



Repstor & SYKE give Pizza Hut's corporate legal team new control over matter intake, management & reporting, using its existing Microsoft 365 applications

Pizza Hut, headquartered in Texas and owned by Yum! Brands, is an American restaurant chain and international franchise business. With over 18,000 restaurants worldwide, it is one of the largest restaurant companies in the world. In the UK, where it has been operating for almost half a century, Pizza Hut has over 200 branches. It also provides takeaway delivery services.

In common with corporate legal teams everywhere, Pizza Hut's in-house legal function is keen to be seen as a trusted partner to the business. But this requires that team members have clear visibility across current and historical matters, insights into how those caseloads break down, and the ability to prioritise and allocate matters as they come in.

Until recently, Pizza Hut's legal operation lacked some of these controls. New requests from the business would come in through different channels, so triage and prioritisation was a largely manual affair, and resource allocation was primarily reactive and ad hoc. There wasn't a single master repository for documents either, which meant that professionals sometimes spent more time than they could afford searching for the latest contracts and other materials.

To boost the team's efficiency and restore control over matter intake, Pizza Hut knew it needed to reshape its IT facilities.

SYKE proposes Repstor for Legal

Pizza Hut turned to legal technology consultancy SYKE for advice on - and help with implementing - the right solution.

The company wanted to move quickly to transform its legal operations with minimal disruption, and the SYKE project team, made up of technology-literate lawyers, knew how to deliver what was needed, cost-effectively and within a tight timeframe.

A great appeal of SYKE's proposition was that it harnessed **Repstor for Legal** as the basis for transforming matter triage, management and reporting. The Repstor solution harnesses legal teams' existing investments in Microsoft 365 applications including MS Teams and SharePoint, which were not currently being used to their full potential.

In advance of the matter management project, SYKE helped to optimise collaboration through these applications, and build the processes which would become the basis for the Repstor matter management implementation. SYKE also helped create a business case for budget approval.

Streamlining matter triage, management & reporting

Using **Repstor for Legal**, SYKE has created a default single central repository for legal contracts and related data, using the company's existing Microsoft SharePoint facility, which can be easily accessible to all approved users throughout the business. Matter management is now streamlined, ensuring that all legal matters and agreements are always properly completed and stored in a compliant way in the central repository, where colleagues can easily find them.

There is also a single legal 'front door' now, so that all tasks come in to the legal team through a single channel. This supports automated triage plus alerts for the key dates (such as contract expiry or renewal), improving legal professionals' productivity while reducing the risk of something slipping through the net.

The Repstor solution also supports accessible reporting: the ability to capture metadata from contracts, so the legal team can understand and report to the business using reliable statistics about its operations and caseloads, to support and drive new efficiency and growth.

The SYKE team coordinated the technology and were on hand to answer any questions Pizza Hut's legal team had. The fact that SYKE's legal engineers understood both the legal and technology side of the project saved a lot of time.

Improved control via familiar everyday applications

Pizza Hut's legal team is delighted with the results. There is now a legal front door where a chatbot speaks to a business user and triages their requests. All matters, as well as documents and emails related to them, are stored in one place and team members can easily reach them through Outlook.

The interface is very intuitive and easy to use. Finally, the legal team is now in control of the volume and types of workload, and metadata is captured so that the legal operation can perform rapid reporting and measure everything without requiring IT assistance.