

**CASE STUDY**

**From Silos to Synergy:  
How a Global Luxury  
Automotive Leader  
Improved Legal Operations**



**Industry:**

Motor Vehicle Manufacturing

**Headquarters:**

Stuttgart, Germany

When your business builds some of the world’s most sought-after vehicles, complexity is part of the job description. This global luxury automotive company, headquartered in Germany, manages a vast network—170,000 employees, 30,000+ parts, 40,000 suppliers, and strict compliance requirements across continents. Keeping legal and corporate documentation under control isn’t just a challenge—it’s a necessity.

**Key stats at a glance:**

- 120+ metadata fields reduced to 35 (>70% reduction)
- User base expanded by 43% in one year (300 > 430+)
- 25% admin efficiency gains; 5–10% end-user productivity boost
- 95% of data fields now standardized and shared

**Why it matters?**

By integrating seamlessly with HR and core business systems, Mercedes Benz transformed fragmented processes into a unified framework. What was once six months of manual work now happens automatically, freeing legal and compliance teams to focus on strategy instead of admin.

**The Problem**

Legal, HR, compliance, and digital teams were spread across Europe and beyond, each using different processes and documentation standards. Over time, legacy systems that once worked well became a liability.

Their in-house Legal Management System (LMS) was rigid and siloed. Integrating with HR or other core business tools was impossible, which meant that reorganizations or staff changes required weeks—sometimes months—of manual updates. Audits highlighted archiving gaps, inconsistent metadata, and a lack of policy alignment.

With every department managing documents and metadata in their own way, legal and compliance teams often duplicated effort or missed key information. Collaboration between teams was difficult, and requests for information or updates would often stall.

**Key challenges:**

- Siloed document management and inconsistent metadata across departments
- Manual, time-consuming updates after organizational changes and HR moves
- Difficulty preparing for audits due to fragmented records and archiving gaps
- Limited collaboration; teams duplicating work or lacking access to current information



You lose the overview, and the system gets hard to handle when you have so many metadata fields. You get confused—when do I need what?

Project Lead



## The Solution

Following an internal audit that identified major risks, the company undertook a thorough review of legal operations solutions. Over two and a half years, nearly every major vendor was evaluated. Most offered either document management or workflow tools, but not both in an integrated, cloud-based platform.

### Co-Flo + iManage ultimately stood out, because they addressed core operational needs:

- One platform for both work and document management
- Standardized SmartForms, cutting metadata fields from 120+ to just 35
- Seamless integration with HR (MyStructure), so that user, role, and org changes sync automatically
- Automated user management, security, and access control—removing the need for labour-intensive admin work

## The Impact

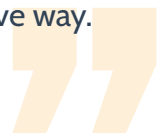
The rollout began with legal teams and soon expanded to compliance, HR, mobility, and digital functions. The transition was structured and collaborative, allowing each department to map its work to standardized templates and workflows. This ensured that best practices didn't just stay on paper but became part of day-to-day operations.

- **Reorganizations Automated:** What once took up to six months of manual updates is now automated—org changes, user, and group assignments sync instantly, eliminating manual admin
- **Updating user and security roles** now takes hours, not weeks
- **User base** expanded from 300 to 430+ in less than a year, without any increase in administrative burden
- **Collaboration improved:** now, 95% of data fields are shared and standardized across departments
- **Audit readiness:** Compliance gaps addressed, reviews are more efficient and less stressful
- **Productivity:** End users report 5–10% gains, while admin teams see up to 25% improvement in efficiency



The integration with our HR system means when something changes there, it's automatically changed in Co-Flo. That's a very big impact in a positive way.

Project Lead



## Why It Worked

Co-Flo and iManage succeeded because they aligned closely with how the organization already operated, rather than forcing new ways of working. Because Co-Flo and iManage integrated seamlessly with existing HR and business systems, legal, compliance, and corporate teams could focus on strategic priorities—not admin or data clean-up. The platform's flexibility meant that process standardization, automation, and collaboration could all be achieved without sacrificing control or adding complexity.

This approach minimized disruption, ensured rapid adoption, and delivered measurable efficiency gains that were felt across departments.

**Co-Flo + iManage deliver clarity, efficiency, and the confidence to scale across the organization.**



[www.co-flo.com](http://www.co-flo.com)

For more information contact:  
[info@co-flo.com](mailto:info@co-flo.com)