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Case Study: International Automotive Manufacturer

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Client Overview

The client is an international automotive manufacturing company with operations in numerous countries around the world and a global network of over three hundred thousand employees.

The Business Challenge

Prior to the UpsideContract implementation, the client used manual data collection methods and had no electronic system in place to collect contract data. Existing contracts were not centrally located and could not be accessed easily.

The primary objective for the client was to collect and store all of their contract data electronically within a centralized repository. This would provide access to information and business analytic tools needed to measure performance. Data validation was also essential in order to ensure accuracy and contract compliance.

Another key challenge for the client was to receive notifications when contracts were about to expire. Having the ability to add multiple events for milestone notifications would ensure the necessary actions could be taken.

The Solution

Working with the client, it was decided that a phased deployment strategy would be the most effective approach. This would allow the client to go to production more quickly and then analyze the effectiveness of the system on their day-to-day processes.

UpsideContract was deployed in Phase 1 for a specific departmental group within a specified line of business. The deployment relied heavily on the organization unit structure within the company to alert different people within the organization. This configuration required that each org unit had a manager and that manager was used as the notification point for contract expiration. If the contract was not renewed or closed, the notification would escalate up the organizational structure.

Automated email notifications were configured within UpsideContract and advance notice periods were determined for each level of notification. Based on the guidelines established, a notification was sent to department managers, divisional managers and the legal department when a contract was about to expire.

Company Name

International Automotive Manufacturer

Industry Type

Automotive

Business Challenge

- Provide a system to collect data that was previously collected manually.
- Create a centralized repository to store and access data.
- Define and establish data validation measures to ensure compliance.
- Develop a baseline for the client to compare business processes against and measure effectiveness.
- Establish a series of event notifications to be sent for contract milestones such as expiry and renewals.

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.
- Business analysis that can help identify deficiencies in current processes provides tools that enable continual improvement over process and contract management, increased visibility and reduced revenue leakage.
- User-friendly application screens mean streamlined data capture and processing, thereby empowering users to do higher value activity / work and increase output while reducing costs.
- 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 UpsideContract implementation. Their contract stewardship also experienced improved visibility and much quicker and efficient access to contract information.

Contract regulation and administration, including appropriate checks and balances at significant milestones, were improved and made more efficient for the client. There were now electronic notifications of contract actions as well as tier levels available for searching and reporting. UpsideContract workflow improved the review process and ensured contract administrators followed the correct procedures throughout the contract lifecycle.

What's Next?

The client has been very pleased with the value UpsideContract has added to its business and contract processes. They would like to deploy the software to other offices within the region with the possibility of a global deployment in future phases.

Strategy

- Implement UpsideContract
- Deployment in phases to enable the client to get to production more quickly.
- Analyze business processes after each phase and tailor future phases to increase efficiency and effectiveness.
- Ensure data validation and compliance at key phases in the contract workflow.
- Establish organizational unit structure and define managers for each unit as the notification point for contract milestones.

Interested in UpsideContract?

We'd love to hear from you.

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