



Consumable Goods Manufacturer Improves Contract Management Operations

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By deploying a Web-based contract management solution – UpsideContract – this consumable goods manufacturer is better able to control its supply and sales contracts. The solution streamlines the contracting process while formalizing the management of supplier delivery and customer commitments.

Situation

The customer is a large North American consumable goods manufacturer and subsidiary of a US-based multinational consumer goods company.

As part of its efforts to streamline its operations, maximize its external business relationships, and improve its ability to meet compliance requirements of the Sarbanes-Oxley Act (SOA), the company undertook an initiative to revolutionize its contracting and contract management processes.

A major challenge facing the group was the best method to manage their agreements to ensure they received optimal value from every relationship and that they could provide visibility and access to the related information for reporting purposes – a contract management software package seemed to be the answer.

Solution

After an evaluation of a variety of contract management tools available in the North American marketplace, the company selected UpsideContract from Upside Software.

The company worked with Upside Software to map out the business requirements of the system and plan the software configuration, integration and deployment activities. Initially the system will be used stand-alone with no integration to other systems, with a review of integration requirements scheduled for 2004 after the system has met the initial requirements.

The software deployment activities were completed within one week, including the initial user training. Following a relatively lengthy testing period and additional user training, the system went live one month after the project started in the summer of 2003.

The system provides access to all the organization's contracts on the corporate intranet, making their contracts visible and accessible, and demonstrating immediate value through its vendor performance management capabilities and as a means to report on business activity for SOA compliance.

Solution Overview

Customer Profile

A US manufacturer of consumable goods and a subsidiary of a multinational company.

Business Situation

Customer needed a system to help manage their supplier and customer contracts to better monitor the performance of suppliers, and track their commitments to customers.

Solution

The customer deployed UpsideContract, a Web-based contract management solution.

Outcomes & Benefits

- Streamlined contract creation.
- Formalized contracting and business relationship management policies and processes.
- Streamlined regulatory compliance tracking and reporting processes.

Scope of Deployment

The system was deployed in the division's head office where most system users are located.

Deployed Software

- UpsideContract 3.5
- Neevia Document Converter Pro
- SA-FileUp

Points of Integration

The system is being operated stand-alone without integration to any other system.

Hardware

The production environment consists of two shared dual-processor servers.

Project Timelines

The system implementation project was approximately 1 month in duration.

Benefits

Increased Efficiency

The new solution has streamlined contracting and business relationship management processes to reduce effort and operational costs. Now contracts can be easily found, reviewed and monitored with corporate policies and relationship management task workflow automated.

Automation of standard processes

Standard contracting and business relationship management policies and processes have been established in the system's automated workflow to ensure the appropriate steps are taken to monitor contracted service delivery to customers and ensure maximized delivery performance of suppliers .

Consolidated contract databases/repositories

The system provides the organization with a single, consolidated view of its obligations to customers and its expectations of vendors , improving reporting and overall management in the area.

Eliminated duplicate entry and 'shadow' tracking systems

By consolidating all contract information on a highly visible platform, the system enabled the organization to remove a number of parallel tracking systems (primarily spreadsheets) that had been used to track information on activities under many of the contracts .

Improved reporting

The consolidation of contract information provided an opportunity to easily improve their management reporting, and the effective user portal eliminated the need for some reports . The system provides a mechanism to effectively report of business relationships and related activities – a significant requirement under the Sarbanes -Oxley Act (SOA).

Involves stakeholders

The system enables all stakeholders – internal and external – to easily and securely access pertinent information, and to report on their activities and progress to service levels . This has helped streamline the efforts of both suppliers and customers, and improved information sharing.

Enabled effective compliance monitoring

The system has provided a means to improve the organization's reporting of activities under the SOA. Now senior management can quickly and easily determine the disposition of any and all business relationships and the specific contracts that are associated.

More Information

For more information about Upside Software products and services, go to:
<http://www.upsidesoft.com>

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