

## Case Study

# Transforming Legal Operations: Unified Digital Workflows for a British Multinational Law Firm

A leading UK-based multinational law firm, with offices across Europe, North America, and Asia-Pacific, embarked on a digital transformation journey to modernize its internal operations.

With increasing pressure to improve efficiency, ensure compliance, and enhance employee experience, the firm partnered to implement enterprise workflows across HR, Finance, and IT using ServiceNow.

### THE CHALLENGE

#### Core Operational Challenges and Systemic Bottlenecks

The firm faced multiple operational bottlenecks across departments:

- **Fragmented HR Processes:** Inefficient employee lifecycle management characterized by decentralized service delivery and a heavy reliance on manual tracking via emails and spreadsheets.
- **Manual Finance Operations:** Slow, paper-driven invoice and expense workflows that lacked real-time visibility and suffered from high approval turnaround times.
- **Lack of System Integrations:** A disjointed tech stack of standalone tools that caused duplicate data entry, inconsistent information, and a complete absence of unified data flow.
- **Inefficient Communication via Emails:** An over-reliance on email chains for critical requests, leading to zero SLA visibility and a high risk of delayed or missed actions.
- **Limited Reporting & Insights:** Inability to make data-driven decisions due to the absence of real-time dashboards and the burden of manual report generation.
- **Disconnected User Experience:** Reduced productivity caused by the lack of a unified workspace, forcing employees to constantly switch between disparate systems.



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## THE SOLUTION

### Strategic Transformation: Centralizing Operations via ServiceNow

- **HR Service Delivery (HRSD) Implementation:** Established a centralized Employee Service Center that automates the entire employee lifecycle—from onboarding to case management—through a self-service portal.
- **Finance Workflow Automation:** Digitized invoice and expense management by configuring multi-level automated approvals and SLA tracking to improve audit compliance.
- **System Integrations:** Unified the tech stack by integrating HRMS, ERP, and email platforms, enabling real-time data synchronization and eliminating manual data entry.
- **Workspaces & User Experience:** Boosted departmental productivity by deploying role-based HR and Finance workspaces that provide teams with a single, unified interface.
- **Email Actions & Automation:** Streamlined communication by converting manual email requests into automated tickets and workflows, drastically reducing administrative overhead.
- **Advanced Reporting & Dashboards:** Empowered leadership with real-time dashboards for KPIs & SLA tracking, facilitating faster and more accurate data-driven decision-making.



## THE OUTCOMES

### Measurable Success: Business Impact and Key Outcomes

- Achieved a 40–60% reduction in manual HR and finance processing by transitioning away from fragmented, email-based requests.
- Accelerated resolution times for global queries through the widespread adoption of standardized self-service portals.
- Optimized resource allocation by allowing legal professionals to focus on billable client work while support teams manage higher volumes with less effort.
- Strengthened regulatory standing by implementing complete, transparent audit trails for all HR and financial workflows.
- Empowered leadership with real-time operational insights, leading to more accurate forecasting and strategic planning.



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