

University of Minnesota Physicians chooses Legal Files for flexible, easy-to-configure and affordable contract management

Background

University of Minnesota Physicians (UMP) is a group medical practice comprised of physicians who are also faculty members at the University of Minnesota Medical School. Founded in 1997, UMP is independent of the university and a not-for-profit organization, numbering 750 physicians and more than 1,400 health and other professionals.

As the Senior Director, Contracting for UMP, Greg Brodersen and his staff are responsible for all contracts involving the organization. “We buy and sell docs; nurses, too,” Brodersen joked. “As you would expect, we have many contracts involving professional services; providing physicians to other institutions, such as the Veterans Administration, but we handle all types of contracts—whether it’s for cleaning aquariums, plowing snow or buying/selling/leasing real estate. It’s all accomplished through this office.”

The Challenge

Originally working with an Access database developed in-house, Brodersen began looking for a more robust tool that could handle the growing volume of contracts. “I found a system that was geared for healthcare and that helped us to advance, in baby steps, to share information across the organization, but it was basically serving as a repository of completed contracts. It couldn’t manage the entire lifecycle for us, manage all the data that was outside the system—all the emails, drafts, phone calls, faxes. We had multiple places to store all this stuff,” he said.

“My exploration of products like yours began with the need to find a way to better manage our deals that are in process, prior to having a completed, official contract done, as well as for our staff to cross cover, and share information,” Brodersen said. “I wanted something to help us consolidate and capture all this information and share it with our stakeholders throughout the organization in a centralized, web-based application.”

The Results

After viewing hundreds of products, Brodersen said he was still looking for the perfect solution. “We do negotiations, drafting documents, redlining of documents,” he said, “and I realized those functions, the legal aspect of this, if you will, was lacking in most of these applications; that’s when I began to seriously consider Legal Files,” he said. “Legal Files seemed to fit our scale. It offered pretty robust contract management and some other tools that I thought might be intriguing. I saw the potential to achieve the contract management solution I was seeking. Legal Files just seemed like the right fit.”

(more...)

“We’re not attorneys, but we’re dealing with contracts, contract writing, review and negotiation on over 2,500 separate arrangements. That’s why we use Legal Files.”

Greg Brodersen,
University of Minnesota Physicians

Customer Profile

University of Minnesota Physicians

- Independent clinical practice for the faculty of the University of Minnesota Medical School
- All types of contracts: professional services, administrative services, real estate, equipment, confidentiality, collaborations, etc.
- 90+ Legal Files users

Challenge:

- Replace system that merely served as repository of completed contracts
- Provide contract life cycle and workflow management tools
- Share information outside the contracting department, across the organization

Solution:

- Implement Legal Files Software to automate contract management process
- Provide one, centralized system where all contract-related data could be tracked, stored, retrieved and managed.
- Achieve organization-wide access to shared information via Legal Files Web portal functionality

Results:

- Automate and streamline process for an increasing volume of contracts
- Communicate and collaborate more efficiently with shareholders

“We are a sophisticated and growing organization,” Brodersen explained, “and contracts play a critical part in that. We needed a tool that was as sophisticated as we are and that could also accommodate that growth.” In September 2008, University Minnesota Physicians became a Legal Files customer, utilizing the browser/web-based version of the application, along with portal licenses that provide the organization-wide, but limited, file-specific access that Brodersen desired.

The Can't-Do-Without Feature

“My favorite thing about Legal Files is the email integration with GroupWise,” Brodersen said. “When I was looking at other systems, I think Legal Files might have been the only one to link with GroupWise, and that’s just huge for us,” he explained. Using Legal Files, a unique “Save to Legal Files” icon can be added to GroupWise, an application offering e-mail and diary scheduling. This integration with GroupWise provides the ability to save sent and received e-mail to a file/contract stored in Legal Files. A single or multiple messages (with attachments) may be saved, creating a permanent copy in the Legal Files database and referencing the appropriate file. Once saved, the original message may be deleted from GroupWise, freeing up space in the mail store.

New messages or replies can originate from either GroupWise or Legal Files based upon personal preference. Legal Files also offers two-way synchronization for GroupWise appointments, tasks and contacts.

Top-Notch Support

“Support has been top-notch,” Brodersen said. “We had some unique workflow that needed to be accommodated and it was. Every interaction—support, project management, training—has been top-notch. You can really tell Legal Files, as a company, is customer-driven, not share holder driven like a publicly traded company. There’s not this focus on buying and selling, on mergers and acquisitions, or wondering if a vendor is going to come and go. Legal Files has a commitment to their customers, to make their customers happy. You can see it; you can feel it.”

Affordable Customization

“It would take hundred of thousands of dollars to develop our own program, or have one built,” Brodersen said. “Legal Files is commercially available, customizable to our needs and very affordable. Plus, I like the idea that you can see our feedback in the application, that we are helping design Legal Files. Every day we find new ways to leverage a specific piece of data; it’s like we are evolving along with the product.”

Bottom Line

Brodersen suggested that potential customers not be put off by the “Legal” in “Legal Files,” adding, “there’s tremendous potential for the product outside legal. It’s cool that it does so many things and the price is right.”



Managing what matters to you.

(800) 500-0537

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