



# Office of General Counsel

GLOBAL PHARMACEUTICAL CORPORATION

*The law department of a leading global pharmaceutical company turned to us to assess, innovate and manage its disclosure function.*

## THE CHALLENGE

Faced with a significant portfolio of government and regulatory investigations, civil litigation, and human resources matters, the law department needed to reduce disclosure costs and ensure consistency and defensibility across the portfolio through sound management of its disclosure function.

## OUR APPROACH

After we had assisted it with disclosure projects in a variety of large and small matters, the company requested a full assessment of its disclosure operation.

We conducted the assessment, created a new operating structure and assisted in implementing the new solution.

The company opted to entrust us with the management of its disclosure operations. Dedicated personnel, backed by our institutional expertise, now manage the operational aspects of all disclosure matters, under the supervision of the company's in-house counsel. They include:

- Disclosure spend and business management
- Case management
- Data collections
- Processing, hosting and production
- Special projects and process enhancements
- Document review
- Legal hold system and process management

Consilio oversees special projects and needed enhancements at the program level while working with outside counsel and external vendors as needed.

### RESULTS & BENEFITS

The company has realised process efficiencies and significant cost savings as a result of our partnership.

- **Standardised and consistent policies and processes:** The company's policies and procedures align with current legal standards and its disclosure function has consistent, defined processes.
- **Improved performance:** The service level for disclosure projects has improved and capacity has increased. Previously, 17 people worked on disclosure matters at least part-time; now nine individuals manage the process and supporting technologies, through consolidation and more efficient use of the right resources. Policies and procedures are consistently enforced and metrics are monitored. We routinely meet with the company's disclosure counsel, litigation head and general counsel regarding metrics performance, partnering with the company to make any needed changes.
- **Cost management:** The company realised cost savings/avoidance in excess of \$15 million by the end of the first year of the arrangement, as a result of changes that included policy and process improvements (avoiding over-collection and over-preservation, for example) and enforced adherence to document review protocols.

The company's affiliate divisions are now emulating this success with Consilio. Most are participating in the outsourced disclosure management model, and others are outsourcing individual components (e.g., legal hold, collection, project management).

*Contact us at [info@consilio.com](mailto:info@consilio.com) to learn more about how you can outsource all or part of your organisation's disclosure function.*