

CASE STUDY

Technology

Online collaboration portal for a large conglomerate

About the client

Our client is an Indian multinational conglomerate headquartered in Mumbai with a diverse range of interests from salt, industrial alcohol, software to fertilizers. It has a presence in over 150 countries and operations in 100 countries across six continents. The firm has been instrumental in shaping India's industrial and economic landscape and is also actively involved in various philanthropic activities and CSR initiatives.



Assets

USD 879.48 Mn



Employees

935,000



Revenue

USD 128 Mn



Founded in

1868

Objectives and challenges

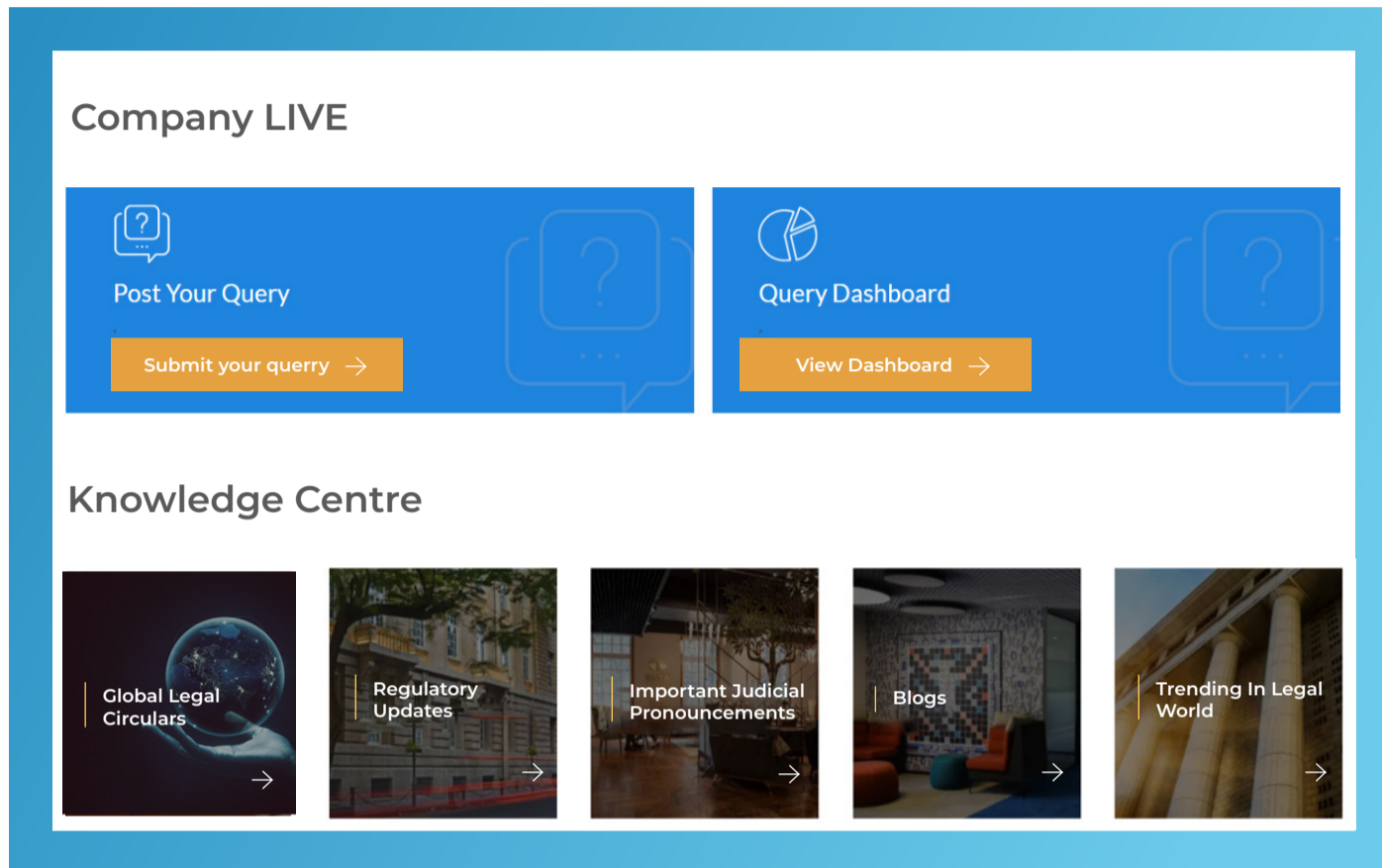
- With over 65 member firms under its ambit, communication and collaborations within the organization's legal operations were dispersed.
- Lawyers and company secretaries spread across geographies were finding it difficult to collaborate and get a single view of legal developments due to various factors, including language barriers, logistical challenges, differences in communication styles, and time zones.
- Emails were the only medium used to share their views, opinions, and thoughts on trending legal matters across the company and the world. Being a siloed format, this means of communication made it hard for key stakeholders to discuss complex issues and arrive at timely decisions.

Therefore, the company sought alternative communication methods, tools, and technologies to facilitate effective collaborations and streamline simpler, quicker communication across its member firms.



Approach and solution

- Netscribes developed a centralized solution that enabled all verified stakeholders to post trending news, their own blogs, and other views on legal matters. The platform was designed to help stakeholders stay up-to-date on the latest legal developments as well as to foster collaboration and knowledge sharing across its member firm locations.
- The platform was also equipped with a query-response module that allowed stakeholders within the legal fraternity to ask questions and receive answers from their peers.
- An admin flow was implemented to moderate the platform, which prevented any irrelevant or inappropriate content from being posted on the platform, ensuring that discussions and information sharing remained focused on legal matters. It allowed designated administrators to approve/reject/delete any content against the firm's larger interests.



Results delivered

Through the knowledge-sharing platform developed by Netscribes the firm witnessed:

- 1.5x increase in weekly active users
- 4x rise in the number of discussions
- 2x more questions answered
- 70% reduction in response time



■ ■ Benefits

Equipped with our online collaboration portal, the client's member firms enjoyed access to shared resources and were able to exchange their thoughts on legal tasks irrespective of their organizational affiliation, location, or time zones. Thus, each member firm was encouraged to bring their strengths and capabilities facilitating a unified approach to problem-solving, decision-making, and resource allocation. Also, knowledge sharing via communities of interest and practice.

Get the insights you need to make faster and more informed business decisions with Netscribes [AI and automation](#) solutions.

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