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Case Study: Community Living British Columbia

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Client Overview

Community Living British Columbia (CLBC) is a provincial agency which delivers support and services to adults with developmental disabilities and their families in British Columbia. It has a board of self-advocates, family and community members, as well as staff located throughout the province. They believe that people with developmental disabilities and their families know best when it comes to their needs, goals and planning for the future.

The Business Challenge

The primary challenge was managing the contracts and contract related data associated to the facilities CLBC funds. Prior to the UpsideContract implementation, CLBC utilized Microsoft Word to write and maintain their contracts, which were housed locally and were not centralized. They did not have the means to provide automated reports on services contracted to the facilities. Another challenge was the management of the terms within their agreements, as the legal text of the contracts was being developed and managed manually.

The Solution

CLBC implemented the Upside Software Suite, including the UpsideContract, UpsideBilling and UpsideForms modules. This enabled them to create, negotiate, approve and maintain their contracts in UpsideContract and also integrate their existing Oracle Financials General Ledger chart of accounts by loading them into UpsideContract. Upside also plans to integrate with Oracle Financials for Vendors and Customers. SQL Server SSIS packages and web service interfaces will be used for Invoicing.

It was important to provide a means of exporting data that could be imported in a generic way into other software programs that CLBC uses. Upside accomplished this by developing export processes in Microsoft SQL Server SSIS packages and file IO.

Legal template management was a key functionality that CLBC wanted to leverage. UpsideContract gave them the ability to seamlessly manage the legal clauses and maintain the ability to export / import these documents into a Microsoft Word format. Upside Software's 'Smart Template' and advanced document hierarchy technologies simplified management of contracts across the client environment while flexible role and organizational hierarchy based security ensured each user had access to the documents and functionality they needed.

Contract management functions including event, compliance, performance, delivery and risk tracking, assessment and management maximized the value of business agreements through the entire lifecycle. Being a web-based product also allowed CLBC to increase visibility to all key stakeholders and report on the services, costs and active contracts associated to the facilities.

Company Name

Community Living British Columbia

Industry Type

Public Sector

Business Challenge

- Contracts and contract related data needed better management.
- Microsoft Word was utilized to write and maintain contracts.
- Contracts were housed locally and were not centralized.
- Automated reports were needed.
- Better management of terms and legal text of agreements required.

Strategy

- Implement UpsideContract, UpsideBilling and UpsideForms.
- Contracts created, negotiated, approved & maintained in UpsideContract.
- Existing Oracle Financials General Ledger loaded into UpsideContract.
- SQL Server SSIS packages and web service interfaces used for invoicing.

The Top Business Benefits

- A superior and industry leading CMS (Contract Management System) product that is fully supported.
- A CMS product that features advanced template legal clause maintenance and clause level tracking on individual agreements.
- A CMS product that can export data for use in various applications (including other software programs).
- The ability to import & interface data from other sources (seamless integration).
- Best-in-class contract management including reduced data-entry and duplication as well as fast, efficient and accurate reporting.
- Ability to provide instantaneous reports that offer a significant advantage in improving the organization's effectiveness on a real time basis.

The Return on Investment

Significant savings will be made on the legal review time of contracts being created (estimates show a reduction of at least 30% from the current time taken in review). Use of standard language and 'pre-approved' alternatives will allow CLBC a drastic reduction in effort by their corporate services team.

Accuracy and reporting of contract data will be improved as well. The ability to centrally locate all facility agreements and report on the data will save time. It is anticipated that the Upside Software Suite will help CLBC reduce over 30% of their total contract cycle time and as there's increased usage and adoption, this percentage grows even more.

What's Next?

CLBC will next look at leveraging the UpsideForms module attached to their facility records to better manage the services and location information about those facilities, as well as integrate this data into the contract legal text.

They are also exploring ways to integrate better with their ERP system to generate payment data to the facilities. There are currently legacy systems performing these functions. These systems may be updated and integrated with the Upside Software Suite, or the Upside Software Suite may be configured to perform this functionality.

Interested in UpsideContract?

We'd love to hear from you.

For more details please contact your Upside representative at insidesales@upsidesoft.com

Corporate Headquarters
Upside Software Inc.
Suite 310, Manulife Place
10180 - 101 Street
Edmonton, AB T5J 3S4
Canada

Email: ask@upsidesoft.com
Phone: +1 (780) 702-1432
Fax: +1 (780) 702-1438
For more information,
please visit www.upsidesoft.com



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