

# From complexity to clarity: Adtalem Global Education's approach to legal matter and spend management

A Client Story



Adtalem Global Education empowers individuals to achieve their goals and make meaningful contributions to the global community. As a leading healthcare educator, Adtalem collaborates with organizations to offer world-class academic curriculums, certifications, and training programs across various medical sectors.

50  
Years in business

>115  
Countries with a presence



Global headquarters:  
**Chicago**

- 5 institutions with 27 operating campuses
- >10,000 employees
- >300,000 alumni

## Challenges

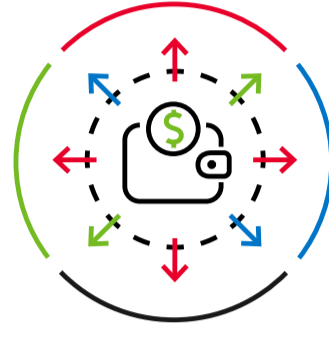
The director of legal operations at Adtalem faced several challenges and selected Wolters Kluwer ELM Solutions as the partner best suited to navigate them due to their expertise and advanced technologies:



**Inefficiencies** associated with inconsistent, manual invoice and accrual processes



**Siloed platforms** highlighted the importance of a matter management solution capable of a Salesforce integration for transparency and real-time updates



**Lack of a structured approach** to billing guideline compliance, leading to overspending

## Solution

The innovation in Adtalem's approach lies in their realistic evaluation of available tools and a mentality of minimizing spend while maximizing value. Wolters Kluwer ELM Solutions established an integration between Salesforce and TyMetrix® 360° to achieve this vision. As a result, users have gained increased transparency and efficiencies due to all matter and financial data being accessible on a single platform, enabling reporting and dashboarding that aggregates all relevant information.

“The impact of these projects has been tremendous for us. We have saved money; we have reduced our overall outside counsel spend because we're not paying for things we shouldn't be paying for, and we are getting a better handle on what we're spending because our invoices are all running through the system.”

--Director of Legal Operations, Adtalem Global Education

## Benefits

### + Minimizing spend while maximizing value

Adtalem Global Education recognized the opportunity to align their spend and matter management solution with their “minimizing spend while maximizing value” mindset. TyMetrix 360° was identified as the ideal solution to clear the challenges of manual and inefficient billing payment and accruals processes that stood in the way of their lofty spend reduction goals. TyMetrix 360° enabled a deep dive into their data to identify gaps and the opportunity to implement several best practices. They updated outside counsel guidelines and engagement letters, aligned panels with practice areas, and leveraged discounts and alternative fee arrangements (AFAs) to improve legal spend management. Coupled with automated accrual and billing reports, mandatory matter budgets, and an investment in sound data reporting, the team gained greater transparency and accountability for legal expenditures to position Adtalem's legal department for long-term success.

### + Technology without borders: seamless integration for enhanced business performance

By integrating TyMetrix 360° and Salesforce with a new open API, Adtalem was able to streamline its matter intake process. Staff no longer had to work in both systems separately, reducing the risk of errors and increasing efficiency. The integration also allowed for better tracking of matter status, enabling Adtalem to manage its workload and resources better. Greater invoice transparency allowed the company to track billing and expenses in real time. This enhanced visibility, enabling them to make more informed business decisions, identify areas for cost savings, and improve overall financial management.

### + Vendor management redefined: the role of data in improving processes and relationships

With no mechanism to ensure billing guideline compliance, Adtalem faced overspending in certain areas. However, after implementing TyMetrix 360°, the company undertook extensive vendor outreach efforts and improved rate and diversity reporting processes. The improved reporting processes enabled Adtalem to negotiate more favorable rates with vendors, resulting in significant cost reductions and increased savings. The company also achieved greater transparency into vendor performance, identifying areas for improvement and better managing vendor relationships. The recognition of bottom-line benefits positions the company for long-term success and growth.

“We've created a holistic spend and matter management system that all works together and allows us to pull data and reporting in a way that we never could before. And we're really excited about it.”

--Director of Legal Operations, Adtalem Global Education

## Results

- \$1.5 million year-one savings from line-item adjustments
- 25% reduction in overall outside counsel spend within 12 months
- 100% vendor compliance with engagement letter execution and provision of diversity data
- 30% of spend with diverse timekeepers
- A single-solution matter intake process that consolidates reporting and reduces staff time
- Outlook integration that supports easy association of emails with billing matters and lays the groundwork for more sophisticated document management
- Automated accruals and payment processing file creation, which saves two FTEs one workweek monthly
- Budgets on 75% of matters, on track to reach 100% in 2023

