Analytics Solution

Client Profile

The client is the world's largest and fastest growing non-traditional provider of legal services. Combining deep legal and business expertise with operational prowess, the client works closely with in-house legal departments to improve their risk profiles, lower cost and create more value for their corporations. With 1,000+ employees, the firm serves nearly half of the FTSE/Fortune 100 through 12 offices and 4 delivery centers globally.

Business Challenge

The client provides legal services to their customers under complex SLAs. The process of tracking performance against those SLAs required a lengthy and error prone process of extracting workflow data from Salesforce and then using Excel to analyze the data and prepare reports for their customers. The process led to substantial delays delivering SLA reports to customers.

The client needed an automated solution that would provide customers with the capability to analyze the data in real time.

Benefits Delivered

- Provided real time visibility into the status of work requests and SLA performance
- Provided clients, customers and legal teams with the ability to analyze work flows and spot performance problems.
- Eliminated delays and errors caused by manual SLA reporting processes.
- Allowed the client to repurpose the entire reporting team.

Business Solution

Radix Bay built a multi-tenant cloud analytics solution to provide the clients, customers and legal teams with near real-time visibility into the status of legal work flows. Dashboards track performance across the metrics of the SLAs and allow customers to dynamically slice and dice the data.

The solution provides the capability to drill down to the detail level to provide visibility of the status of each individual work request in the system.

Common functionality between the dashboards include the ability to:

- Filter by variety of fields including line of business, geographic region, dates and category of work type
- Top level dashboards allow drill down into more detailed information of underlying data
- Export data using selected output formats such as Excel, Word or pdf