



Efficiency and Automation with an Integrated CLM

Lighthouse Document Technologies Inc. is a leading e-discovery company in the legal tech space. The company provides advanced solutions for managing large volumes of electronic documents and data, particularly for legal purposes.

Challenge

Before implementing Malbek CLM, Lighthouse encountered significant obstacles in managing its contracts. The absence of a dedicated contract lifecycle management system meant the company relied heavily on an internally built system, which created inefficiencies at every stage. Contracts were uploaded and reviewed manually, templates were managed in folders, and version control was cumbersome.

Every contract required involvement from the legal team, regardless of complexity, slowing processes and diverting attention from more critical tasks. Vendor contracts posed additional challenges, as they were primarily managed via email, leading to inconsistent oversight and limited process control.

Solution

To address these issues, Lighthouse turned to Malbek CLM. The platform provided a comprehensive solution, offering seamless integration with tools such as DocuSign, Deal Hub, and Salesforce, enabling a streamlined contract process. Automation became a game-changer, allowing routine tasks like template handling and approval workflows to be managed without legal intervention for standard templates. Sales teams could now initiate and finalize contracts independently, often within minutes or hours, empowering them to close deals faster while maintaining compliance. Moreover, Malbek's robust data management capabilities enhanced tracking and analysis, ensuring data integrity and providing valuable insights into contract trends and performance.

The transition to Malbek's CLM was smooth, even during the challenging conditions of remote implementation. The system's flexibility allowed Lighthouse to quickly adapt and optimize their processes.

"One of the biggest benefits of Malbek has been the streamlined approach and the automation behind it. Before Malbek, every contract had to be touched by legal, whether that template was approved by legal previously, whether there were or were not redlines from a client or vendor. With Malbek, we are able to empower our sales team to jumpstart contracts and sometimes start those and mark them as active after signature within minutes or hours."

— Ellen Kranz, Sr. Contracts Specialist

Results

The results were transformative. By automating routine processes, Malbek dramatically reduced the legal team's touchpoints, freeing them to focus on contracts with substantial redlines and complex terms. Contracts that once took days to process could now be completed in a fraction of the time, streamlining operations and enhancing efficiency across departments.

Kranz elaborated on the scale of the transformation, noting, "With Malbek, approximately 80% of our templates no longer require legal review. This has empowered our sales team to initiate and finalize contracts quickly, often within minutes or hours, allowing our legal team to focus on high-priority matters."

By adopting Malbek CLM, Lighthouse has redefined its approach to contract management, achieving greater efficiency, control, and focus on high-priority legal matters. The partnership with Malbek underscores Lighthouse's commitment to innovation and operational excellence, ensuring they remain at the forefront of the legal tech industry.



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