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Case Study: International Manufacturing Company

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Client Overview

The client is an international manufacturing company with multi-billion dollar annual revenues. They have more than 9,500 employees and operate in 30 countries around the world.

The Business Challenge

The client was using an existing contract management system that was not meeting their needs. It was essential to transition into a system that allowed the creation of business rules that governed the contract workflow and maintained data integrity. The existing system being utilized by the client had several manual steps that left contracts in a fragmented document repository with inconsistent meta data.

Due to the multinational nature of the client company, they had various groups in different regions around the world. Many procedures and processes differed from region to region and resulted in an inconsistent contract creation and execution process. This segmented approach also created an inefficient workflow process that did not ensure data validation or appropriate processing of the contracts created.

Another key element missing from the client's existing system was an adequate notification system. In order to ensure key milestones and events were not being missed by stakeholders, a comprehensive notification system was necessary.

In addition, it was imperative that multiple first and second parties were supported on all contracts. The client's existing system did not accommodate this requirement, nor provide a way to track related documents within the contract.

The Solution

The deployment strategy was to implement UpsideContract in one regional office first, then to proceed with a global rollout. This allowed the client to start using the system quickly and determine what configurations best suited their needs. The analysis and data collected after the first implementation would be used to inform future deployments throughout the organization.

Using UpsideContract's robust workflow engine, comprehensive business rules were configured within the system. This process automated the client's existing manual processes and ensured data integrity and validation at each phase of the contract lifecycle. In order to ensure contract security throughout the system, user roles were created for each user accessing the system. A detailed organizational structure was established to ensure users were given access to specific areas of the application based on their user roles.

Through careful analysis of the client's business processes, a standardized approach to contract creation and data collection was established within the system. This ensured that each department across every region of the company was entering their data in the same way, and that all contracts generated from the system were universally accessible. Workflow and data validation checkpoints ensured consistency throughout the various organizational departments.

Company Name

International Manufacturing Company

Industry Type

Manufacturing / Distribution

Business Challenge

- The client's existing contract management system was fragmented among several repositories.
- Information collection and contract creation processes varied across departments and regional office locations.
- There were no systems in place to support multiple first and second parties on contracts.
- Contract milestones and important events throughout the contract lifecycle were being missed by key stakeholders.
- Security measures and a rules-driven workflow were needed to regulate controlled access to various stages of the contracting process within the organizational structure.

The Solution (continued)

All legacy contracts were then migrated into UpsideContract, and using the established business rules and workflow, all of the existing meta data was validated and correctly entered into the system. The result was a centralized contract repository that was searchable by all stakeholders with the appropriate access rights.

The system was configured to ensure full support of multiple first and second parties on each contract created. Templates were designed to maximize this feature of UpsideContract and ensure all related documents were created properly. UpsideContract's notification system was used to alert key stakeholders to all contract milestones, ensuring that key action events were no longer being missed.

The Top Business Benefits

- A CMS product that features advanced template legal clause maintenance and clause level tracking on individual agreements means improved contract control and compliance, mitigated risks and improved business productivity and profit.
- Workflow processes that correctly navigate contracts through the approval lifecycle means that standards and regulations are adhered to, there is improved compliance with business processes, and fewer errors.
- User-friendly application screens mean streamlined data capture and processing, thereby empowering users to focus on higher value activity / work and increase output while reducing costs.
- Business analysis that helps to identify deficiencies in current processes provides a tool that enables continual improvement over process and contract management, increased visibility, and reduced revenue leakage.
- A superior and industry leading CMS (Contract Management System) product that is fully supported means less downtime, rock solid reliability and typically delivers an ROI within one year.

The Return on Investment

The client found their contracting process had improved visibility, access and efficiency after the Upside Software implementation. Their contract stewardship also experienced improved visibility, and much quicker and more efficient access to contract information. They could now measure contract compliance and performance, and gained online access to the entire text of their contracts, including all pricing details. The vast reporting features of UpsideContract improved their reporting capabilities on all contract data and gave the client instant and useful information.

UpsideContract's workflow improved the client's review process and ensured contract administrators followed the correct procedures throughout the contract lifecycle. In addition, they now have electronic notification of contract actions as well as tier levels available for searching and reporting.

What's Next?

The client plans to continue deploying the Upside Software suite throughout the organization. They also plan to continue with the latest versions of the Upside Software suite in order to take advantage of ongoing enhancements, and look for ways to interface with other applications.

Strategy

- Implement UpsideContract to streamline the client's entire contract lifecycle and provide a searchable, centralized contract repository.
- Create a consistent method of contract creation across all departments within the organization and ensure data integrity at every stage.
- Integrate a notification system to ensure key stakeholders are alerted to contract milestones and action events.
- Configure a robust workflow system to ensure contracts are moved through the appropriate processes while adhering to company rules and regulations.
- Regulate access to the system based on user roles and provide comprehensive tracking and auditing capabilities.

Interested in UpsideContract?

We'd love to hear from you.

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

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