



🌐 Argentina

👥 650 employees

🏢 Legal services

Marval O'Farrell Mairal is the leading law firm in Argentina and one of the most recognized in Latin America. With more than 300 lawyers across 25 practice areas, the firm provides legal advice to companies on complex business legal matters and high-impact international transactions. Its long-standing record of excellence positions it as a regional benchmark in legal services.

1,5 months

for full implementation (platform launch and training).

200%

growth in managed areas.

68%

improvement in first response time, from an average of 25 minutes to 8.



Case study

How Marval Returned to InvGate And Expanded Its Service Management by 200%

Since 2018, Marval had successfully used InvGate. However, in 2023, the firm migrated its Service Management to ManageEngine following a promising proposal that ultimately did not materialize. The experience with the tool did not meet expectations, and after several issues, the firm returned to InvGate, where it found improvements in functionality, support, and commercial transparency.

Challenge

Marval migrated its ITSM tool in 2023 with the goal of further improving operations. However, the team started to notice several issues: service interruptions, delays in logging and escalating tickets, support that did not respond quickly enough and differences between what was promised and the contractual terms.

Solution

Faced with this situation, the firm decided to return to InvGate, a solution it already knew and that offered greater stability, clearer processes, and closer support. Its return allowed Marval to regain operational stability and expand its Service Management. The platform offered new AI-powered features, advanced workflows, and reporting, complemented by close support and flexible licensing.

✓ Expansion of Service Management

The firm went from managing two areas to integrating seven in less than a year (IT, Billing, Collections, Accounts, Administration, HR, and Marketing), achieving 200% growth.

✓ Automation of key processes

Workflows such as asset returns were integrated with InvGate Asset Management, providing full traceability and improving compliance with audits like ISO 27001.

✓ Record-time implementation

In just a month and a half, Marval launched the platform, onboarded the initial areas, and prepared the groundwork for accelerated expansion.

✓ Improved response times

First response times decreased by 68%, from 25 to 8 minutes, resulting in higher user satisfaction.

✓ Advanced dashboards and reporting

Each area gained full visibility over tickets and key metrics, enabling proactive work and better distribution of workloads.



"InvGate is here to stay. Today, we not only centralize operations, but we have clear processes, reliable metrics, and the confidence that if a new team member joins IT tomorrow, they can continue working without losing momentum."

Tomás Pinto
Help Desk Lead at Marval O'Farrell Mairal.

What's next

The next step for Marval is to expand InvGate's reach further, incorporating all service areas into the portal. In parallel, the firm is already working on

cross-functional automations, such as onboarding and offboarding users, to improve traceability, reduce manual tasks, and speed up management.