



CUSTOMER EBOOK

Transforming in-house legal operations with Plexus

Success stories from
Noumi, ENGIE, and Caidya



In today's fast-paced business world, in-house legal teams are the backbone of organisational success. Yet, across industries—whether in life sciences, energy, or consumer goods—these teams and resources are strained by recurring challenges: fragmented document storage, regulatory compliance burdens, and slow, manual workflows. These hurdles create delays and, if left unaddressed, pose significant risks to broader business outcomes.

Technology continues to significantly uplift legal teams by streamlining day-to-day processes and ultimately delivering greater value. This eBook explores how three global organisations—Noumi, ENGIE Australia, and Caidya—overcame these common challenges using Plexus, a centralised platform designed to contain and optimise legal work.

In the following chapters, we'll uncover how Noumi, Engie and Caidya leveraged Plexus to **accelerate workflows and contract execution, centralise document storage and ensure compliance**—ultimately transforming their legal operations into strategic enablers of business success.



A leading Australian milk and nutrition supplier managing contracts across multiple brands. Facing disparate document repositories and inefficient workflows, Noumi needed a unified system to regain control and accelerate contract execution.



An energy giant sapped by slow approval cycles exacerbated by remote work and manual signatures. ENGIE Australia required a platform to digitise contract workflows and tighten up processes.



A global life sciences company bound by stringent regulations. With thousands of legacy documents and complex compliance requirements, Caidya needed a solution tailored to meet industry-specific standards while managing high volumes of legal requests.

CHALLENGE ONE

Workflow automation and efficiency

Reducing legal drag and increasing speed





Noumi cuts average contract execution time to four hours

With a lean legal team of just five members (including an intern), the volume of routine contracts, such as Non-Disclosure Agreements (NDAs) and supplier agreements, posed a significant operational burden. Despite the team's best efforts, the reliance on manual processes and scattered storage systems created delays. Routine legal tasks took up valuable time, limiting the capacity for high-value initiatives such as negotiating major supplier contracts and ensuring compliance with evolving industry regulations.

PROBLEM

Contracts were stored across multiple systems, creating delays, duplication of efforts, and a lack of visibility across the contract lifecycle.

SOLUTION

Noumi implemented Plexus Contract Management, a centralised digital platform designed to streamline and automate routine legal workflows. By digitising NDAs and supplier agreements with pre-approved templates and automated approval pathways, Plexus significantly reduced manual intervention and errors. The platform also provided real-time tracking, giving legal and business teams clear visibility into each contract's status, minimising the need for follow-ups and accelerating approvals.

OUTCOMES

- ✓ **Average contract execution time was reduced to just 4 hours**, compared to lengthy delays caused by manual approvals.
- ✓ NDAs, which previously consumed significant time, are now executed in as little as **1.5 hours**.
- ✓ Other departments no longer view the legal team as procedural blockers; instead, they are viewed as **strategic enablers**.

Plexus helps alleviate the workload of our legal team by stopping us from being the bottleneck in executing simple tasks.



Justin Coss
General Counsel



Same team, same resources—50% YoY growth in contract execution

The legal team at ENGIE Australia plays a pivotal role in ensuring that every contract adheres to strict regulatory and compliance standards within the highly regulated energy sector. However, the onset of remote work during the global pandemic exacerbated existing workflow inefficiencies. Teams could no longer rely on manual, paper-based approval processes and scattered document storage systems, which disrupted collaboration and delayed contract execution.

PROBLEM

Contract approvals requiring physical signatures caused delays throughout the lifecycle workflow. Documents scattered across local drives and email attachments became difficult to locate and track. Without clear oversight, monitoring contract progress became cumbersome, leading to delays, missed deadlines, and administrative friction that slowed execution time.

SOLUTION

By digitising every stage of the contract process, from drafting and approvals to signatures and storage, Plexus eliminates reliance on physical documents. Authorised team members can now sign and approve contracts from anywhere. A centralised repository ensures secure storage and easy access, plus real-time visibility into contract statuses empowers legal and business teams with better oversight, reducing delays and administrative friction.

OUTCOMES

- ✓ **Reduced average contract execution time to just 4.5 hours**, down from previous days or weeks.
- ✓ **Managed a 50% year-over-year increase in contract execution volume** without expanding their team or adding resources.



We've reduced friction points and administrative delays significantly. Plexus ensures contracts move smoothly through every stage, whether our team is in the office or working remotely.



Andrew Chan
Head of Legal

CHALLENGE TWO

Centralised document storage and management

Overcoming fragmentation and inefficiencies





caidya™

Caidya builds a unified source of truth for all legal and regulatory documents

Life sciences organisation Caidya manages many critical contracts, legal documents, and regulatory filings across 41 regions with over 1,500 team members. The high work volume and expansive workforce are bound by strict compliance with FDA regulations, including Title 21 CFR Part 11, which helps maintain data integrity.

PROBLEM

As Caidya scales globally, the volume of legacy documentation has ballooned to the tens of thousands, posing a risk of disparate storage and poorly maintained recordkeeping. Access to full documentation for compliance records, contracts, and audit trails is necessary for regulatory inspections and operational transparency.

SOLUTION

Caidya adopted Plexus to efficiently handle and organise over 15,000 legacy documents in a centralised, secure repository. The Bulk Upload tool enables self-serviced mass archival and systematic organisation, allowing authorised team members to quickly retrieve critical documents for audits, compliance checks, or daily tasks. The platform also provides a scalable infrastructure, laying the foundation for company-wide consistent and streamlined global document management.

OUTCOMES

- ✓ **Streamlined archival and retrieval of over 15,000 legacy documents**, reducing administrative overhead and compliance risks.
- ✓ Created a **unified source of truth** for all legal and regulatory documents.
- ✓ Prepared the organisation for global adoption, **scaling Plexus usage across 1,500 team members in 41 regions**, ensuring consistency and operational efficiency.



The Bulk Upload tool allowed us to quickly organise and access our document backlog, ensuring we stay compliant. It's been a game-changer for managing our historical records efficiently.



David Rifkind
Chief Legal Officer



Noumi safeguards essential documentation in a single source

Noumi's legal team operates across eight distinct brands, representing a diverse portfolio, including supplier agreements, marketing campaigns, and regulatory compliance collateral.

Managing contracts across this extensive network required precision and consistency. Still, Noumi's legal team was operating under tight constraints—a lean squad handling thousands of contracts across their business operations—putting airtight recordkeeping at risk.

PROBLEM

Noumi's legal team faced significant challenges managing thousands of contracts across fragmented storage systems, leading to inefficiencies, duplication of efforts, and visibility gaps in tracking contract progress and renewals. Executing routine paperwork like NDAs and supplier agreements became laborious, delaying critical business activities.

SOLUTION

Noumi implemented Plexus to centralise and simplify legal workflows, moving all contracts into a single, secure repository to eliminate fragmentation and reduce errors. Standard forms were automated with pre-approved self-serve workflows, removing manual bottlenecks, while real-time visibility into contract statuses and renewal reminders improved accountability and reduced team follow-ups.

OUTCOMES

- ✓ **Over 1,300 contracts executed efficiently and stored** within the platform.
- ✓ Legal workflows gained **improved visibility and traceability**, enabling better oversight across the contract lifecycle.
- ✓ Renewal reminders for key contracts **managed risk and helped deliver contract value**.



Plexus helps alleviate the workload of our legal team by stopping us from being the bottleneck in executing simple tasks. The improved efficiency allows us to focus on higher-value activities while maintaining better oversight across all our contracts.



Justin Coss
General Counsel

CHALLENGE THREE

Maintain regulatory compliance

Navigating industry standards efficiently





Caidya meets global compliance across 28 countries

In the life sciences sector, compliance with FDA Title 21 Part 11 is mandatory for maintaining the integrity and security of electronic records and signatures.

Caidya needed a tailored solution to meet these requirements across multiple jurisdictions. Setting up a centralised contract lifecycle management and matter management process was crucial for the organisation to operate internationally.

caidya™

PROBLEM

Various vendors offering standard solutions could not provide tailored eSignature functionality to satisfy Part 11 requirements without extensive development costs within an all-in-one platform to perform legal work.

Without meeting Part 11 requirements, Caidya could not execute essential contract work across its global network, which would have detrimental consequences for compliance and business operations.

SOLUTION

Plexus provided a customised eSignature solution compliant with FDA Title 21 Part 11, ensuring seamless regulatory adherence and end-to-end contract lifecycle management within a centralised platform. The Caidya legal and procurement teams have also been using Plexus' Matter Management tool to consolidate legal requests, allowing them full workload visibility and enabling the phasing out of their previous email-based process.

OUTCOMES

- ✓ Compliance standards met across **28 countries**.
- ✓ **800 legal matters were processed in the past year** using Plexus.
- ✓ Centralised matter management system contained in-platform.



When we use Plexus' eSignature tool, we're satisfying the data integrity rules for about 28 countries, so it's great to have that compliance. Plexus is a tremendous time saver for us because we can go through everything—from drafting, negotiation with counterparties, approvals and signatures—seamlessly within the platform.



David Rifkind
Chief Legal Officer



Plexus powers ENGIE Australia's airtight contract approval process

For ENGIE Australia, compliance goes beyond meeting industry standards—it's about safeguarding critical projects and minimising risks. Digitising and securing approval workflows became essential to prevent attempts to bypass approval processes by sending contracts directly to Legal for signature. Without proper oversight, high-value contracts requiring additional scrutiny were at risk of non-compliance and potential regulatory breaches.



PROBLEM

Without clear contract approval workflows, **ENGIE Australia** faced the risk of **unauthorised signatures**, which could lead to **serious consequences** and undermine efforts to establish secure and compliant processes.

SOLUTION

Plexus' Contract Management solution captures the entire contract lifecycle and enables ENGIE Australia to effectively risk manage the contract workflow in line with their Delegation of Authority policies. Controlled eSignature workflows embed compliance checks directly into approval processes and offer real-time visibility into the status of approvals.

By mandating all contract approvals to be submitted through Plexus, no contracts are missed, oversight is maintained, and ENGIE Australia can enforce a repeatable workflow with minimal risk.

OUTCOME

- ✓ **Widespread adoption** of Plexus—over 300 users across 13 departments.
- ✓ **Complete visibility** of contract approval workflow allowed transparency into ENGIE Australia Legal's workload.
- ✓ **Improved business relationships** between Legal and the rest of the organisation.



People would send documents to get it approved through other means, but the legal team would always ensure they were doing it using Plexus. Most people who engage with contracts in any way like signing or negotiating will engage with Plexus.



Andrew Chan
Head of Legal

No matter the industry, in-house legal teams face similar challenges: disparate document storage, complex regulatory compliance, and workflows that are not connected across the business, resulting in inefficient and risk-prone processes.



Plexus enables organisations to take on these challenges by offering key functionality:

- ✓ Capturing the contract lifecycle from end-to-end offers full transparency of workflows.
- ✓ Automated and templated workflows reduce procedural bottlenecks and accelerate contract execution.
- ✓ Centralised storage eliminates disparate archiving and enhances visibility.
- ✓ Custom solutions ensure that industry-specific regulations are satisfied.

By addressing these core challenges, Plexus doesn't just solve operational problems—it transforms how legal teams operate, helping deliver value with clarity, speed, and confidence.



Transform your legal operations with Plexus. By embracing AI and automation, legal teams achieve improved risk management, faster outcomes, and a significant reduction in manual workload—empowering your team to focus on what matters most.

Get in touch today:

1300 983 907

info@plexus.co