

CASE STUDY

AMSTRO
by Arnal + Moner



Amstro, a leader in legal and BPO services, increases efficiency by 50% with Document Automation



Bigle Legal





Company:
Amstro



Website:
<http://www.amstro.es/>



Industry:
Legaltech



Country:
Spain



Automated monthly
contracts:
400 - 500



Social Media channel:
[Linkedin](#)



COMPANY PROFILE

AMSTRO is a Spanish company specialising in administrative BPO (comprehensive mortgage management, real estate and tax services) and legal services (law firm, data protection and legal services), born from the merger of two companies with more than 50 years of history, Arnal and Moner. Amstro has enterprise clients in different sectors, with 22 service centres and more than 300 prestigious professionals.

THE CHALLENGE

Faced with an increasingly demanding customer and growing global competition, AMSTRO saw the need to face an increasingly digitised market, the acceleration of which was exponential due to the global crisis caused by the coronavirus pandemic. This requirement led to the following needs:

1. **Improving** the way services were delivered.
2. **Adapt** to the current pace of digitalisation to provide a more efficient service.
3. **Minimise** legal contingencies due to errors in the drafting of legal documents, as well as improving its processes.



"Bikle Legal provided us with sufficient resources at all times for the rapid adoption of the platform, resolving doubts and holding virtual sessions. Thanks to this, we are managing between 400 and 500 documents per month, focusing on the drafting of lawsuits, and we are working to expand it to other types of legal and mortgage documents. In the end, we want to be creative and, together with the end clients, look for ways to help them"

Albert Borrás Arnal, Business Development Director



THE PATH TO SUCCESS

We met Bigle Legal at an event where they spoke and we were struck by their mastery of legaltech issues, problems vs. solutions, and so we began a close collaboration.

In the first stage we set out our needs, starting with the automation of documents such as the drafting of lawsuits, which were a priority for us; we immediately realised that one of the platform's outstanding features was to allow us to have a dynamic document with the possibility of drafting it and adapting it to each case quickly and easily.

Once we started with the elaboration of the claims, we faced another difficulty: the management and coordination between all the members of the processes to the users, because it allows remote connection, and to our clients and suppliers because of the agility that Bigle Legal's web technology represents, minimising the errors produced by the lack of knowledge of legal clauses, for example.

Once we coordinated our teams, both internal and external (clients, suppliers, partners), Bigle Legal helped us considerably to improve the efficiency of our processes, **customer service being a key factor**, we have therefore felt accompanied at all stages of adoption and implementation, which was one of our main concerns.



RESULTS

Thanks to Bigle Legal's platform training sessions and personalised service, Amstro achieved an effective adoption of the platform with the following results:

- Within 2 weeks they had the necessary knowledge to automate documents.
- They have managed to create an average of 500 documents per month, initially focusing on the drafting of lawsuits, with the projection of expanding to other types of documents.
- 50% increase in efficiency

2 weeks

time to automating independently

500

documents created in the first month

+50%

increase in process efficiency



Significant reduction of manual tasks and error rates

"We have halved the time we used to spend drafting claims, this allows us to take on more workloads, reducing manual tasks, error rates and improving the quality of our work".

Albert Borrás Arnal, Business Development Director





The coordinated work between Bigle Legal and Amstro meant that the project progressed faster than anticipated. In Amstro's words:

"The tool exceeds the expectations we had before signing up, its accurate and close customer service, coupled with the rapid implementation, made our platform adoption process easy and efficient to manage".

Francesc Marín – Legal Director

ABOUT

BIGLE LEGAL

Bigle Legal is an all-in-one document automation platform, provides an AI-powered, cloud-based solution that automates the Legal Operations of a company, while improving safety and minimizing risk of legal contingencies.

A pioneer tech company and leader in the field of document automation in Spain, has a presence in the UK, Austria, Netherlands or Portugal, and a reseller network across Latin America. Its clients include Real Estate companies, Corporations, and Large Law Firms. The platform is precise, flexible, and intuitive, providing full control over the entire document life cycle.

To learn more about Bigle Legal, visit the website: biglelegal.com

For other enquiries, please contact communication@biglelegal.com



Bigle Legal