

# Next Level Matter Management with Knowliah

The Swiss multinational company, The Schindler Group, is well-known for manufacturing escalators, moving walkways, and elevators worldwide. The General Counsel and Compliance Officer Benelux of Schindler, Loebrecht Lievens, decided to implement Knowliah within their legal department.



**Schindler**



## Challenge

The way of working in the legal department was determined by Excel and paper files, which turned to be highly ineffective, labor intensive and bound for human errors. Combined with the concept of new work and the necessity to empower its employees to work anytime from anywhere, this resulted in an urgent need to digitalize the operations of the legal department.

Another key challenge was the ability to report all relevant KPIs to the business at any time and hence prove the value of the legal department. The legal work needs to be converted into figures and tangible reporting. One major KPI to prove that value is to provide ad-hoc and in-time legal advice to the business, which requires quick access to all relevant, reliable information.



## Solution

Schindler introduced Knowliah as a matter management system. Only the people from the legal department have access to it. For each file received, there is a digital file created. That can be about any matter: a general meeting, and advice, a contract. Implementation was smooth and easy.



**By using Knowliah, we can report to the business without any effort. Based on these reports, we can also set targets for our legal department**

Loebrecht Lievens (General Counsel & Compliance Officer, Schindler Benelux)



## Benefits

A central database in which all the right information can be found - immediately. The legal department is the memory of a company. By creating a digital memory, Knowliah empowers the legal counsels to consult immediately on any given matter even from years ago. Knowliah also acts as a digital reminder. With smart activity tracking and status overviews, nothing gets lost. Knowliah allows the legal department to work in a proactive way, which is normally a bit unusual. Schindler Legal can also easily report to the business (on e.g. # of given advices, or recommendations per month, by region, department etc.). This also helps to set targets for the legal department.

## Utilised software



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info@stp.one  
+49 721 82 81 5-0

**CASE STUDY**