



Committed to Our Customers

Ultimus Case Study

- **Efficient** handling of HR processes
- **Reduction** of process lag time
- **Increase** in transparency
- **Significant** reduction of operating cost
- **Higher** profitability due to focus on chargeable work

Cuatrecasas

CUATRECASAS

Company Overview

With a team of more than 1200 people (800 lawyers), Cuatrecasas is one of the leading legal firms on the Iberian Peninsula specialising in the various areas of business law. By associating commercial legal practice and litigation with financial and tax practice, Cuatrecasas offers their clients comprehensive legal advice with a special emphasis on personalisation and results.

Cuatrecasas offer their services through a solid network of integrated offices, providing cooperation, knowledge and knowhow with the "single office" system.

Background/Need

To further improve efficiency and effectiveness of the company, Cuatrecasas started investigating into solutions that would help them not only to optimise their business processes, but also to automate them. Automation with Ultimus improves on the manual process, addressing the following points of pain.

- Reducing lag time
- Improving responsiveness
- Increasing transparency

Solution Overview

For Cuatrecasas, the new solution features:

- Integrating Ultimus with META4, their HR Application, Hummingbird DM, their document management system, ELITE Enterprise, their Marketing and Contacts Module, and Unicenter, their service desk application
- The HR department is now aware of the status of the various procedures at any time
- Manual errors are eliminated, since plausibility checks are included and synchronization with the various applications are conducted automatically without human interaction
- In case of overdue steps, a notification is sent out that allows employees to be aware of any unforeseen events



Apart from fully integrating and automating the new employee process, another critical aspect was to implement additional rules to manage special conditions and errors. Thereby, the integration code is configured so that it sends a notification to Ultimus whenever an error occurs. By giving exact information about what exactly failed, Ultimus then notifies the user who then has the opportunity to correct the error manually. Sending and receiving notifications through Ultimus therefore allows for fast and efficient information and correction management of errors and special conditions.

Not only for the new employee process but especially for the vacation process, Ultimus' capability to interact with external applications was extremely important. The automatic launch of the workflow from an external application (for example META4) and the notification capabilities via email (integrated

with MS Outlook) was crucial, especially for the assignment of tasks within the new employee process. As far as the vacation process is concerned, this capability proved even more useful as it is launched from a web page of HR services and moves through policies inside Cuatrecasas' portal. Appropriate form design was important for the proper approval of the vacation request because the forms also include information about the vacation situation of the global team. As a consequence, Ultimus' capability to interact with external applications enables Cuatrecasas to centrally manage vacation coordination for the global team.

Recap of key benefits and summary

From a business perspective, there are numerous advantages due to the automation of the processes. Cuatrecasas' deployment of Ultimus-based processes has yielded a number of significant benefits, including:

- **Efficiency**

- Having the new starter set up in time allows the enterprise to benefit from the additional staff member from the start, thus being more efficient and effective.
- With Ultimus handling the automation, process completion is guaranteed within one week including performance of all tasks involved.

- **Productivity**

- Since the systems synchronise automatically, resources are allocated efficiently within the enterprise and are consequently more productive than ever before.
- However, the largest benefit is generated in the IT department, as previously it took several hours to add the new user to the various systems which is now conducted automatically by Ultimus.

- **Profitability/ROI**

- Due to the great success they achieved through the BPM initiative, they are continuously identifying new processes that can be optimised and automated.
- Any automated process that can help increase the lawyers' time spent on chargeable tasks increases the profitability of the company and their efficiency and effectiveness.
- Ultimus Business Process Management has become a valuable asset for the company and thus generates a high return on investment.

Thus far Cuatrecasas has automated three processes; the new employee process, the vacation request process, and a conflict checking process, which screens commercial or legal assistance conflicts between existing and new cases and clients. For 2005, Cuatrecasas has planned a process for requesting a meeting room, a process that manages evaluation of lawyer performance, an expense approval and an invoice review process.

BPM is critical for law firms. Legal organisations that deploy Ultimus BPM can increase revenue; lower operating expenses and improve customer satisfaction. BPM accelerates speed to market and helps the enterprise achieve greater ROI in less time. For more information on the Ultimus BPM Suite and how it can help your company become an agile enterprise, please visit www.ultimus.com.

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