



Custodian for Legal enhances the integration, profile & perceived value of Terumo Europe's legal department

Terumo Europe NV, a core player in the EMEA healthcare market, providing best in class quality products and services, is a strong actor within the Terumo Group. In common with other major organisations operating in regulated industries, the legal department's growing remit includes business partnering, contract filing and reporting requirements. The legal department, located in Leuven, Belgium, serves the business across the entire EMEA region.

Across the business, Terumo Europe has standardised on Microsoft Office 365 and SharePoint Online for managing information and ensuring its security and regulatory compliance. So when the legal department needed a more consistent means of organising and reporting on matters and knowledge, it made sense to build on these established software platforms.

Supporting the way people naturally work

Previously, legal teams were using a combination of shared mailboxes, a file share system and a separate contract filing database to store matter, knowledge resources and contract related content and correspondence. But with a growing need to collaborate more fluidly with dispersed colleagues, and business units from across the company, legal teams needed a more consistent approach to doing things that would align and integrate easily with teams across the business, and make it easy to work and share the latest information and documents securely with authorised external parties.

To address all these criteria, Terumo Europe's legal department chose Custodian for Legal™, a solution based on Intapp OnePlace Collaboration & Content from Transform Data International. Because the software could be tightly integrated with the company's existing Microsoft Office 365 environment, it would be able to deliver a broad range of enhanced, legal-specific functionalities but without changing the way legal teams instinctively work and behave. Terumo has already selected Custodian for Legal as its matter and knowledge management system.

Custodian for Legal is a collaboration and document management solution, based on the Repstor product suite, which has been specifically designed to meet the needs of legal teams. A large part of its appeal is that the software enjoys high rates of user acceptance and productivity increases, because the look and feel of the software is a direct extension of what they're already used to as Microsoft Office users. It offers rich, legal-specific functionality too and can even be used offline, so mobile workers can continue managing and interacting with content wherever they are even if there is no secure internet connection.

One application, many uses

Terumo Europe's legal department is currently using Custodian for Legal for two critical applications.

For matter lifecycle management, the software is proving pivotal in managing matters as well as related documents and emails involving the Legal department. This content is automatically saved to the same secure, central repository, where it can be easily accessed by intended users via Microsoft Outlook.

Each case, matter or business request for the legal department is registered in the system, allowing teams to collaborate and track the status of current matters.

For knowledge management, Custodian for Legal coordinates and manages relevant documents, articles, templates and guidelines. These are categorised in the new system to make sure relevant knowledge is accessible any time, both on- and offline, to the people who need it. All of these resources are organised by subject matter and accessible through Outlook. In addition, Custodian for Legal exploits the powerful search capabilities of Microsoft SharePoint, allowing users to search across all knowledge documents, previous cases or even personal notes to quickly refine the results based on relevant filters for their needs.

The third major application for which Custodian for Legal can be used, is in managing contract filing. All draft and final contracts, and related communications, can be stored using Custodian. Detailed reporting and notification mechanisms inherent in the software ensure compliance as well as efficiency for the legal department. Teams also benefit from advanced reporting by property, such as contract expiry dates, specific clauses and renewal periods; and notifications that prompt the rapid retrieval of all relevant information.

Custodian for Legal's reporting options are also proving invaluable. Combining smart search tools for the business users with business intelligence dashboards ensures that the legal teams can instantly see the relevant information for their needs and run detailed searches to find relevant content in seconds.

Unifying teams, maximising ROI

The rich functionality of Custodian for Legal, and the fact that it enhances the return on investment in existing Microsoft software, has made a difference to Terumo Europe. Of Terumo Europe's choice of software and supplier, Sarah Wijns, General Counsel at Terumo Europe, says, "Custodian for Legal addresses our needs around business partnering and sharing of information. It fits perfectly with the needs not just of our own department but also the needs of our various business units. Importantly, it also aligns with our IT department's Microsoft Office 365 strategy."



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