

CASE STUDY

**From Chaos to Clarity:
How MultiChoice Gained Control
Over Legal Operations**



Industry:

Broadcast Media Production and Distribution

Headquarters:

Randburg, Gauteng

MultiChoice Group is Africa's leading entertainment provider, delivering satellite and streaming content to over 14 million subscribers across 52 countries. With 8,000+ employees and legal operations spanning dozens of markets, maintaining control and visibility across contract workstreams was a growing challenge.

Legal support functions were becoming increasingly complex. Between a rapidly growing volume of legal requests, an evolving regulatory environment, and pressure to maintain internal SLAs, the legal department needed to modernize how work was captured, processed, and reported across regions.

Key stats at a glance:

- Contract turnaround cut from 7–10 days to 2–5 days
- SLA reporting time reduced from 8 days to 3 days
- Complaints from business units dropped to near zero
- 40–60% increase in legal team productivity

Why it matters?

Co-Flo gave MultiChoice the speed and visibility needed to keep up with a fast-moving, multi-market business. By structuring intake and approvals without changing how teams worked, the legal function went from a "black box" to a transparent, strategic partner.

The Problem

The legal team was handling over 5,000 contract requests a year using manual email workflows and outdated SharePoint systems. Requests were falling through the cracks. Clauses weren't being updated fast enough. There was no way to see how the team was performing — or where delays were coming from.

What made this particularly challenging was the absence of structured intake, approval, and reporting tools. Legal professionals were constantly fielding follow-ups on contracts without the ability to provide real-time answers or insights. With no ownership of clause templates and no integrated clause library, updates had to be made externally - costing the business both time and money.

Key challenges:

- No way to track turnaround times or SLA compliance
- Clause templates managed externally — at a high cost
- Manual bottlenecks causing frustration across business units
- No reporting for GC or CFO — legal was a black box

“ We had no visibility. Everything lived in inboxes and old systems — we couldn't track or enforce SLAs. ”

Eddie Malan, Group Contracts & Systems Manager, MultiChoice

The Turning Point

MultiChoice explored several alternatives: several CLM vendors, COUPA (a procurement onboarding platform), and an internal MS Flow prototype. None fit the bill. Most solutions required them to change how they worked.

Co-Flo didn't.

The Co-Flo team proposed a solution tailored to how MultiChoice's legal team already operated. A working prototype was shared to demonstrate fit-for-purpose workflows, SLA tracking, and real-time legal reporting—all integrated into their existing iManage Work environment.

What stood out:

- Flexible workflow design that matched their existing legal process
- Native integration with iManage - no duplication of systems
- A working prototype delivered in a timely manner

The Solution

Co-Flo, combined with iManage, delivered a fully integrated legal operations environment. The platform removed the reliance on inboxes and ad-hoc tracking, replacing it with standardized intake, smart clause selection, and structured approval paths. The legal team could now manage work across contract lifecycles and track legal risk in one consolidated place.

Key solution elements:

- Automated legal workflows — replacing inboxes and manual routing
- A centralized clause library — now updated and owned in-house
- Real-time dashboards — from SLA compliance to litigation reporting
- Structured fraud, tax, and compliance checks built into every request
- Secure digital signing and storage linked to iManage Workspaces

Now, business users get faster answers. Legal teams stay in control. And leadership teams can access the insights they need, when they need them.

“Co-Flo gave us control, speed, and strategic insight — without changing how we work.”

Eddie Malan, Group Contracts & Systems Manager

The Impact

Implementing Co-Flo didn't just bring new tooling — it brought measurable improvements to speed, cost, and visibility.

Before Co-Flo:

- 7–10 days to draft a contract
- 8 days to compile SLA reports
- ~10 complaints a week from frustrated business units

After Co-Flo:

- 2–5 day turnaround on legal drafts
- SLA reporting time cut to 3 days
- Complaints dropped to near zero
- Estimated 40–60% increase in legal team productivity
- Legal leadership now has on-demand visibility across all active and historical work

Why It Worked

This wasn't about implementing another system. It was about giving legal teams the structure, visibility, and control they needed — without breaking what already worked.

By adapting to MultiChoice's workflows instead of forcing a new paradigm, Co-Flo enabled change without friction. Legal teams were able to maintain continuity while transforming their operations.



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