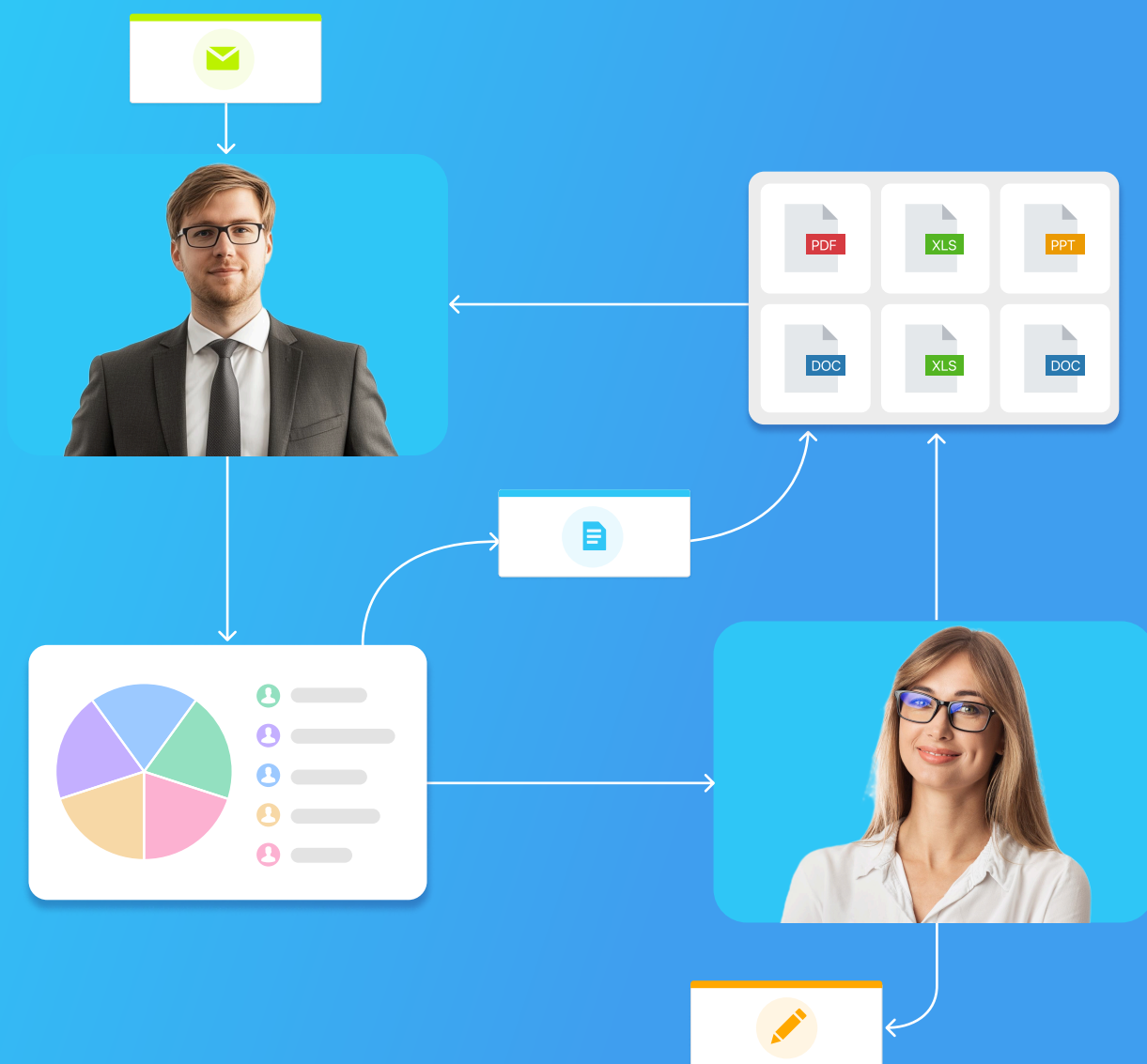


Bitrix24[®]

Automated solutions for the legal department of a major food retail chain

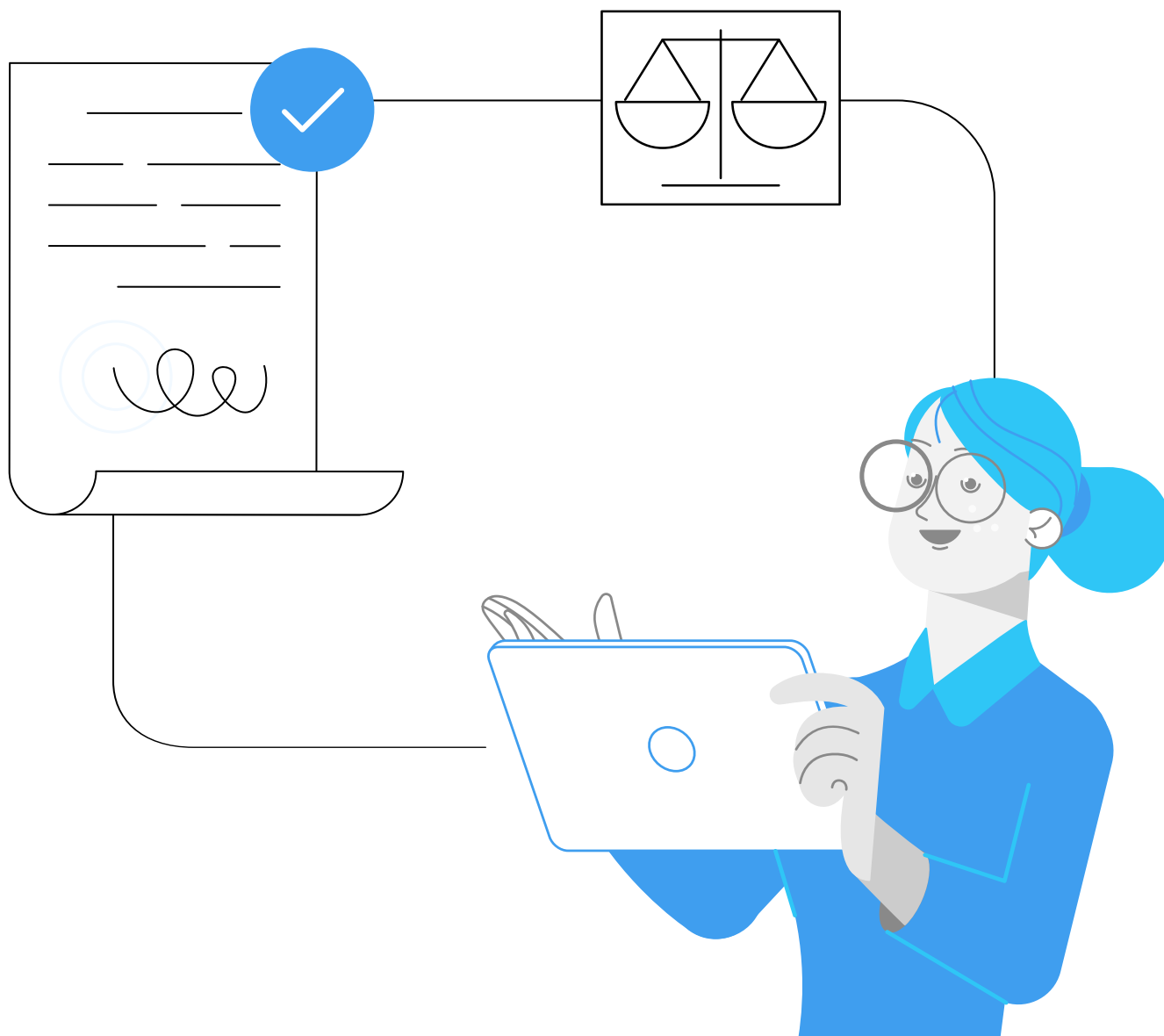


Project name: Creating automated solutions for the legal department

Completed in: 2025

Industry: retail

Bitrix24 edition: On-premise



About the client

The client is a major food retail chain selling fresh groceries.

Quick facts:

- 1,700+ stores
- 200+ distribution centers
- 1,500+ partner manufacturers
- 7.6 million customers
- 410,000+ online orders per day

The company utilizes a client-centric approach, and its employees are always looking for new solutions to improve their processes.

At some point, the legal department had realized that using spreadsheets and email was no longer convenient and productive. It was getting increasingly difficult to handle the growing number of tasks while maintaining the quality level and not missing the deadlines. That's where Bitrix24 came in with its wide array of ready-made and custom solutions.

Project overview

Key challenges	How Bitrix24 helped to solve them
✗ Inefficient task management	✓ Centralized digital workspace
✗ Overloaded legal specialists	✓ Task automation & workload distribution
✗ Lack of workflow transparency	✓ Enhanced transparency & tracking
✗ No automation for routine processes	✓ Improved productivity & efficiency

Post-implementation success metrics

2.0x

Average task
turnaround time:
decreased by 2 times



Number of requests
completed per day:
increased by 70%



New metrics introduced:
**request processing time
& employee efficiency**



Workflows
have become
100% transparent

Pre-implementation

The first thing that had to be sorted out was the possibility of automating the processes of contractual relations, litigation, inspections of government agencies, administrative proceedings and other legal functions. The basic idea was to replace all these different services and disjointed workflows with a single platform, simple and intuitive.

This was mainly handled by a local Bitrix24 partner, who collaborated closely with the client's management and tech staff to create a comprehensive digital workspace for the client's legal department, which would accommodate all their processes.

The key problem that had to be solved was the even distribution of incoming tasks between legal specialists and decreasing the time spent on a task without compromising the quality.

Implementation

The partner took a standard tool available on the Bitrix24 Professional Plan – Automated Solutions – and adapted it to the client's needs, so that it could feature task automation, which significantly simplified routine operations.

Employees can track their individual tasks and also view analytics on the whole department's work. This has allowed not only to increase employee efficiency, but also provided a deeper understanding of the department's work, ultimately leading to faster decision-making time and smoother workflows in general.

Implementation

Each legal process has standardized stages, they are initially present in the system, so a legal specialist simply cannot accidentally miss something. The platform features about 15 legal workflows, and task templates with stages of their implementation from start to finish have been created for each.

The newly created workflow goes like this:

- A legal specialist receives an incoming request
- A task is created in Bitrix24, with a detailed description, deadline, and the department manager as an observer
- The task then moves through the stages of execution until it is completed

The information about workflows and tasks is neatly structured on the dashboard. This saves the team and the manager from having to waste time searching for specific tasks completed by individual legal specialists during the day.

If the manager wants to get more information about a particular task, they can easily switch from the data summary to the task itself and get detailed information on the work progress. This approach not only saves time, but also ensures transparency and efficiency in managing legal processes.

Final result

After the standardized system of setting and processing tasks by the legal department had been implemented in Bitrix24, it became easier to get a helicopter view of the department's workflows. This also enabled the department manager to manage resources and employee workload more efficiently, ensuring faster task completion times.

Here are the project results in a nutshell:



Replaced disjointed tools (spreadsheets and emails) with a single, structured platform



Provided an intuitive interface for managing all legal workflows



Implemented automated solutions to streamline task allocation and processing



Standardized workflows ensured even task distribution and efficient handling of legal requests



Managers and employees gained access to a real-time dashboard displaying structured task information



Enabled quick retrieval of task details, improving workflow visibility



Standardized legal workflows with predefined stages ensured no critical steps were missed



Employees could track their workload and managers could optimize resource allocation

Summary

With the implementation of Bitrix24, the client's company has been able to set up proper workflows in the legal department, increase productivity, distribute workload more evenly, and ensure a high level of compliance with the deadlines.



Looking for a similar transformative experience for your business?

Contact a local Bitrix24 partner for product
demo and consultation.

SUBMIT REQUEST

