

COMPANY



LAW FIRM USES M-FILES TO OPTIMIZE CUSTOMER CASES AND CONTRACT MANAGEMENT

Company Profile

The law firm A&T Lawyers founded in 1999 in Moscow, Russia, provides a wide range of legal and tax advice according to Western standards. The company represents interests of a wide range of foreign and Russian companies from various economy sectors.

Types of Documents

The company manages customer cases and service contracts.

Before Using M-Files

Before implementation of M-Files, lawyers and partners prepared and stored key documents on customer cases in hardcopy. After scanning, employees saved electronic copies to the network folders. Since there was no unified classification of documents and contracts, the search for the right one took a lot of time.

Employees approved contracts either in paper form or by e-mail, so it was difficult to control the process. The company was constantly faced with overdue approval tasks.

Employees regularly experienced problems with maintaining a database of potential and current customers, contacts and related communication. Employees used scattered Excel spreadsheets which were updated sporadically. Therefore, information quality was poor and prevented efficient organization of meetings and negotiations.

Why M-Files

The company needed an easy solution in configuring and use that combined contract management, document approval capabilities, and functionality for managing customer data.

The key factors in choosing the M-Files platform were ample opportunities for creating a single structured document repository and flexible classification of documents by projects, customers, and other properties. Important for the company was provision of quick search and control of approval.

More information about M-Files solutions:
www.fts-eu.com/product/m-files/

INDUSTRY



LEGAL SERVICES

PLATFORM

M-Files®

PROCESS
AUTOMATIONCONTRACT
MANAGEMENTCUSTOMER DATA
MANAGEMENT

ABOUT M-FILES

M-Files information management solutions improve and simplify the management of documents and unstructured information.

Users like M-Files for its simple interface and quick search for information on the content, not the storage location. Thanks to this investment returns faster.

ABOUT FTS GROUP



FTS Group is an international IT consulting company which represents M-Files solutions in Russia, Eastern Europe, and CIS.

FTS employees advise organizations on business process automation and implement information solutions for business since 1994.

After M-Files Implementation

- ✓ A unified classification and storage of all corporate documents with reference to projects and customers organizes all documents and coordinates the whole work of the company.
- ✓ The automated process of document approval allows lawyers to devote more time to the analysis of customer cases.
- ✓ Managing contacts, events and tasks allows you create and maintain a single database of potential and current customers, as well as view this data in various cuts (by country, industry, legal practice, responsible staff, income etc.)
- ✓ Thanks to integration with Microsoft Outlook, it is easier for employees to plan internal tasks and communications (meetings, calls, emails) related to projects.
- ✓ The system helps employees with planning and registration of court hearings, and also maintains registers directories of judges and courts.

Testimonial

“M-Files offers a wide arsenal of functionalities that we use on the daily basis, ensuring confidentiality of customer documents and developing company's operations. Moreover, M-Files simply integrates with other business applications, which is important for us.”

Anna Oganessian, Administrative Manager