

## Customer Story

# How Emerson's Legal Ops Team Streamlined Cost Savings



Matter Management



Retirement financial services



## The Challenge:

Following a series of acquisitions, Emerson, a retirement financial services company embraced its independence with a renewed vision: empowering Americans to retire richly.

But they had one major challenge standing in the way. Their existing ELM platform was costly, outdated and offered little to no flexibility. A quarter of the legal team's invoices were still processes manually and it was difficult to extract meaningful data. The team was unable to automate workflows and make the most out of their tools. The legal team, led by the General Counsel and the Assistant Vice President of Legal Operations, set out to implement new strategies and tools to drive agility.

## The Solution:

Emerson decided to rollout DiliTrust's Matter Management platform. The solution enabled a **centralized invoice review process**, helping legal teams collaborate more effectively and ensuring **workflow automation** and faster decision-making. By **aligning legal and business functions through one unified platform**, Emerson achieved smarter cost control, greater transparency, and sustainable performance gains.

The platform's flexibility allowed Emerson to tailor processes to their unique needs without heavy customization, improving user adoption and day-to-day usability. The tool has been **able to scale as legal and operational priorities have evolved**.

## The Results:

Emerson **reduced legal administration time by 40%** and finance time by 20%. The team consolidated resources, shifting from 19 part-time collaborators to 2 full-time staff. With full visibility into legal spend and streamlined billing through a single platform, Emerson **improved process compliance, supported alternative fee arrangements (AFAs), and ensured consistent savings** year over year.

**\$15M**

annual projected savings post-implementation

**19 ↓ 2**

downsize of external collaborator support



*DiliTrust has been there for us every step of the way. They understand that a Matter Management tool is not something that is implemented and left alone. It is a system that needs to be maintained and evolve with our business as needs change.*

**Patty Kuehn**  
Manager, Global Law Department Operations

Efficiency gains, cost savings or more,  
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