



Case Study

Global Technology Company Gains Control of their World-wide Contracts

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To minimize the costs of managing thousands of contracts, this Global Technology Company deployed a Web-based contract management solution – UpsideContract. The solution streamlines contract creation and management process and greatly reduces the effort required for contract administration on a global scale. By selecting UpsideContract, this company minimized the cost to deploy its new solution, and maximized its results.

The Situation

This global technology company has operations around the world and its headquarters in the United States. They are an industry leader in sales, consulting and support of solutions to customers of all sizes and in most of the countries in the world.

In an effort to reduce costs and improve efficiency and control of their sales contracts this company set out to replace aging legacy systems and to deploy a contract management system that would touch every part of their business. They needed to be able to establish standard, published contracts and to more effectively support their non-standard and one-off contracts and contracting processes. They also wanted to be able to establish better centralized corporate control of their contracts, while still allowing regionalization of contracts to support the various languages, currencies and legal differences of the jurisdictions where they operate around the world. Along with support for centralized control and regionalization, they wanted to establish a mechanism to quickly and easily push contract changes out to their geographically dispersed operating units, thus helping to further standardize legal wording and descriptions of commitments, helping to reduce administration costs and improve their risk management capabilities.

While the main intent of the initiative was to address their sales contract requirements, they wanted a solution that could also be used to streamline their procurement contract processes and all other areas that manage contracts.

The Solution

To find the best solution to meet their objectives, this company undertook a global product search, and, after reviewing a large number of offerings from vendors, chose UpsideContract.

Summary

Customer Profile

The Customer is a Fortune 100, global technology company headquartered in the United States.

Business Situation

Customer wanted to replace their existing, outdated sales contract systems with a new, robust, scalable system that provides the capability for corporate control and regionalization. They wanted to take advantage of the initiative on the sales side to also address their issues with procurement contracts.

Solution

Customer deployed UpsideContract, a Web-based contract management solution, globally.

Benefits

- Greatly improved efficiency in managing contracts.
- Improved stakeholder involvement.
- Very fast ROI.
- Improved central control while supporting easy regionalization of contracts.
- Reduced cycle time for new contracts and contract changes.
- Improved risk management.
- Easily scales as usage grows and additional operating units are added – single deployment with global use.
- Rapid and extensive user adoption driven by value.
- Multi-lingual (all major languages) and multi currency support in one system

Software Deployed

- UpsideContract version 3.2.1
- Microsoft Windows® 2000 Server
- Internet Information Services 5.0
- Microsoft SQL Server 2000

Hardware

Two, two-processor HP/Compaq servers

Solution Scenario

Contract management – sales and procurement

This company worked with Upside Software to specify their full requirements, some of which were new features that would need to be added to the system. An implementation schedule was established that included a phased rollout. The first part of the implementation cycle was a ‘first strike’ effort to quickly roll out the then current version of UpsideContract (v3.1) to a large part of the organization to reap the immediate benefits. This was then followed by a subsequent deployment of UpsideContract version 3.2.1 which contained some of the additional features required by some of the company’s operating units.

With one installation of the software in one of the company’s primary data centers in the US, the software is being used by employees around the world in their local languages and using their local currencies. Additional data centers are housed in strategic locations worldwide to offer valuable redundancy.

“With a deployment of this scope it is taking some time to get each operating unit in each geography up and running,” said Ashif Mawji, Upside Software President and CEO, “with training being one of the crucial issues.” Upside Software took a “train the trainer” approach to get a large number of the company’s own training staff up to speed and certified on UpsideContract. Added Mawji, “Our approach allows the company to be more self-sufficient so they can quickly and effectively roll out future versions of the software.”

“UpsideContract provides an exceptional value proposition and very fast return on investment – we are proud to offer such value to our customers!”

Ashif Mawji
CEO
Upside Software

Benefits

Increased Efficiency

This new solution eliminates the extensive clerical effort—and associated costs—that used to be required for contract creation and management. Business rules have been easily defined in the system to streamline the document flow and workflow processes, and centrally managed alternative clauses established using UpsideContract’s *Smart Templates* reduces the effort of contract managers in the field.

Improved Stakeholder Involvement

The Web-based solution makes it possible to involve more stakeholders in the improved, very efficient contracting process. Customers and suppliers get access to their contracts and have an opportunity to negotiate changes online.

Rapid Return on Investment

The solution’s low platform costs, centralized deployment and rapid rollout proved to be a great value, and the benefits provided by the solution enabled the company to realize a full return on its investment (ROI) very quickly.

Improved Central Control and Internationalization

Installed centrally and used globally, the solution allows effective central control of contracts and their management while also enabling contracts to be regionalized, including language translation, substitution of appropriate, jurisdiction-based contract language, use of local currencies, etc. Changes to standard clauses at a central location can be immediately cascaded to all contracts, and contract impacts can be easily evaluated.

Reduced Cycle Times

Automating the contract creation process reduced the average cycle time for a new contract; now the company's employees have their contractual needs met in about one-third the time that it used to take. Furthermore, because the solution is Web-based, employees distributed across their global infrastructure enjoy 24-hour-a-day, self-service access when requesting a new contract or checking the status of a pending one.

Improved Risk Management

By centrally managing key language in contracts and being able to quickly and efficiently make changes to such language, the company can better manage their risk exposure. Because the solution is centrally deployed, reporting on performance, compliance and risk can be done effectively across the enterprise, significantly helping with corporate risk management .

Superior Scalability

The system has demonstrated extreme scalability – deployed in a single data center and used by a growing number of employees around the globe. The system is very capable of scaling from a few users and contracts to many thousands of users and contracts with a system that is available 7/24 to support people around the clock in all time zones.

High levels of User Adoption

UpsideContract provides a new level of visibility and access to contracts and the contracting process, and provides an interface that is very easy to learn and use. Combined with the functional capabilities of the system, the increased visibility and ease of access and use provide greatly improved adoption, acceptance and use by users throughout the company.

For More Information

For more information about Upside Software products and services, go to <http://www.upsidesoft.com> or call toll free 1-877-984-2455.

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