



isolutions

MLL

«The collaboration with isolutions was very professional, competent and goal-oriented right from the start. The isolutions team managed to raise awareness of the relevance of technology throughout the entire MLL organization and at the same time always expressed that the basis for an efficient and accepted digital working environment must be the needs of the employees and their specific tasks. Accordingly, they have laid the foundation for a change management process to create a modern digital working environment for employees.»

Lukas Bühlmann, Partner MLL Legal

As one of the largest Swiss commercial law firms, MLL Legal advises its clients in all areas of commercial law. In particular, MLL Legal is characterized by first-class industry expertise in technically innovative specialist areas such as fintech, blockchain and AI, but also in regulated and innovative industries such as life sciences, ICT, financial services, real estate and retail or luxury. The firm has grown both organically and through strategic mergers. The most recent merger took place on July 1, 2021 between Meyerlustenberger Lachenal. Since then, MLL Legal has employed around 250 people, including around 150 lawyers, at its four Swiss offices in Zurich, Geneva, Zug and Lausanne as well as at its international offices in London and Madrid.

MLL

The merger of MLL and FRORIEP led to efficiency losses due to different core systems. isolutions took on the evaluation task, integrated the employees at an early stage, optimized the work processes and enabled MLL Legal to select a partner with state-of-the-art technology, covering all relevant areas and avoiding complete dependence on the provider.

Initial situation

The merger of the law firms MLL and FRORIEP meant that the efficiency of client support was impaired by the different core systems of the two law firms. Although the same software was used, there were different processes and features. This stood in the way of the usual high quality of client support. The challenge was to document and harmonize the work processes and identify optimization opportunities at an early stage. Therefore, a solution had to be found. isolutions evaluated the optimization possibilities at an early stage of the

project. Change management was also to be taken into account at an early stage in order to prepare the entire organization and actively involve the employees. The integration of the two cultures and consideration of the different hierarchies within the firm were of central importance.

Solution

To evaluate MLL Legal's current infrastructure, cloud architects from isolutions carried out an IT infrastructure assessment and developed possible proposals. In parallel, isolutions business consultants conducted individual interviews with representatives from various departments to gain insights into current working methods, differences and challenges. Based on these interviews, a company-wide online survey was conducted to collect basic data on the field of work, activities and initial suggestions for improvement. The high level of participation and commitment of the employees showed a great deal of interest in the project. Building on this, business workshops were held in which employees documented their work steps and compared them with each other in order to benefit from mutual insights. Target processes were developed on the basis of this as-is analysis. Following the process design, requirements for the future software were defined, with the technically experienced consul-

tants from isolutions introducing new technologies and pointing out the necessary basics. The requirements developed were presented to the workforce again via an online survey so that any additions could be made via the survey.

In a final evaluation round, requirements for the provider and the individual application areas were evaluated and approved in a joint prioritization workshop. An evaluation matrix, which assessed both the submitted offers and the providers, formed the basis for the selection of a neutral provider.

Benefits

- isolutions' consulting expertise in technical and functional aspects secured the evaluation process for MLL Legal.
- The early involvement of the workforce at all levels laid the foundation for the acceptance of the subsequent replacement of the core systems DMS and KMS.
- MLL Legal was able to choose a partner that works with the latest technologies, covers both the KMS and DMS areas and uses standard software in the background in order to avoid complete dependence on the provider.

18

workshops with
114 participants

3

customized
online surveys

4

stakeholder interviews

Partner profile

#weshapethefuture

Founded in the civil defense cellar by three visionaries from the Bernese Oberland, isolutions has been accompanying companies into the digital future since 1999 as the largest dedicated Microsoft one-stop-shop in Switzerland. We integrate Microsoft services in a way, that adds value and has a positive change in the corporate culture.

Supported by over 200 passionate minds consisting of business and technical consultants, change makers as well as software developers, architects and cloud natives, we are driven to peak performance by our customers and their challenges. Together with customers from different industries, we build the bridge to the tech giant Microsoft. All with one goal: To create the best employee and customer experience in order to achieve competitive advantages.

Customers love our inspiring corporate culture, which is contagious. It successfully supports and overcomes organizational or technological challenges. Together with them, we shape the future of teams, products, companies and entire industries.

Locations

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