Adtalem Global Education recognized the opportunity to align their spend and financial data being accessible on a single platform, enabling reporting and dashboarding that would support better financial management. Coupled with automated accrual and billing reports, mandatory invoices, best practices in legal process and engagement letters, aligned panels with practice areas, and leveraged technology without barriers, operational integration for advanced business partnerships.

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

The innovation in Adtalem’s approach lies in their realistic evaluation of available tools and technologies and the recognition that technology without barriers, operational integration for advanced business partnerships, and a mentality of minimizing spend while maximizing value was identified as the ideal solution to clear the significant roadblocks to their lofty spend-reduction goals. TyMetrix 360° was established as the ideal solution to navigate them due to their expertise and advanced technologies:

- Integration of TyMetrix 360° and Salesforce with a new open API, allowing staff to work in both systems simultaneously. This integration led to a 25% reduction in outside counsel spend and a 30% reduction in overall outside counsel spend in the first year.
- Outlier detection: highlighting the importance of a matter management solution capable of tracking and adjusting line-item adjustments. This solution has resulted in a reduction in overall outside counsel spend of 30% and a 25% reduction in vendor compliance with engagement letters.
- Inefficiencies: siloed platforms and processes, which led to overspending. TyMetrix 360° highlighted the importance of a Salesforce integration for better tracking of matter status, enabling Adtalem to manage invoice and accrual creation, which saves two FTEs.
- Lack of a structured data management process, leading to a lack of transparency and real-time updates. 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 for better tracking of matter status, enabling Adtalem to manage invoice and accrual creation, which saves two FTEs.
- Technology without barriers, operational integration for advanced business partnerships.

We’ve created a holistic spend and matter management system that at Adtalem together and allows us to pull data and reporting, in a way that we never did 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 and a 30% reduction in outside counsel spend
- 100% waste compliance with engagement letters
- 75% of matters, on track to reach 100% in 2023
- 25% of errors, a 90% reduction

### Benefits

- Enhanced visibility, enabling them to make more informed business decisions, identify areas for cost savings, and improve overall management.
- Greater invoice transparency for better tracking of matter status, enabling Adtalem to manage invoice and accrual creation, which saves two FTEs.
- Integration also allowed Adtalem 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 Adtalem to track billing and expenses in real time, which improved oversight and accountability for legal expenditures and laid the groundwork for more sophisticated management.
- Automated accrual and billing reports, mandatory invoices, best practices in legal process and engagement letters, aligned panels with practice areas, and leveraged

### Challenges

- Adtalem faced overspending in certain areas. However, with no mechanism to ensure billing guideline compliance, it was difficult to track matters efficiently and manage costs.
- The company’s existing system was unable to track and manage spend, leading to inconsistent, manual financial data reporting and inconsistent legal spend reporting.
- The absence of a structured data management process and an investment in sound data reporting meant that the team gained minimal visibility into their data to identify gaps and the opportunity to implement several best practices.
- TyMetrix 360° was identified as the ideal solution to clear the significant roadblocks to their lofty spend-reduction goals.

### Solution

Adtalem’s solution to the challenges involved the selection of Wolters Kluwer ELM Solutions as the partner best suited to navigate them due to their expertise and advanced technologies:

- The integration of TyMetrix 360° and Salesforce with a new open API, allowing staff to work in both systems simultaneously.
- Outlier detection: highlighting the importance of a matter management solution capable of tracking and adjusting line-item adjustments.
- Inefficiencies: siloed platforms and processes, which led to overspending. TyMetrix 360° highlighted the importance of a Salesforce integration for better tracking of matter status, enabling Adtalem to manage invoice and accrual creation, which saves two FTEs.
- Lack of a structured data management process, leading to a lack of transparency and real-time updates. 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 for better tracking of matter status, enabling Adtalem to manage invoice and accrual creation, which saves two FTEs.