

How Abbott Built Real-Time Visibility into Legal Workspace Governance



PRODUCT
Litera CAM

INDUSTRY
Global Healthcare

LOCATION
Chicago, Illinois

160+

Countries with unified workspace governance

114k+

Employees supported by legal tech operations

Seconds

To pinpoint workspace issues with CAM logs

Abbott Laboratories operates in more than 160 countries with over 114,000 employees. Its legal division manages a complex array of systems and data, and for years, workspace management relied on a native web-based tool that lacked the flexibility and transparency the team needed.

Workspace creation failures were common, and diagnosing root causes was slow and opaque. The user interface was dated and unintuitive, generating a steady stream of support requests that fell to Lejoe Joseph's legal tech team before issues could even reach central IT. In effect, they had become a shadow IT department.

When the legacy tool was retired, Abbott needed a replacement that delivered meaningful improvements to visibility, control, and built-in governance.

"It was really hard to troubleshoot where the issues might be. Even updating templates was a challenge."

Lejoe Joseph, Legal Technology Manager, Abbott Laboratories

Abbott turned to Litera, selecting CAM to replace its legacy workspace management tool and bring collaboration governance to a legal division managing systems across 160 countries.

CAM's unified view of all workspace activity with customizable columns and real-time job status gave Abbott's team visibility into their entire collaboration environment from one place.

"It's much easier to identify which jobs ran with errors, which are pending, and which are completed."

Lejoe Joseph, Legal Technology Manager, Abbott Laboratories

Shortly after implementation, the team discovered CAM's dashboard feature — a real-time view of workspace activity they hadn't known was available. What started as an unexpected discovery quickly became a core operational tool, helping identify which processes were failing most frequently and where closer monitoring was needed.

"We just realized there was even a dashboard view. That was kind of news to us. It's helping us figure out which processes are failing the most and where we need to have more eyes."

Lejoe Joseph, Legal Technology Manager, Abbott Laboratories

CAM gave the team direct access to logs, error messages, and workflow diagnostics, enabling them to resolve issues internally and cut resolution times. Unlike generic collaboration tools, CAM is built with legal-specific governance in mind.

Two years into implementation, Abbott's legal tech team operates with visibility and control that transforms their daily work. Detailed logs mean the team can pinpoint workspace issues in seconds, freeing them to focus on higher-value work.

The team has become a true first line of support, reducing dependency on central IT. The legal division now operates with greater autonomy, functioning as a strategic operational asset rather than a cost center.

"CAM has definitely made our lives easier. When there's an issue, we know where to go. It's brought peace of mind knowing we can get to the underlying issue sooner than before."

Lejoe Joseph, Legal Technology Manager, Abbott Laboratories