

## SUCCESS STORY: SC Johnson

### SC Johnson Gains Efficiency with Bridgeway

### Consolidates Legal Data with Integrated eCounsel™ and Secretariat™

#### The Problem

Stanley Sutherland, deputy general counsel at SC Johnson in Racine, Wisconsin, wanted an efficient technical system to manage legal matters and corporate governance data, both of which are handled in the legal department. SC Johnson, with a legal department of 18 in-house lawyers and eight paralegals, was managing litigation matters individually, using a variety of scattered Microsoft Access databases. Also, with 70 international offices, including subsidiaries and businesses owned by SC Johnson, Sutherland wanted an efficient and inexpensive enterprise-wide way to track governance data for each entity. The legal department had been using programs from CT Corporation, but CT's new Corporate Profile program requires a proprietary server. Sutherland and his staff, which included Martha Colburn, information technology director, and Maureen Glynn, senior paralegal, wanted something more standard. Also, SC Johnson works with more than 100 outside law firms, with about 24 being primary firms with the largest billings. Sutherland wanted to be able to "talk" to them and share data efficiently.

#### The Process

In late 2001, Sutherland, Colburn and Glynn began reviewing corporate matter management and governance programs. They selected Bridgeway's Enterprise Suite, which integrates eCounsel for litigation matter management and Secretariat for tracking data from each SC Johnson business entity. Sutherland says, "It made sense to have the suite, so they could talk to one another and share data." In the past, the department had separate databases for legal matters and corporate governance. Now all litigation and governance data is located in one database, hosted by Bridgeway.



Martha Colburn, Legal Information Manager, Stanley Sutherland, Deputy General Counsel, Maureen Glynn, Senior Legal Assistant, SC Johnson

Bridgeway sent trainers and technical support staff for the Application Suite installation, and the process went smoothly. One area of concern for SC Johnson in selecting a vendor was ongoing customer service. Since installing Secretariat in March 2002 and eCounsel in July 2002, they have been pleased with Bridgeway's ongoing support. Bridgeway is currently working on linking records, which the company maintains in FileNet, to the Application Suite so that the files related to individual matters can be directly accessed from the matter review screen.

***“The key benefit of using eCounsel and Secretariat is the ability to consolidate reports directly from the database. Even greater benefits are yet to be realized in financial analysis.”***

– SC Johnson Deputy General Counsel, Stanley Sutherland

## The Solution

Sutherland and his staff are pleased with streamlining all of their litigation matter and corporate governance data. The enterprise-wide system gives legal department users full access while limiting individuals in other departments to read-only access as needed.

Some of SC Johnson’s in-house lawyers enter litigation case data, including case facts and progress notes, directly into the database. Others fill out the information on paper and have their assistants enter it into eCounsel. Glynn is responsible for entering corporate governance data into Secretariat. Using Secretariat, she tracks the boards of directors, owners, and stock certificates for each business entity. SC Johnson is privately held, so she does not need to deal with the U.S. Securities and Exchange Commission.

Outside counsel do not currently access data directly in SC Johnson’s Application Suite system, but the legal department is planning to install an e-billing program, which will electronically import invoice information from outside firms into eCounsel. eCounsel will then allow SC Johnson to easily analyze its legal costs and the service of its outside counsel.

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## Enterprise-wide Application Suite

- The Application Suite integrates eCounsel and Secretariat with one database hosted on a Bridgeway server
- Secretariat manages governance data for entities owned by SC Johnson in 70 international offices
- eCounsel manages litigation matter data efficiently using one system rather than a series of disjointed databases
- The enterprise-wide Application Suite gives full access to key people in the legal department and limited access to individuals in other areas of the company
- eCounsel will integrate with the e-billing program that SC Johnson is planning to implement with its 24 primary outside firms. eCounsel will allow the department to analyze cost and law firm performance

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[www.bridgeway.com](http://www.bridgeway.com)

6575 West Loop South ■ Third Floor  
Bellaire, Texas ■ 77401

Exchange Tower ■ 130 King St. West ■ Suite 1800  
Toronto, Ontario ■ M5X 1E3

Main Number  
713.599.8300

Fax  
713.599.8301

Customer Support  
888.664.0005

Sales  
888.272.4699