

SUCCESS STORY: Chevron Phillips Chemical Company

CPChem Selects eCounsel™ Matter Management for Greater Power and Flexibility

The Challenge

Chevron Phillips Chemical Company LP (CPChem) was formed in July 2000, and is owned equally by Chevron Texaco Corporation and ConocoPhillips. The new CPChem legal department was immediately charged with the responsibility of managing a multi-faceted global inventory of legal matters, including a large Intellectual Property (IP) practice with 2000 patents worldwide. CPChem's legal department installed Hummingbird's LawPack™ matter management system based, in part, on Phillips' legal department prior use. In 2002, Hummingbird announced that they would be discontinuing development and support for LawPack.

Before implementing new technology, the CPChem legal department tackled a convergence program that reduced the number of their primary outside counsel law firms from approximately 50 to nine. Craig Glidden, General Counsel, wanted to further streamline the legal process, cutting down on matter management costs with the overriding concepts of:

- Integrating the law firms more closely with the legal department and business units
- Improving management information
- Creating performance criteria for the law firms

To reach these goals, CPChem needed a matter management system that could do more than replace LawPack. It had to have more power and flexibility to allow the law department to integrate all key components of their legal matter management.



C.B. (Craig) Glidden, Vice President and General Counsel, Chevron Phillips Chemical Company LP.

The Process

To evaluate matter management, Mr. Glidden worked with outside consultants, Denise Schuler, Matter Management Administrator, and the support of the CPChem's IT Group. Matter management would play a vital role in achieving tighter law firm collaboration and creating performance criteria. CPChem was looking for a matter management solution that could be customized, was more user-friendly, and could serve as the backbone for integrating all service providers. The team selected Bridgeway's eCounsel.

Before making this decision, the team assessed functionality that the department desired from the system, and precisely how they wanted to collaborate with their law firms. CPChem required a tool that would serve as a core repository for law department knowledge. They also

CPChem is the recipient of the 2004 Law Technology News Award for “Most Innovative Use of Technology by an In House Legal Department.”

wanted e-billing from law firms, status reporting, both internal and external, integrated calendaring with outside counsel, and budget input from their firms.

The CPChem team looked for a system that was easily configurable, and would be supported with a solid commitment in the future. They needed flexibility to customize the solution without requiring a programmer. And they needed the system to integrate with their existing applications out of the box. Bridgeway's eCounsel fit all their requirements.

The convergence team mapped a rollout program for eCounsel for the legal department and the primary law firms. The first area of the system rollout was cost management, including accounting and invoice approval, integrated with an e-billing solution.

The Solution

Bridgeway and CPChem, working together, implemented eCounsel, converted the existing data and trained the users in just four months. CPChem uses eCounsel for management in every legal practice area: IP, commercial, corporate, litigation and environmental health and safety. For an end-to-end cost management solution, which includes invoice approval, accounting and reporting, eCounsel is scheduled to be integrated with CPChem's accounts payable system. And for legal entity and compliance management, Bridgeway's Secretariat product was integrated into the solution.

As the program progresses and creates feedback, CPChem is continuing to evaluate and adjust the implementation map.

CPChem was doing more than just replacing Law Pack. They wanted:

- A system that would enhance their law firm convergence program.
- An invoice management and cost control solution.
- A core repository for legal knowledge.
- A customizable toolset that does not require a programmer.
- A solid commitment from the vendor to support the system in the future.
- Out-of-the box integration with their other legal applications.
- One system to handle all their legal management requirements.

They found it all in eCounsel.

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