



Instacart Identifies 10% Savings in Legal Spend with Intuitive e-Billing



The Challenge

Like many legal teams without a platform to manage invoicing, matters, and vendors, Instacart was losing valuable time to a highly manual invoicing process. Bills not being systematically tracked drove the legal department to seek a unified platform that would house all invoices and ensure the team met payment obligations in a timely manner.

How SimpleLegal Helped

Veronica Yu, Legal Process Manager at Instacart, shared that SimpleLegal's interface and usability is the top advantage – minimal training is required to learn or onboard new users because the system is so intuitive. Veronica broke down the other benefits SimpleLegal provides into three areas:

- 1. Spend Visibility & Cost Control** – SimpleLegal introduced organization to the Instacart invoicing process, creating a repository that provided visibility around what was being spent, when, and for what reason.
- 2. Advanced Reporting** – SimpleLegal's ability to assign every matter to a specific practice group allows Instacart to track the amount being spent against the key areas the team supports for effective financial management. With SimpleLegal's reporting, Veronica always has access to the data she needs to inform decisions and finds it helpful that the system displays the data in easy-to-digest graphical format. She is able to download the data in a spreadsheet to share findings with her executive team.
- 3. Collaboration** – For specific projects, Veronica is the primary approver so all related bills are assigned to her to review. However, if she sees a note in the time description, for instance, that her colleague has engaged the firm to do additional work, she'll add a second approver for the specific instance so they can review line items that pertain to them. Having this collaborative functionality within the SimpleLegal platform provides a second line of defense to make sure bills are accurate.

I've used other e-Billing and legal operations systems before and law firms have always pushed back during onboarding because the technology was confusing. SimpleLegal's onboarding has been the complete opposite – the system is intuitive and doesn't require tons of back and forth training.

- Veronica Yu | Legal Process Manager

The Results

Thanks to SimpleLegal, Instacart's legal team now sees:

15 days or less on average to submit payment to outside counsel

~10% identified savings in legal spend since implementing SimpleLegal

2-3 clicks to create reports for the executive team (versus 2+ hours)

Instacart will also be drafting new billing guidelines and is looking forward to enforcing them through SimpleLegal for even more cost savings and strengthened partnership with their law firms.



About SimpleLegal

SimpleLegal provides a modern legal operations management platform that streamlines the way corporate legal departments manage their matters, track and interpret spend, and collaborate with vendors and law firms. SimpleLegal combines e-Billing and spend management, matter management, vendor management, and reporting and analytics into one comprehensive application to optimize legal operations and the management of the entire legal department.

For more information visit: www.simplelegal.com