



## A LEGAL “LIFE LINE” ON SALE FOR CONTRACT MANAGEMENT

Infosys BPM provides far-reaching benefits in contract lifecycle management to a global software product company.

### Abstract

Infosys BPM takes a global software solutions leader through a journey of productivity improvements, best practices, and steep rise in accuracy across its contract management landscape. Over time, the experienced team of associates sourced by Infosys BPM allows the client to achieve over 99% SLA adherence, making them tout the project as a “Life Line”.



## A Swirling Vortex of Inefficient Contract Management

The client is a global software major in sales, marketing automation, and business intelligence & analytics space, developing products for customers worldwide.

Contract management for large corporations is not an easy task. The Journal of Contract Management estimates that about 71% fail to locate a minimum of 10% of their contracts. So, contract management is a time-taking activity prone to errors and inefficiencies.

For the client in this case, the life cycle of a contract was very tedious and lengthy. The negotiation and drafting of contracts goes through the planning phase, identification of the ground rules, clarification of the contract clauses and justification, bargaining, and closure and implementation. Once the contract has been done and finalized, the next stage is archival.

The key steps involved in the contracting process are below:

- Negotiation, drafting, archival, and deviation analysis for a large set of contracts
- Review of existing abstractions of SLAs and other agreements for accuracy and meeting updated requirements
- Correction of the database with respect to the client and affiliated accounts and review of agreement groups created by account executives
- Execution of compliance obligations by performing legal denied party check on the existing customers of the client

Over time, the contract management activities at the client side were increasing at a steep rate. Along with that, inefficiency also grew. Key challenges faced by the

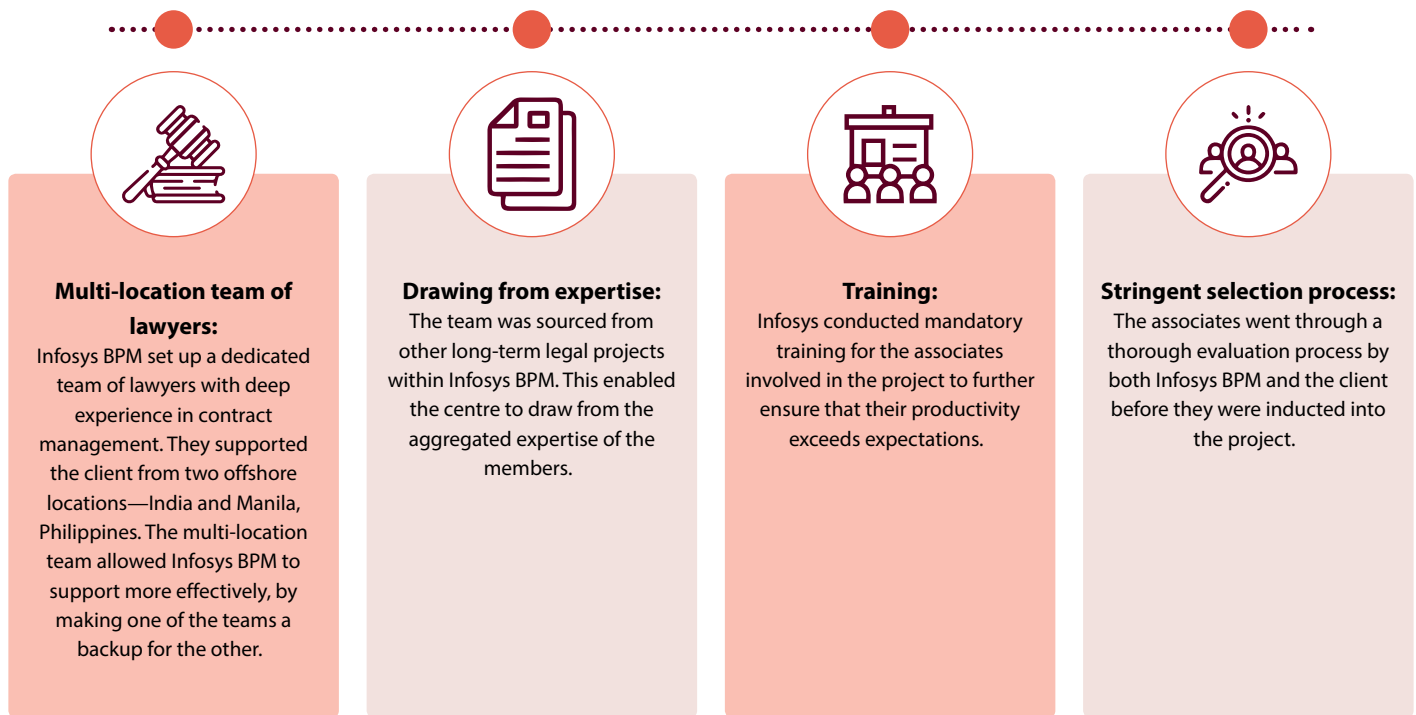
client could be abstracted as below:

- A large set of about 6000+ partially abstracted SLAs hindered the commitments given to the customers.
- A disarrayed database of the client's parent and affiliated accounts led to account executives' inability and inefficiency in finding governing agreement and existence of duplicate accounts or copies of agreements.

The client wanted its contract management workforce to try their hand in more rewarding and creative jobs that came up due to the rapid growth and expansion. The client approached Infosys BPM with an aim of reducing the cost in contract management, making it more standardized and error-free, and improving the efficiency overall.

## The Infosys BPM Approach

Infosys BPM's value proposition to the client included the following.



The team made use of the client's CLM (contract lifecycle management) tool across all of its data capture and processing activities.

## The "Life Line"

The project was set for a tenure of six years. Over this time, Infosys BPM was able to deliver unprecedented efficiency improvement to the client. The onshore-offshore partnership model of the engagement allowed the stakeholders to meet all of their SLAs.

- 1500+ contracts per month were reviewed by the teams for various phases of the contract lifecycle.
- Over 99% of SLAs were met by the team against a client-set target of 95%
- A live dashboard was developed by Infosys BPM to give contract status at any time. In addition, monthly and quarterly business reviews (MBRs and QBRs) were conducted to assess the team's progress and performance on a regular basis.

In addition to the key benefits mentioned above, the Infosys BPM team introduced the client to best practices that it developed over time working on other projects. The team provided the client with a comprehensive view of its commitments on SLAs with customers. As an added advantage, this engagement allowed the client's SMEs to shift their focus from mundane activities to more productive and crucial tasks.

The highlight of this engagement was accuracy with speed. Infosys BPM's commitment and achievements were succinctly described by one of the client's stakeholders as a "Life Line." This engagement reinforces Infosys BPM's core principle of "Client Value", an aim to surpass client expectations consistently.



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