

SUCCESS STORY NIO GMBH

# Legal Tech at NIO: Efficient Implementation with TIM Flow and a No-Code Approach





## Initial Situation

- A classically structured legal department with informally established processes.
- A relatively small team with a limited number of business contacts.
- The transformation of the legal department to a new level was already on the agenda. However, market entry in Europe brought new challenges, such as team growth, new legal requirements and a massive increase in enquiries, which accelerated the process.
- Typical cases included advising on contract negotiations (sample and supplier contracts), responding to general legal enquiries and handling patent and design applications.
- Document templates were stored as Word files and had to be maintained manually. This was not scalable, as market entry significantly increased the number of companies that had to be covered by the templates.
- Strong growth made it necessary to have a central place to access templates.

## Requirements

- The tool selection process took approximately five months.
- The criteria catalogue for tool selection included, among other things: a no-code solution and on-premises operation.
- An unpredictable number of process topics and procedures.
- Improved efficiency and transparency through standardised, automated processes.
- Automatic integration of teams and associated individuals into the process.
- Structured questionnaires and forms for improved data quality.
- The ability for the team to customise processes independently for greater flexibility and speed.
- Processes affected: Various process topics from different areas, such as legal, sales and document-based processes.



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„I had never dealt with anything like this before... And suddenly, as a non-IT person, I am digitising all legal processes at NIO on my own.”

JONATHAN TOBLER

Expert Legal Counsel, NIO GmbH



# Implementation

- Implementation with TIM began in December 2022.
- Over 64 different processes have been implemented to date, including legal mail intake, used car contracts and refund processes.
- Creation of a central inquiry portal for legal matters via TIM.
- Contract negotiations are being integrated into TIM processes.

## Automated process for requesting documents:

- As part of the workflow, the legal department creates a standardised document template that is populated with variable content from the TIM form.
- Specialist departments request a template via the intranet using the TIM form.
- TIM then automatically sends the prepared template to the person who requested it by email. If necessary, optional process steps for individual adjustments or approvals are activated in advance.
- **Result:** Requests are answered much faster, reducing the legal department's manual workload to a minimum.

„Over the last two years, we have independently digitised more than 60 processes with TIM Flow.“

**JONATHAN TOBLER**  
Expert Legal Counsel, NIO GmbH



# Results

- Almost all requests are now channelled, which fundamentally reduces the workload at Legal (less than 3% of contracts need to be reviewed without a TIM request!).
- Significant savings and fewer errors at the same time.
- You can expect the flexibility you know from TIM: scalable and adaptable to your individual company and process requirements.
- Citizen development: Promotion of the legal team's independent digitisation of processes.
- Empowerment: Competent project contacts provide excellent advice on request, enabling customers to implement, adapt and optimise their processes independently.
- Excellent advice enables customers to implement, adapt and optimise their processes independently.
- The increase in efficiency enables the NIO Legal Team to focus more on critical, strategic and creative areas of work.



„Since introducing TIM Flow, we have **saved approximately 4,725 hours.**“

JONATHAN TOBLER

Expert Legal Counsel, NIO GmbH

## About NIO

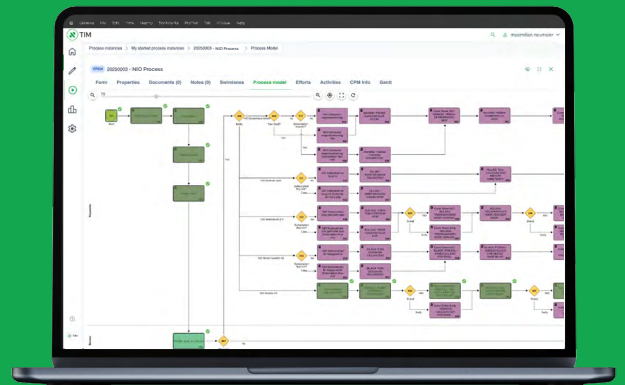
NIO is a leading provider of premium electric vehicles, specialising in innovative mobility solutions. Thanks to its unique battery replacement technology, smart design and advanced connectivity, NIO is setting new standards in electric mobility and offering a sustainable alternative in the automotive sector.

Learn more about NIO at [www.nio.com](http://www.nio.com).



## Why TIM Flow?

- Quick start with ROI in less than six months – unmatched efficiency.
- Next Level Process Automation – with TIM and Artificial Intelligence.
- Flexible analytics provide unprecedented insights into your processes and enable well-informed decisions.
- Highly complex processes run reliably and stably.
- Fast deployment and simple rollout.
- Full transparency over process status at all times.
- Intuitive operation and clear structure of the TIM user interface – ideal for all process participants.
- Continuous development of our software and features – always up-to-date.
- First-class services and support – fast, competent, and always there for you.



## Start Your Own Success Story!

Optimize your business processes and boost efficiency with TIM! Would you like to learn more about successful use cases? Contact us for further information or schedule an individual demo to discover the full potential of our solution for your company.