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Case Study: International Online Travel Company

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Client Overview

The client is one of the largest online travel companies in the world, with an extensive brand portfolio that includes a range of online, travel-related marketplaces. They have offices located throughout North America, Europe and Asia.

The Business Challenge

Due to the online nature of the client's business, the main challenge was to convert over 170,000 contracts (plus additional documents and relevant information) without any off-line times. The client's legacy contract management system held all of their data in a complicated hierarchy of contract storage schema. Our primary challenge was to find a way to logically connect contracts (including parent and child relationships, amendments and attachments) and ensure the metadata was valid and consistent. The end goal was to decommission the legacy contract management system once all of the data had been migrated.

Another key requirement was to ensure the UpsideContract system could import and export data to other software applications the client was using. This needed to be achieved using automatic processes, while ensuring the necessary checks and balances were in place to safeguard data integrity.

Limited resources and tight timelines were also a significant challenge as the client was only able to devote minimal staff to facilitate the implementation process. The window in which the implementation needed to be completed was narrow and required a great deal of efficiency and accuracy in order to meet deadlines successfully.

The Solution

The deployment strategy used a phased approach. This allowed UpsideContract to run parallel to the client's legacy contract management system and facilitate data migration without any off-line times. In the first phase, the entire client user base and legacy contract data was successfully transitioned in this manner. An interface was developed to automatically create and manage over 8000 user accounts with minimal involvement from their IT department.

Thanks to UpsideContract's comprehensive reporting capabilities, the client was able to use built-in drag-and-drop reporting features to easily generate accurate and effective reports. This allowed the legal department to create scheduled reports that are sent to vital stakeholders and increase overall visibility. Notifications and workflow approvals were established to ensure the client's company policies were being adhered to and enforced.

Company Name

International Online Travel Company

Industry Type

Retail / Services

Business Challenge

- Transition the client's existing user base and contracts while maintaining their 24-hour operation cycle.
- Migrate existing contracts and documents from a legacy contract management system.
- Improve reporting and workflow capabilities.
- Coordinate interaction with existing software applications.
- Complete the implementation in a very short time frame with limited involvement from client IT personnel.

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The Solution (continued)

Upside was able to successfully integrate UpsideContract with the client's other software applications and ensure necessary data was seamlessly imported and exported. Key processes within the client's operations have been streamlined and made more effective moving forward.

The Top Business Benefits

- Best-in-class contract management means reduced data-entry and duplication as well as fast, efficient and accurate reporting that provides vital information for informed business decisions.
- The ability to import and interface data from other sources means a quick fit into existing business processes, as well as cost and resource savings.
- The ability to provide instantaneous reports improves the organization's effectiveness on a real time basis and helps to increase efficiencies, ultimately improving the bottom line.
- 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.
- 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 reduced errors.

The Return on Investment

The client found their contracting process had improved visibility, access and efficiency after the UpsideContract implementation. Their contract stewardship also experienced improved visibility, and much quicker and efficient access to contract information. They could now measure contract compliance and performance, and gain 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, there are now electronic notifications of contract actions as well as tier levels available for searching and reporting.

What's Next?

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

Strategy

- Implement UpsideContract globally throughout the client's organization.
- Run the legacy system parallel with UpsideContract during a transition phase to accommodate 24/7 hours of operation.
- Establish integration points with other client software applications to ensure a seamless transition.
- Provide a system to interface data with other applications and ensure data integrity at every step.

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