



Case Study

Using Legisway in the Healthcare Sector

Our customers:

Nienke van Dijk – *Head of Legal, Brocacef Groep/BENU Apotheek*

Carmen Lepe – *Paralegal, ProQR Therapeutics I B.V.*

Veronique Groen-van Dijk – *Paralegal Corporate Affairs & Compliance, Medline International B.V.*

The healthcare industry is one of the most competitive and highly regulated industries in the world. Facing challenges related to increasing drug trial and insurance costs, mergers and acquisitions and increased regulatory requirements all add to the increasing complexity. Failure to comply can mean hefty fines and penalties.

In order to address these challenges, healthcare organizations are centralizing their data, digitalizing their processes and workflows. In this article, you'll learn how three customers in the healthcare sector have leveraged Legisway to structure their contract management processes and operate in the most strategic way.



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Nienke van Dijk

Head of Legal, Brocacef Groep/BENU Apotheek

Before Legisway: burdened by legal administration

Veronique and her colleagues at Medline International invested in Legisway to manage a backlog of work and prevent the legal department from becoming a bottleneck.

“Due to the backlog of work, our biggest challenge was the lack of structured processes within the legal department,” she explains. “Before Legisway, the business would store their contracts in Excel, when they had too many contracts to keep track of in Excel they would move to SharePoint.” This meant that colleagues were toggling between disconnected tools, which reduced the visibility across the organization.

Nienke van Dijk, Head of Legal at Brocacef, also struggled with a lack of visibility. It became even more apparent after an acquisition. “When I joined the organization, most of the corporate documents and contracts were stored in physical archives and on local network drives. At the time, we had around 20 main entities, but

we weren’t able to keep up after the acquisition of Mediq pharmacies.” The legal department’s time and resources are valuable. Legal departments should be spending time on the more complex tasks that add value to the business.

When Carmen joined ProQR she was relieved to find that they were already using Legisway, which helped her carry out her day-to-day tasks more efficiently. This was quite a contrast to her previous role where she had to rely on paper-based processes. “When it was time to collect signatures I spent all day running back and forth. I would print copies of the contract and include a form on top. I would go around to all the responsible parties when it was time for them to sign off. I had huge pile of paper on my desk to archive.” She noticed she spent the majority of her time on administrative tasks, but this has changed dramatically since using Legisway in her current role. “Now, I’ve been able to support my team with strategic legal work,” she says.

How to win over the right stakeholders and ensure user adoption

As if dealing with a heavy workload and lack of visibility aren't enough of a challenge, legal departments also have to convince stakeholders of the value of legal technology like Legisway. Veronique reveals that they had a management meeting to make the business case in front of the C-suite, which was a tough sell. "In the end, we convinced them because things went south - a contract went missing - so they were able to understand the sense of urgency." In this case, Medline used a top-down approach to gain stakeholder buy-in.

At Brocacef, convincing the CFO was the easy part. After some incidents regarding missed contract deadlines, Nienke was able to get the CFO's support to invest in Legisway. However, when it came time to implement the contract management module, Nienke and her colleagues had to convince the rest of the business of the added value. "The fact that Legisway (as one of the few programs) offers the option of customized Chinese walls was the deciding factor. Where some managers were hesitant at first, the account managers were enthusiastic from the start."

Her tip to ensuring stakeholder buy-in? "Start by winning over the departments that would benefit the most. For example, getting stakeholder buy-in from the finance department was crucial. We knew they would benefit the most from being able to find all documents related to the company's entities."

Legisway has enhanced the quality of contract management

All three customers agree that Legisway has enabled them to structure contract management processes. At Medline International, Veronique has noticed that "the legal department has a more consistent way of filing, it's helped us to work in a more structured way." It's also made the business more aware. She recalls, "people really think about what data they're entering. Before, colleagues weren't methodical about having a signature and following up. Medline has improved contract compliance not only for the legal department but the rest of the business as well." Nienke has also seen an increase in contract compliance at Brocacef. "Legisway has helped us make the business more aware of the responsibilities of being a contract manager. Not only do you need to track the status of the contract but you're also responsible

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Carmen Lepe

Paralegal, ProQR
Therapeutics I B.V.



for the invoices related to that contract.” It has helped the legal department to educate the business about the importance of contract management and improve the quality of the contracts .

At ProQR, Carmen has noticed that contract management is more structured because all documents are in one place. Previously colleagues that signed confidentiality agreements would have kept them in their office. When another department needed that agreement, the legal team would have to get involved and start the process all over again. “Colleagues used to contact me all the time when they had a question. My inbox was quite full. Now they know to check Legisway first. It’s less time-consuming because we don’t have to keep creating confidentiality agreements.”

Legisway reduces the legal workload

One of the organization’s most precious assets is the expertise of the legal department, which is why they should dedicate their time on strategic, high-value work. However, this can be a challenge when the legal department relies on cumbersome, paper-based processes. Thanks to Legisway, ProQR has transformed the contract approval processes and implemented a paperless workflow. Carmen explains, “different labels let users know at what stage their contracts are in the system. I get an email notification when something is ready to sign and can use DocuSign to have a document signed in a matter of minutes. I don’t have to track people down to get things done.”

Legisway gives Veronique and the legal team at Medline International peace of mind that they won’t miss a

contract deadline again. They don’t have to worry about disruption, unwanted spend and chasing colleagues to make sure they know where all the contracts are and when they are up for renewal. “The overview of contracts due in 30 and 90 days is especially helpful. You can see what contracts are about to expire in a blink of an eye.”

The biggest benefit is time saved on day-to-day work. At Brocacef, Legisway has proven useful to find all documents related to their entities. Within the corporate module, Nienke explains, “we’re able to get a list of all the pharmacies with a single click, instead of combing through multiple systems and files.” In addition, collaboration between the legal department and other units has improved, because colleagues are able to find information on their own, like excerpts from the chamber of commerce, statutes or bank accounts. Thanks to Legisway, Nienke and the legal team have been able to transform the position of the legal department from a firefighter to a proactive business partner.

Takeaway

In an industry where regulatory requirements can change rapidly, ensuring compliance and having complete visibility over legal documents is crucial. Legisway provides healthcare organizations with visibility of entities, contracts and other legal documents even as the organization grows. Because it enables the legal department to share their expertise with other departments, Legisway has transformed the legal department from reactive firefighting to a strategic business partner.

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Veronique Groen-van Dijk

Paralegal Corporate Affairs
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