CASE STUDY

ABOUT

WORTEN is the electronics retail company of Sonae Group, has been in business for over 20 years and it's the market leader.

Worten's mission is, to bring the best of technology to everyone, without exception, today and forever.

At Worten.pt, they offer more than 1 million products while being close to the clients through over 200 stores in Portugal and Spain.

From home appliances to sound and image, from information technology and telecommunications to entertainment and culture, going through beauty, well-being and health, Worten has it all.

The company has more than 5000 employees and its legal department is made up of 7 in-house lawyers with legal skills transversal to the company's activity.

Practice Areas:
- Commercial Law
- Consumer Law
- Criminal Law
- Tax Law
- Employment Law
- Real Estate
- Corporate Law
- Competition Law
- Intellectual Property Law
- Special Revitalisation Process

PROBLEM

Working in such diverse practice areas as this department was dealing with, whether with in-house lawyers or lawyers from outside the firm, resulted in a **volume and complexity of information that required greater control and efficiency.**

The scale of the current legal activity was not compatible with the tool used to manage the legal processes as it did not require a structured process to be followed. Furthermore, the information was recorded in free-text fields, which made it difficult to manage and analyse. There was **no single communication channe**l on the progress/status of cases, making it **difficult to access the complete cases' history** and with the **risk of undue disclosure** of confidential information.

All this inconsistency increased the **risks of non-compliance and delays** arising from the **lack of alarmistic** related with deadlines, making all legal activity more complex.

SOLUTION

WORTEN chose Rolling Legal, primarily because of its **simple and intuitive use**, as well as the **flexibility** of the solution, that is, the capacity to respond to the specific needs of the department.
These specificities implied the **customisation** of some features, namely the development of a module for the registration of pre-litigation processes.
A **community** was created for the Store Managers to have access to information about the processes of the store employees and to be an intervening party in the **approval processes** related to their employees.
Workflows and approval processes for the management of disciplinary processes were also created.
An **external community** was also configured / made available for viewing pre-litigation and court cases by external lawyers .

Having a tool like Rolling Legal, which, being built on Salesforce, is **robust and RGPD compliant**, provides this team with greater **security in the management of confidential information.**

WORTEN can now **centralise its legal matters in a single tool**, set up for different process' types, each with its own stages and tasks, manage the actions to be carried out at each moment and record the process history consistently and based on closed value lists.

Migrating to this tool allowed them to **automatically calculate indicators** and **extract reports with consistent data**, which makes their analysis much easier.

This solution has also **improved the efficiency of the legal team and reduced the risks of non-compliance and delays.**

ROLLING LEGAL

Rolling Legal is a 100% cloud platform, easy and intuitive to manage, which offers Law Firms or in-house Lawyers numerous benefits, such as:
- Monitor the business, anywhere and on any device;
- Manage cases comprehensively through immediate access to all relevant information;
- Control budgets and financial management of cases;
- Analyse the team's productivity;
- Reduce the time spent on administrative tasks;
- Work more efficiently as a team.

Rolling Legal can be integrated with external applications (Office 365, Gmail, OneDrive, Sharepoint, etc) and adjusted to the needs and sizes of Law Firms or in-house Lawyers. You can customise layouts, reports, dashboards, branding, email templates and much more.