** to reflect the client's new organisational model, approval flows, and matter structures.
- **Delivered a 95% faster accruals process**, reducing a five-day monthly exercise to just two hours.
- **Established accurate, real-time financial control** over global legal spend.

Recognising further optimisation opportunities, Consilio recommended implementing Pursuit to modernise RFP management and improve competitive bidding. The pilot alone generated **39% average savings across 15 RFPs**, validating the business case for full deployment.

57% Reduction in Legal Spend Over Three Years

A strategic three-year transformation that unlocked tens of millions in savings while modernising legal operations across more than 80% of global spend.

Within the first year, Pursuit helped generate **more than €16M in savings**. Consilio also introduced global Billing Guidelines — drafted, negotiated with panel firms, trained globally, and embedded directly into Legal Tracker.

This resulted in:

- **Automated compliance checks**
- A **90% reduction in invoice review effort** for in-house legal teams
- **Stricter management of rate reviews** and fee changes

Finally, when the multinational rolled out a new global Accounts Payable solution, Consilio led the integration of Legal Tracker into the CORA system, ensuring:

- **80%+** of legal spend transitioned with **zero outages**
- Fully **streamlined vendor review and payment workflows**
- A scalable, **future-ready financial governance model**

RESULTS ACHIEVED

The Legal Spend Management programme delivered immediate visibility, tighter financial control, and measurable cost savings across the legal portfolio. By standardising processes and improving governance, the legal team gained confidence in forecasting, reduced inefficiencies, and transformed spend management into a strategic capability.

Key Results:

- **57% reduction in external legal spend** over three years
- **95% faster accruals process** (5 days → 2 hours)
- **€16M+ in savings** in the first year of Pursuit deployment
- **90% less effort** required by legal staff for invoice reviews
- **Zero outages** during global Accounts Payable rollout
- **Consistent, compliant invoicing** across all global panel firms
- **Improved financial predictability** and governance across regions
- **Legal leadership freed** to focus on IPO readiness and strategic priorities
- **Future-ready, AI-aligned architecture delivered**
- The multinational reused Consilio's assessment to drive its own rationalisation strategy
- The divested entity continues engaging Consilio for ongoing Legal GenAI design support



Discover how Consilio helps legal teams gain visibility, control, and measurable savings across legal spend.

Speak to us about modernising legal spend management.
For more information, visit [Consilio.com](https://www.consilio.com)