

A PLAYBOOK FOR RETAIL CONTRACT NEGOTIATION

Infosys BPM develops a negotiation playbook for a leading retail giant.



A leading global retailer.

CHALLENGES

Creation of contract negotiation playbook templates with standard terms and two fall-back clauses for MSA, NDA, and license agreements for software and SaaS

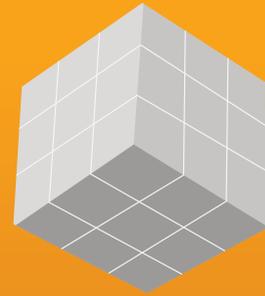
Analysis of client's contracts and documentation of fall-back positions used in contracts

Proposal for fall-back clauses when the client's preferred contract terms can't be found in the contracts on through interviews

Verification & amendment of the playbook content with client's legal team

Documentation & submission for approval of the final playbook

SOLUTIONS



- ▶ We delivered four contract negotiation playbooks by bringing together a team of specialized contract lawyers at their delivery center in Pune
- ▶ Our team set up an effective risk management and contract negotiation process for the client to effectively manage the risk they were exposed to
- ▶ Our team analyzed and interpreted client's contracts to come up with two fall back positions
- ▶ Our team was managed by a senior contract lawyer whose responsibility included interaction with the client, training resources, and quality control



BENEFITS

- ▶ Regular consultation calls with the client regarding the extent and acceptability of deviations
- ▶ Identification of deviations in each clause separately with its impact on the client's business
- ▶ Providing scenarios where each deviation may be acceptable
- ▶ Setup of an approval matrix for each fallback position
- ▶ Pointing out unacceptable positions for clauses
- ▶ Setup of an effective risk management process on MSAs, NDAs, and software licensing and SaaS agreements
- ▶ Reduced time for contract close-out



Identification of Deviations Individually in Each Clause



Effective Risk Management Process for MSAs, NDAs



Reduced Contract Close-Out Time

For more information, contact infosysbpm@infosys.com

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