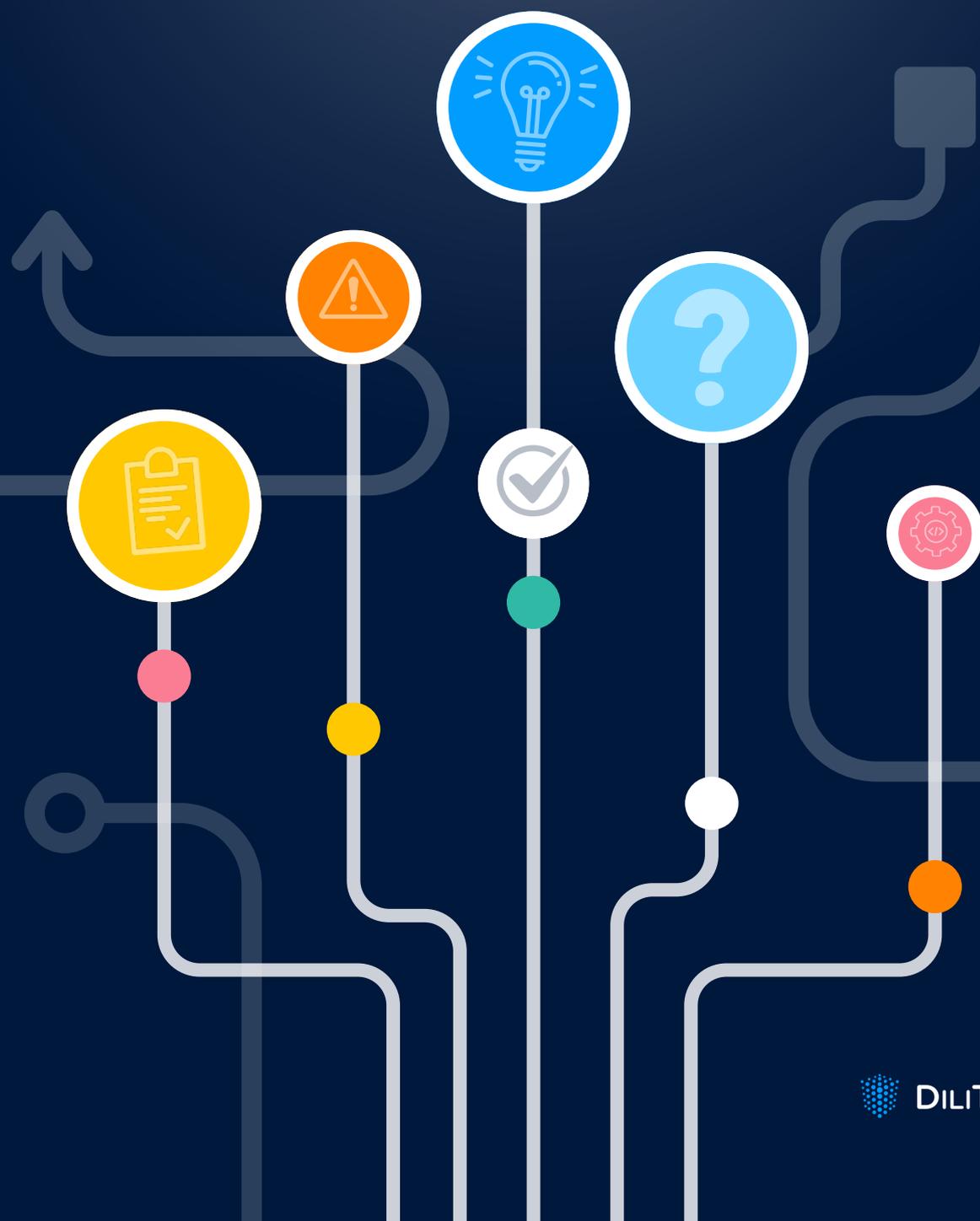


# HOW TO CHOOSE YOUR LEGAL OPERATIONS SOFTWARE

Key Considerations and Expert Tips



# Introduction

Corporate legal management, like any sector of activity, is greatly affected by digital transformation. But unlike others, **legal departments face unique challenges** when it comes to adopting new technologies. On one hand, legal teams are increasingly viewed as business units, expected to deliver performance and efficiency like any other department. On the other hand, **in-house counsel may be hesitant to embrace change**. Their role involves managing highly sensitive matters and data, and digitization can be considered a risk in terms of data protection.

However, **leveraging digital tools is no longer an option**. Features such as workflow automation, reporting and contract lifecycle management (CLM) make legal operations software an indispensable tool. They help ease the workload of in-house counsel while increasing accuracy and efficiency.

**The question isn't whether to choose a legal operations tool, but how to select the right one** that is tailored to the organization's needs.

Easier said than done? In this guide you will find useful information to help you select the software that meets your business and legal needs, and requirements, even as they evolve.

**The goal of this whitepaper** is to facilitate the adoption of new LegalTech solutions by legal teams. For success, it's often useful to adopt a comprehensive solution that addresses the needs of in-house counsel as well as those of other business units. This process identifies solutions that can overcome challenges for the entire business ecosystem.

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# Understand your needs

Choosing the right Legal Operations software starts with a deep understanding of your legal department's pain points and requirements. LegalTech isn't a one-size-fits-all solution. Every department is different, which is why it's crucial to involve all stakeholders early in the decision-making process.

## Common Mistake

Many legal teams jump into the selection process without a clear understanding of their specific needs. This can lead to a mismatch between the tool's capabilities and the department's actual requirements.

## UNDERSTAND YOUR NEEDS

### Involve the right stakeholders from the start

While in-house counsel may initiate the digitization of enterprise legal management, the benefits extend across the entire organization. That's why it's crucial to get everyone on board from the outset. A diverse group of stakeholders can facilitate a focused discussion aimed at pinpointing the drivers of change and clarifying business issues more effectively.

For example, addressing rising legal costs—something faced across many industries—is key. Achieving a 20% reduction in legal expenditure doesn't just benefit the legal department; it aligns with **broader business objectives** like cost efficiency, a goal shared by multiple teams. By involving the right decision-makers early, you create a framework for selecting the most suitable evaluation-team members, ensuring that the needs of various business units are addressed.

Strategizing to engage the best champions will lead to optimal outcomes. Bringing together cross-functional teams allows them to **analyze challenges from different perspectives**, fostering collaboration and a sense of empowerment among participants. Engaging other teams in the dialogue also leverages their expertise, insights, and potentially additional resources, ensuring the final solution is robust and aligned with the organization's overall goals.

Begin by identifying key stakeholders across various departments who will benefit from the new technology. Extend invitations to collaborate with the legal team, as their participation brings fresh insights that can uncover more comprehensive solutions to shared challenges.

Also, involve decision makers from an early stage. Their input, expectations, and authority will ensure a smooth decision-making process, speeding up the adoption of the right solution.



## TIPS & TRICKS

To build a successful evaluation team, **include members and stakeholders from a broad range of departments and backgrounds**. Your team should be cross-functional, multidisciplinary, and diverse. The result is a foundational group that can **visualize the “big picture”** of the entire organization’s needs, not just the legal departments. This method fosters buy-in and increases engagement from other departments, making them feel part of the solution.

These **talking points** may help your team uncover systemic business ideas:

- Find relevant data to support broader business objectives.
- Make faster, more informed decisions.
- Improve department and team efficiency.
- Mitigate risk across the organization.

Once these talking points are defined, they become the core of your plan, guiding your selection of stakeholders and setting clear expectations. Each team member may have their own ideas on the value the organization expects after these issues are resolved but aligning them under common goals will ensure a stronger outcome.

### UNDERSTAND YOUR NEEDS

## Key pain points to solve, use cases to address

The success of your Legal Operations solution hinges on its capacity to meet your specific requirements. Before starting the selection process, be sure you have clearly defined the needs and issues the tool is supposed to address and the goals you want to achieve.

Ask your evaluation team to **identify critical needs not only for the legal department** but also for other business units that will be impacted by the new tool.

For example, are you aiming to streamline contract management? Or perhaps you need to optimize reporting to enable better decision-making at the corporate level? It’s important to establish a hierarchy of objectives and prioritize the most critical pain points first. This ensures that the tool delivers **immediate value where it’s needed most**.

Additionally, your evaluation team should assess each department’s requirements and apply quantifiable numbers to those needs. Securing budget approval for new tools or vendor relationships will likely depend on these quantifiable metrics

# WATCH FOR

# Dealbreakers\*

During the evaluation process, it's crucial to anticipate **potential issues that could jeopardize the project**. These dealbreakers may come up unexpectedly, so being proactive and prepared can help avoid failure. Below is a summary of key steps to manage dealbreakers effectively.

*\*Dealbreakers don't always mean failure. If a problem can be fixed, resolve it and move forward. If it can't, use it as a learning opportunity to improve your approach for the next phase.)*

## Identify Potential Dealbreakers Early

Dealbreakers are not just obstacles—they're issues that can cause the entire project to fail. Keep an eye out for:

- ✓ Varying perspectives: different team members may have different ideas of what constitutes a dealbreaker, so ensure everyone is aligned.
- ✓ Unexpected issues: dealbreakers can arise at any time and may change throughout the process, so remain vigilant.

## Play the "Devil's Advocate"

Be realistic about potential roadblocks by asking tough questions:

- ✓ Why is this feature really needed?
- ✓ What happens if the budget doesn't cover this?
- ✓ Would it be a win for the company if only Legal benefits, but other departments do not?

## Anticipate Common Dealbreakers

Expect the unexpected. Some of the most common dealbreakers include:

- ✓ Loss of funding
- ✓ Time constraints
- ✓ Lack of executive support
- ✓ Environmental conditions
- ✓ Personal or professional biases

## Plan for Contingencies

Don't let dealbreakers derail the project. Be proactive by:

- ✓ Prioritizing issues that arise
- ✓ Creating contingency plans to address potential setbacks
- ✓ Communicating with stakeholders about obstacles and proposed solutions

## Take Focused Action

When dealbreakers occur, respond swiftly:

- ✓ Acknowledge the issue and assess its feasibility to overcome
- ✓ Take immediate action to address it and prevent further escalation
- ✓ Stay transparent and communicate the solution to your team to maintain collaboration and trust

## Evaluate and Resolve

After tackling the issue, assess whether success is still achievable:

- ✓ Bring stakeholders together to discuss the problem and its fix
- ✓ Ensure the cost of resolving the dealbreaker is acceptable for the business
- ✓ Learn from the experience: If the issue can't be resolved, record what led to the dealbreaker to avoid similar problems in the future

**UNDERSTAND YOUR NEEDS**

# Set clear goals

Goal setting is an indispensable part of the evaluation process. Without defined objectives, you're "flying blind", with no clear way of knowing if or when you will reach your destination. Every organization and every legal department have its very own set of expectations, requirements and goals, but there is a simple method that works for all. It's called the **SMART system**, where the letters SMART stand for:



**EXAMPLES**

**S:** Automate 60% of contract review processes within 6 months.

**M:** Reduce legal spend by 15% annually through better spend management and reporting.

**A:** Transition to a fully digital contract repository by the end of Q2.

**R:** Improve interdepartmental collaboration by integrating the legal workflow with the company's CRM system.

**T:** Set quarterly review points to measure adoption rates and process improvements.





## Questions you should ask your team(s)

Before selecting a Legal Operations platform, it's essential to have a comprehensive understanding of **your organization's unique requirements**. Use this cheat sheet to guide internal discussions and ensure alignment across teams before you begin evaluating solutions.

The question	Why is it important to ask?	Pro tip
<b>What attributes define a good Legal Operations platform for our company?</b>	No two organizations have the same requirements for a Legal Operations platform. Think about what your teams struggle with the most. Is it managing the contract lifecycle efficiently? Tracking legal spend and budget? Finding and organizing crucial documents? Identifying these pain points will help prioritize which features are non-negotiable when evaluating solutions.	Look at pain points across all business units involved—not just Legal. For instance, Finance might need robust invoicing and budgeting capabilities, while Procurement could benefit from streamlined contract workflows. A solution that integrates needs across departments ensures organization-wide improvements.
<b>What would define a successful solution for our team?</b>	This question allows you to engage your team and gain insights into their definition of success. Ask various members what recurring challenges they face and what their vision for success looks like. Common themes and bottlenecks will emerge, which will be crucial when comparing vendors later.	Don't limit the conversation to Legal's immediate needs. Think about how the solution could drive broader business objectives, such as cost control, risk mitigation, and enhanced collaboration across departments like Compliance, Procurement, and HR.
<b>What outcomes are we hoping to achieve with this platform?</b>	Setting clear and specific goals early on helps highlight the areas where your Legal Operations need improvement. These goals will act as benchmarks for evaluating the success of the platform. Are you looking to streamline contract lifecycle management? Reduce legal spend through better spend control? Improve data visibility for more informed decision-making? Each of these goals will guide your feature priorities during the selection process.	Leverage the SMART goal-setting criteria—Specific, Measurable, Achievable, Relevant, and Time-sensitive. This method helps set clear expectations and allows you to track progress and measure success effectively after the implementation.

These questions will facilitate meaningful conversations with your team, ensuring everyone is on the same page before starting the vendor evaluation process. By fully understanding your organization's specific needs and objectives, you will be better positioned to select a Legal Operations platform that delivers true value and long-term impact.





# Criteria

## for choosing the tool that fits your needs

You've identified your needs and defined your goals. Thanks to your team you have established a list of specifications that will help compare vendors.

But before going into specifics, **what are the essential elements a Legal Operations tool should offer?** What should the vendor bring to the table in terms of tech capabilities, services, scalability and security?

### CRITERIA FOR CHOOSING THE TOOL THAT FITS YOUR NEEDS

## Software Capabilities

When evaluating a solution for your legal department, consider these **essential features** and how they can address your department's specific needs.

Below is a list of a few must-have capabilities, along with explanations of why each feature matters and how it can enhance your legal department's performance.

Feature	Why it matters	How it helps
<b>Contract Lifecycle Management</b>	Managing contracts from initiation through execution and performance to renewal/expiry is essential. Your tool should include features for contract creation (import, clause library, approval workflows), secure signing, and collaboration between legal and other departments.	Streamlines the entire contract process, reducing delays and ensuring compliance. Automated workflows and secure collaboration simplify approvals and reduce errors.
<b>Board Management</b>	Streamlined workflows eliminate bottlenecks in matter intake, vendor onboarding, and timekeeper review. Automation reduces manual intervention and frees up your team to focus on high-value work.	Improves the organization and efficiency of board meetings by providing centralized access to meeting documents, enabling faster decision-making and simplifying post-meeting tasks like minute-taking and voting.

Feature	Why it matters	How it helps
<b>Entity Management</b>	Manage complex entity structures by tracking legal status, ownership, assets, and deadlines. A centralized platform ensures that all relevant information is accessible, enabling collaboration and delegation across departments.	Centralizes critical information about corporate entities, enabling better oversight and simplifying compliance with regulatory requirements. Automated notifications prevent missed deadlines or tasks.
<b>Matter Management</b>	Efficiently managing legal matters requires a secure repository for legal documents, notes, and status updates. Your tool should simplify document handling, automate notifications for deadlines, and provide real-time reports to track matter progress.	Provides a centralized platform to manage all matter-related activities, from document storage to task tracking, ensuring deadlines are met and information is easily accessible across teams.
<b>Document &amp; Knowledge Management</b>	Centralizing all legal documents and internal knowledge (e.g., templates, policies) makes it easy for legal and other teams to store, retrieve, and collaborate securely. Advanced search, version control, and permissions ensure that documents are managed effectively.	Enhances document accessibility and collaboration while maintaining security. Version control ensures that the latest documents are used, while advanced search features make document retrieval quick and easy.
<b>Risk &amp; Compliance Management</b>	Managing compliance with regulatory requirements is essential for legal operations. Your tool should track obligations, send alerts for upcoming deadlines, and help assess risks in real-time, reducing exposure to legal risks.	Automates compliance tracking and risk management, ensuring the organization stays ahead of regulatory requirements. Alerts and dashboards provide real-time oversight of risks and obligations.
<b>Workflow Automation</b>	Automating key workflows, such as contract approvals, document routing, and task delegation, eliminates bottlenecks and frees up your legal team for higher-value tasks. This increases overall operational efficiency by reducing manual intervention.	Reduces manual, repetitive tasks and ensures consistency across legal operations. Frees up time for the legal team to focus on more strategic activities, improving productivity.



Feature	Why it matters	How it helps
<b>Collaboration Tools</b>	Cross-departmental collaboration is vital for legal operations. Look for features that enable real-time document sharing, task tracking, and communication between legal, finance, HR, and other departments to streamline workflows.	Facilitates seamless collaboration across departments by enabling real-time document sharing and communication. Teams can work together more effectively, which enhances overall efficiency and transparency.
<b>Reporting &amp; Analytics</b>	Comprehensive reporting capabilities provide real-time insights into performance metrics, budgets, and legal matters. Look for customizable reports and graphical data visualizations to inform decision-making and help you monitor progress effectively.	Offers real-time data and insights, helping teams track progress, manage budgets, and identify trends. Customizable reports allow you to focus on the metrics that matter most to your organization.
<b>Scalability &amp; Integration</b>	The platform should scale with your business as it grows, supporting increasing data volumes and users. Integration with existing tools like ERP, CRM, and accounting systems ensures that your Legal Operations run seamlessly.	Ensures the platform grows with your business, supporting more users and larger volumes of data. Integration with existing systems allows for smoother workflows and reduces data silos across departments.
<b>Security</b>	Handling sensitive legal and business data requires strict security measures. Look for data encryption, access controls, and compliance with industry standards (e.g., GDPR, SOC 2) to protect your organization from data breaches and legal risks.	Safeguards your organization's sensitive data with industry-standard security features. Compliance with regulations ensures that the platform protects against legal risks and breaches, providing peace of mind.
<b>Task &amp; Deadline Management</b>	Staying on top of deadlines is crucial in legal operations. A platform with robust task management allows you to assign tasks, track progress, and monitor deadlines across all legal matters, reducing the risk of missing important deliverables.	Keeps teams aligned on priorities and deadlines, reducing the risk of missed deadlines and ensuring tasks are completed on time. Task tracking offers clear visibility into who is responsible for what.

Each of these features is critical to running an efficient and secure legal department. When evaluating a Legal Operations solution, ensure the platform you choose includes these must-have capabilities to support your department's current and future needs.



## CRITERIA FOR CHOOSING THE TOOL THAT FITS YOUR NEEDS

## Services and support

While capabilities are crucial, the value of a platform also depends on the services and support provided by the vendor. They are **essential to maximizing the tool's benefits**.

### Implementation

The support the vendor offers for implementing their solution is quintessential to a seamless transition to the new tool.

Several aspects should be considered:

#### Data migration

The transfer of existing data should be straightforward and secure to ensure a smooth transition.

- *Can the vendor handle the volume and complexity of our current data?*
- *Will we need internal IT support to assist with the migration, or does the vendor provide full support?*

#### Integration with existing tools

The new tool must seamlessly fit into your existing ecosystem, including compatibility with systems like MS Office and Outlook.

- *Will the new tool work with our CRM, document management systems, or accounting software?*
- *How does the vendor handle updates to the integration, ensuring long-term compatibility?*

#### User-friendliness

A user-friendly interface and intuitive design are essential for speeding up implementation and encouraging user adoption.

- *Will the vendor provide onboarding and training for our team? If so, what does that look like?*
- *Are there resources (e.g., user guides, training videos) available to help our team get up to speed quickly?*

### Training & Support

User-friendliness is important, but it needs to be combined with efficient initial training and onboarding.

#### Internal onboarding

The vendor should have the capability to train your team members efficiently, helping them maximize the tool's benefits.

- *Does the vendor have a structured training program for our internal team?*
- *Will the vendor provide ongoing training for new team members after the initial rollout?*

#### Configuration and support

After implementation, the solution should provide comprehensive support for troubleshooting, customization, and ongoing assistance. Clarify any additional costs for ongoing support.

- *How responsive is the vendor's support team, and what's the expected turnaround time for resolving issues?*
- *Are there any additional costs associated with ongoing support, and what is included in the standard support package?*

#### External onboarding

Other departments and external counsel who may need to use the tool should also receive training from the vendor to ensure seamless collaboration.

- *Does the vendor offer training for external stakeholders, such as other departments or outside counsel?*
- *What is the format of this training (e.g., live sessions, webinars, or user guides)?*

## CRITERIA FOR CHOOSING THE TOOL THAT FITS YOUR NEEDS

# Scalability

A Legal operations solution is a long-term investment, so it's essential to choose a one that is scalable, flexible and adaptable.

### Scale to your growth

The Legal Operations solution should be able to handle the increasing volume of data (e.g., bills, contracts, matters) as your business expands, ensuring sufficient storage and data management capabilities.

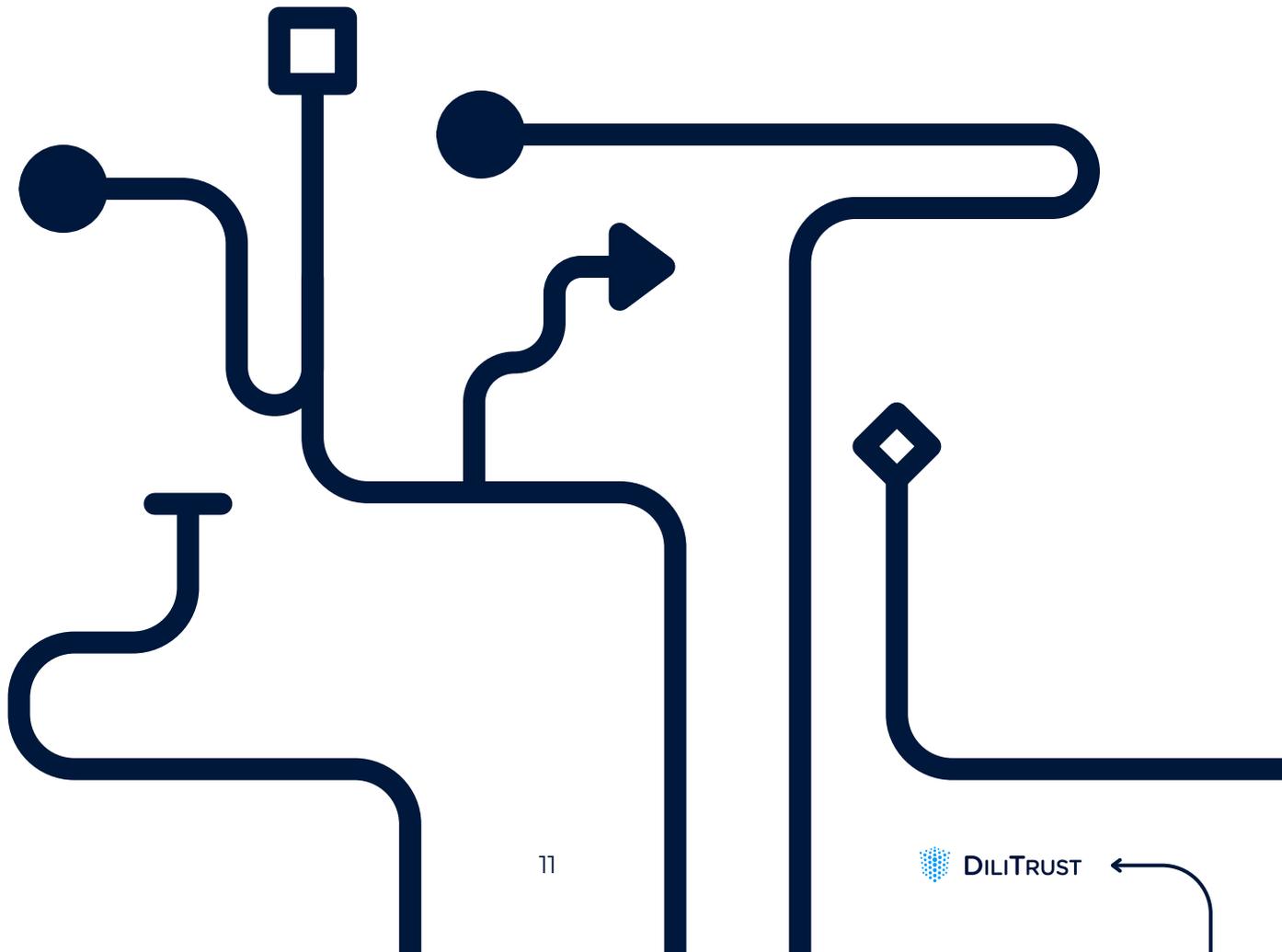
### Adapt to the size of your legal department or a changing number of users

The tool must offer a flexible licensing policy that adjusts to the actual needs of your organization, including the ability to scale up or down as user numbers change.

### Expand capabilities

The solution should provide a wide range of features and allow for additional capabilities and tools to be integrated as your digital transformation evolves and your business requirements change.

- *Can the solution support increased data volume as our business grows, and is there a limit to how much data it can handle?*
- *How does the platform manage data storage and retrieval as the volume of contracts, bills, and matters grows?*
- *Does the tool offer flexible licensing options that accommodate the fluctuating number of users in our department?*
- *Can the solution scale both up and down easily if our team size changes?*
- *How easy is it to add new capabilities to the platform as our digital transformation progresses?*
- *Are there any restrictions or limitations on the types of features that can be added over time?*



## CRITERIA FOR CHOOSING THE TOOL THAT FITS YOUR COMPANY

# Security

Ensuring the security of your legal data is one of the most critical factors when selecting a Legal Operations solution. Handling sensitive information means your chosen provider must adhere to the highest industry standards and provide robust security assurances. These measures should cover all aspects of data protection—from encryption to physical security—ensuring your organization’s data is safe at all times.

This includes:

### Certifications and Compliance

Look for vendors that comply with top industry certifications such as ISO 27001 and SOC 2, ensuring they follow recognized best practices for information security management and data privacy.

### Data Protection Features

Your vendor should implement features such as encryption (both for data-at-rest and data-in-motion), secure server locations, and two-factor authentication (TFA) to protect against unauthorized access.

### Continuous Monitoring and Support

It’s important that your provider has protocols in place for continuous security monitoring, regular internal and external audits, and a comprehensive incident management procedure to respond to any threats.

## TIPS & TRICKS

***Prepare thorough and challenging questions for vendors when requesting a proposal to make sure they’re meeting your real needs.***

*Examples:*

- *“What makes your solution unique?”*
- *“How does your platform help us search and report on legal matters?”*

*Play devil’s advocate by questioning the relevance of certain billed services and try to find out what happens in case of major issues.*

*Don’t forget to inquire about costs, licensing policies and added spending for customization, training, etc.*





# Cheat Sheet: Essential Security Certifications and Assurances

When evaluating a provider, ensure they meet the highest security standards. Below is a list of essential certifications and assurances that your vendor should provide:

Security measure	What is it about?	Why is it important?
<b>ISO 27001 Certification</b>	International standard for managing information security. Ensures robust processes for data protection and risk management.	Provides assurance that the vendor follows globally recognized best practices for securing sensitive data.
<b>ISO 27701 Certification</b>	Extension of ISO 27001, focused on privacy information management systems.	Ensures that the vendor has the appropriate controls to protect personal data and comply with privacy regulations such as GDPR.
<b>SOC 2 Certification</b>	Compliance standard for data security, availability, processing integrity, confidentiality, and privacy.	Demonstrates that the vendor's systems are designed to keep customer data secure, trustworthy, and available at all times.
<b>Data-at-Rest Encryption (AES 256)</b>	Encryption standard that protects stored data using a 256-bit encryption key.	Ensures sensitive data stored on servers or devices is secure and cannot be accessed by unauthorized individuals.
<b>Data-in-Motion Encryption (HTTPS 256-bit)</b>	Encrypts data while it is being transferred, ensuring secure communication over the internet.	Prevents unauthorized access or interception of sensitive information during transmission.
<b>Hardware Security Module (HSM)</b>	A physical device that securely generates, stores, and manages encryption keys.	Provides a secure environment for cryptographic processing, safeguarding encryption keys from unauthorized access or misuse.
<b>Two-Factor Authentication (TFA)</b>	An additional layer of security requiring users to verify their identity with a second method, such as a one-time SMS code.	Reduces the risk of unauthorized access by adding an extra layer of security beyond passwords.



Security measure	What is about?	Why is it important?
<b>Backup and Recovery</b>	Daily system backups stored in separate locations under the same security conditions as production servers.	Ensures data can be restored in case of a system failure, minimizing downtime and preventing data loss.
<b>Internal Audits</b>	Regular internal assessments to verify security protocols and procedures.	Helps identify and address potential security vulnerabilities before they can be exploited.
<b>External Audits</b>	Annual security reviews conducted by independent experts, including manual penetration testing.	Provides an unbiased evaluation of the vendor's security measures, ensuring high-level protection and compliance.
<b>Security Incident Management</b>	Procedures for detecting, responding to, and recovering from security incidents.	Ensures that any security breach is swiftly managed and mitigated to minimize damage and protect sensitive data.
<b>Physical Security</b>	On-site protections like badge access, video surveillance, and 24/7 monitoring at the data center.	Protects the physical infrastructure housing sensitive data, reducing the risk of unauthorized access or environmental hazards.
<b>Business Continuity Plan (BCP)</b>	Plan ensuring continued operations during and after a disaster or unexpected interruption.	Guarantees minimal disruption to services and protects against data loss or downtime during emergencies.
<b>Bring Your Own Key (BYOK)</b>	A security model allowing clients to use their own encryption keys to protect their data.	Gives organizations greater control over their data security by managing their own encryption keys.
<b>Single Sign-On (SSO)</b>	Authentication process allowing users to log in once and access multiple systems without needing to re-enter credentials.	Simplifies the user experience while maintaining secure access to multiple systems, reducing the risk of password-related breaches





# A solution that benefits the entire organization

Selecting the right Legal Operations solution is not just about fulfilling the needs of today — it's about ensuring your legal department thrives as your organization evolves. The right solution must scale with your growth, adapt to the ever-changing demands of your legal operations, and enhance efficiency and security across the board.

In this guide, we've outlined the **essential criteria** to consider, from engaging stakeholders early on, to defining clear goals, ensuring scalability, and safeguarding sensitive data. These elements form the foundation of a successful implementation.

**But what if there was a solution that didn't just meet these criteria, but surpassed them?**

DiliTrust Governance is designed with exactly these considerations in mind. With decades of expertise in LegalTech, our platform is purpose-built to address your most critical challenges. We've ensured that it not only delivers on the fundamentals, like seamless data migration, workflow automation, and compliance, but also scales as your needs grow, integrates effortlessly with your existing tools, and provides robust security at every level.

Ready to take your legal department to the next level? Reach out to us today to learn more about how our solution can transform your legal department into a future-ready powerhouse, helping you achieve lasting success.



**Ask your  
demo!**



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to discover our Legal Operations solution.

## About Dilitrust

DiliTrust is a global provider of AI-powered SaaS solutions dedicated to empowering in-house legal teams by giving back valuable time and peace of mind.

Leveraging its proprietary AI, DiliTrust secures and streamlines legal operations, allowing teams to focus on strategic decision-making and maximize their impact within the organization.

The DiliTrust Governance suite enables legal departments to efficiently manage the entire contract lifecycle, centralize entity management, secure board meetings, and maintain control over matter management. Supporting more than 2,500 businesses across over 60 countries, DiliTrust has a presence in key locations, including Canada, Dubai, France, Germany, Italy, Mexico, Spain and the United States.

Committed to fostering simplicity, innovation and security, DiliTrust helps legal departments work smarter while enhancing operational efficiency and minimizing risk. Discover more at [www.dilitrust.com](http://www.dilitrust.com).