An Introduction to Contract Management Software

What It Does, Why It Matters and How It Delivers Key Business Benefits
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The days of doing business on a handshake are long gone.

Contracts: The foundation of your business

Today, your contracts are more detailed, complex and variable than ever before. Authoring them requires specialized skill, negotiating them takes sharp acumen and well-coordinated communication and successful post-execution management requires constant awareness and due diligence on a variety of compliance issues.

Though almost everything has changed about how you execute and manage contracts, one thing remains the same: contracts are still the bedrock of all your business relationships and transactions. They are the documents that define your business.
Even as they provide the basis on which to build your business, contracts – if mismanaged – can also become one of your biggest liabilities. Whether yours is a startup just getting a foothold, a growing company expanding into new territories or product lines, or a well-established business with brand equity to protect, how you manage your contracts has great influence on the health and growth potential of your bottom line.

What would the potential cost to your organization be if:

- An underperforming vendor contract auto-renewed for two more years?
- A deadline within a supplier agreement for volume incentives or rebates expired without the proper notice to take action?
- Checks and balances were not in place to make sure all the revenue in a sales agreement was properly realized?

Inaccessible data, missed deadlines, untracked or unauthorized changes – these are just a few of the things that can go wrong if you do not have a strong contract management process in place.

One good deal can make a company. One deal gone bad can break it.
As your contracts become more complicated, the tools you use to manage them need to keep pace. Once, you may have had only a few simple agreements to manage; but today you might have hundreds, thousands or even tens of thousands of contracts covering a wide variety of departments and locations, involving multiple partners and potentially governing a staggering volume of transactions via numerous clauses and contingencies.

Contract management software gives busy teams in legal, procurement and contract administration an integrated set of tools to handle all the tasks associated with contract creation, negotiation, execution and management (including post-execution rights, obligations and reviews).

Many different features come together to make the contract management process easier, but two of the core components that all organizations should focus on are centralization (of data and documents) and automation (of key tasks, dates, obligations, commitments, etc.).
Together, the features of a full contract management software solution help you **easily and consistently**:

- Effectively manage the full contract lifecycle
- Capture all contract-related data and documents in a single system
- Proactively manage all contract details and deadlines
- Identify and coordinate all relevant parties by name and role

From authoring and negotiation to post-execution management, contract management software delivers **critical business benefits**:

- Increased revenue capture
- Decreased revenue leakage
- Better efficiency
- Improved compliance
- Risk mitigation

In short, it *puts you in control* of your contracts so you can rest assured that all your t’s are crossed and all your i’s are dotted.

**Real World Relevance**

*Do these worst-case scenarios sound familiar? Contract management software helps you avoid and/or solve these kinds of situations.*

- You need to pull all the documentation for the new deal that’s going to take your company to the next level, and the boss needs it in fifteen minutes. You think you have the most recent version, but you’re not 100% sure. Did the vendor approve that last set of redlines, or are those still out for review? And forget about all the support documents; you have no idea who has those. What are you going to do now?
WHY CONTRACT MANAGEMENT SOFTWARE IS A GOOD IDEA

Maybe you feel like you have everything under control. Maybe you’re worried that introducing a new system will add complications to an already complex process. Or, maybe you’re just not convinced that contract management software will make your and your colleagues’ lives easier.

On the other hand, maybe you know that implementing a contract management solution would be good for your business, but – like all those other things that are “good for you” – it just keeps falling to the bottom of the priority list.

Either way, we’d like to share our perspective on why contract management software is a good idea.

In short, it helps you achieve and maintain better control of all your contract-related data, documents and processes. To get a more detailed sense of exactly how it does this, let’s take a look at each area individually.

Contract management software delivers benefits in 4 primary areas:

- Centralization & Organization
- Accessibility & Permissions
- Visibility & Intelligence
- Automation & Compliance
Centralization and organization are the backbone of your contract management solution. They support and enable all the other areas of contract management. They deliver consistency, certainty and reduce the time it takes to perform dozens of routine tasks.

Real World Relevance

- Your boss just asked you for ...
  - A complete list of all the contracts (and the corresponding values) that renew over the next ninety days
  - An executive summary of all pending service contracts in the pipeline
  - A breakdown of all current contract amounts by region for a specific product
  ... and he needs it by the end of the day. Where are you going to start?

- You have to prepare a list of contracts for a last-minute meeting: all agreements expiring or auto-renewing in the next 120 days, broken down by department and sorted by total contract value. Will you be able to pull everything together in time?

- Someone modified the discount clause in a sales agreement from 10% to 15% and the CFO is not pleased. Unfortunately, there is no way to identify who made the change, when and for what reason; and now someone has to do some serious sleuthing to find the answers the CFO wants.

Read on to learn about the risks of working without contract management software and the benefits of working with it.
One of the most time-consuming and frustrating aspects of managing contracts without contract management software is that you have no simple way to answer these critical questions:

- Where is the contract I need?
- Is this the most recent version of the contract?
- Where are the associated documents and correspondence related to this contract?
- What is the status of this contract – final draft, in negotiations, approved, ready for renewal or already expired? (And if I don’t know, whom can I ask?)
- What contracts have clauses and terms that pose a higher level of risk?
When you can’t definitively answer these questions, you run the risk of:

- Wasted time and delays associated with tracking down documents, verifying versions and haphazard searches for data within documents
- Sending out the wrong documents for review or approval
- Signing the wrong documents or failing to secure all counter signatures
- Losing contracts or associated documents because of broken links, file renaming or indiscriminant filing

In short, looking unprofessional to both your internal teams and external partners and vendors.
LIFE AFTER CONTRACT MANAGEMENT SOFTWARE:
THE SOLUTIONS AND BENEFITS

A good contract management solution will ensure that you always know where everything is, how to get to it and what needs to happen next.

It provides control and confidence via 3 simple steps: centralization, organization and management.

STEP 1: Capture & Centralize

This step lays the foundation for your entire contract management solution.

- Always know where to look for anything you need by storing data and documents in a single, central repository.
- Efficiently collect all of your data and documents with data capture and reporting, making them easy to search, manage and analyze.
STEP 2: Organize

Once you have everything in place, you can apply organizational methods to streamline how you interact with your documents and data.

Associate Documents & Correspondence:

- Develop a contract “evolution history” that includes the final, executed contract and complete audit trail of all iterations and edits.
- Collect and organize all related spreadsheets, PowerPoint presentations, invoices, purchase orders and more with associated document aggregation.
- Save related emails and other scanned documentation using complete correspondence capture.

Categorize:

- Assign classifications (contract categories, types, statuses, etc.) so that you have a quick and efficient way to search, filter, sort and report on all the documents in your archive.
- Link associated agreements and define Master/Sub relationships for record-level organization such as associating subordinate NDA agreements, change orders and task orders with master service agreements.

Search:

- Search your contract database by parameter (i.e. date ranges and dollar values) or field data (i.e. status, type and owner) using record/data search so you can locate specific records based on any business need(s).
- Quickly isolate contracts based on almost any search criteria using document language search, a full-text search that considers not only the contract data you’ve been tracking but also the content of all supporting documentation.

Create Rules:

- Capture specific information quickly and easily using data collection templates.
- Accurately enter data using built-in validation rules that populate drop-down lookup tables, calendars and other fields.
- Increase efficiency by defining and utilizing automated workflows based on contract type, contract value, departments involved and other criteria.
STEP 3: Manage

Collaborate:
- Avoid version control issues with check-in/check-out tools and procedures.
- Assess the differences between two versions of a document upon check-in using automatic document comparison.
- Easily identify the most recent document versions and the sources of any edits including in-line notations through redlining and a tracked change history/audit trail.
- Share contract data, documents and notes securely to allow collaboration from internal and external parties based on your business process.
- Automate document routing and integrate electronic signatures for a faster, more efficient approval process.

Track & Organize:
- Improve accuracy and timeliness of each step in the contract process using negotiation process tracking.
- Identify and assign next steps at both the contract and document level with integrated to-do lists.
- Take action from within the system through automated reminders and action items, saving time and ensuring a cohesive workflow.
- Send agreements directly from the system using direct routing.
- Quickly aggregate and retrace collaboration, review and approval steps with document tracking.
Business is no longer confined to the four walls of your office or the forty-hour workweek.

You and your team are often on the go and working off hours, but you still need consistent and reliable access to all your data and documents so you don’t miss a beat. The accessibility features of contract management software ensure that you are always connected.

Real World Relevance

- Your contract manager is out sick for the third day in a row and no one can locate the hard copy of an important cancellation notice. When you finally get in touch, the good news is that she has a digital copy. The bad news is that it’s on her laptop and she has no secure way to get it back to the office in time to be processed before the vendor agreement is automatically extended for a year. What kind of fancy footwork are you going to do this time?

- The department is straight out so, you’ve delegated some data updates to ancillary staff members. The plan seemed to be a good idea until one of these less experienced resources spent an entire day making incorrect edits. Now someone has to backtrack and undo all the changes before anything gets accidentally implemented. Looks like it’s going to be a long night.

Read on to learn about the risks of working without contract management software and the benefits of working with it.
LIFE BEFORE CONTRACT MANAGEMENT SOFTWARE: THE RISKS AND INCONVENIENCES

Without the accessibility and permissions control available via a contract management software solution, you will probably experience these inconvenient scenarios:

- Having to rely on inconsistent and time-consuming remote document access via FTP or VPN
- Being unable to review, approve or sign docs from remote locations
- Having to track down a document that is only stored on one person’s hard drive or somewhere in their email
- Having to beg your IT department to set-up (or repair) remote access for you or another resource to access contracts off-site/on the go
- Having to rely on IT resources for aid with a key report

Worse than these inconveniences is the possibility that you might expose your company to:

- Workflow delays and bottlenecks that make it difficult to coordinate resources, keep negotiations moving or act on time-sensitive tasks
- Incorrect data due to the inaccurate input of inappropriate personnel
- Loss of data and documents due to technical glitches, hardware breakdowns or user error
- Compromised security or security breaches due to less-than-optimal data and document storage and transfer protocols
There are two primary features of contract management software that help you mitigate the potential for accessibility- and permission-related risks:

**Centralized, Browser-accessible Data and Documents:**
- As we mentioned before, centralization is the foundation of any contract management solution. In addition to organizational and efficiency benefits, centralization also enables convenient and reliable access via Internet browser so you can keep things moving with remote document reviews and approvals – all without troubling your IT department or exposing your company to security risks.

**Role-based Permissions and Security:**
- Managing who has access to which documents and defining their specific roles/permissions is critical to successful contract management. Contract management software allows you to designate an owner and support personnel to each contract, manage external corporate contact information and assign role-based security and access (full, read-only, no access) down to a user/contract-type and function level. Implementing these controls helps you maintain security, ensure smooth workflow and avoid mistakes.
Visiblity & Intelligence

Knowledge is power. Contract management software gives you insight and control that put you in a strong position. After all, how can you manage what you can’t see?

Real World Relevance

- The contract manager just received word that a competitor is acquiring the company. She needs to identify all the Service Level Agreements that are valued at more than $10,000, cover the west coast region and include an opt-out clause. Unfortunately, that level of detail was not captured in the Excel spreadsheet used to track agreements, so now someone is going to have to manually review each document to find the relevant clauses. This unwieldy process will slow down negotiations and cost the company money.

- You manager just called. He has a meeting right after lunch and needs a report on all the expiring contracts with vendors in the San Francisco area. He needs to know all contract milestones, average revenue per contract and any special clauses. Can you pull this together in a couple of hours? More importantly, would you bet your job that all the information you provide is 100% accurate?

Read on to learn about the risks of working without contract management software and the benefits of working with it.
Without a contract management solution, it will be difficult to:

- Quickly get an accurate sense of which contracts are pending, in the works and on-file
- Avoid instances of duplicate contracts with vendors across divisions or geographic regions
- Take advantage of opportunities to reduce costs
- Plan accurately for workload fluctuations based on contract lifecycle phases

The risks associated with a limited and shortsighted view of your overall contract situation include:

- Lost opportunities to take advantage of financial and operational efficiencies
- Internal and external liabilities due to duplicate and/or conflicting agreements
- Inability to effectively manage workload or allocate resources
- Slowed reaction time when responding to contract-related events or critical negotiation milestones

Without any way to get a clear and complete view of the big picture, it's almost impossible for you to be proactive about your contract management.
As with accessibility and permissions, there are two primary contract management software features that can be applied to resolve visibility and intelligence issues:

**Performance Dashboard:**

The dashboard of your contract management solution provides an adaptable, role-based view of all contract-related information and tasks. It aggregates all available data and documents into a user-friendly, visual format that each team member can customize to his or her specific needs.

In addition to providing an overview of all contract activity and details such as upcoming deadlines, tasks and milestones, a well-designed dashboard also enables users to take action on particular tasks directly from the software’s interface, streamlining the workflow by avoiding constant back-and-forth between multiple platforms and software products.

From a personnel management perspective, the dashboard provides an efficient way to track team progress and performance.

**Reporting:**

Having all your documents centralized and universally accessible is one thing, but being able to filter, summarize and analyze your data gives you a critical strategic edge. Visibility combined with analysis helps you make the right decisions so you can lead proactively instead of always playing catch-up.

The reporting capabilities of contract management software also allow you to capture and store a full contract history for auditing purposes (including Sarbanes-Oxley compliance).
Post-execution contract management is just as important and carries as many (if not more) risks than up-front creation and negotiation.

During this stage of the contract lifecycle, trying to keep up with all details and deadlines can easily overwhelm you.

**Real World Relevance**

- Accounting issued a customer invoice with an incorrect amount because they were unaware of the new service fee structure. Now, someone is going to have to contact this customer to explain that they actually owe more money than they thought. Hopefully, that someone will be able to resolve the issue without too much loss of face (or revenue). How can you avoid this type of situation in the future?

- Your team needs to process a heavy volume of sales contracts being redlined at the end of the quarter. They need to get this work done faster than normal without sacrificing accuracy. What tools do you have at your disposal to make sure everything goes smoothly?

- You have to prepare for an audit on a handful of contracts you haven’t focused on in months. Do you have a fast and efficient way to locate all the relevant files and quickly identify any risk areas that should be reviewed and addressed as part of the audit process?

*Read on to learn about the risks of working without contract management software and the benefits of working with it.*
As you try to stay on top of all the milestones, obligations, commitments, expiration dates and related tasks and deadlines of your contracts, the pain of information overload is compounded by awkward and unreliable processes that require you to work in multiple systems (Excel, Outlook, homegrown databases, manual sign-off sheets, etc.) in an effort to stitch together a functioning system of alerts and notifications.

Unfortunately, despite the best intentions, most manual methods of managing tasks, deadlines and reminders fall short of expectations. Some alerts never get set, are directed to the wrong people or fail due to human error. Even if you do have some kind of system in place, odds are you won’t feel confident enough to trust it, so you’ll always be managing those details manually as well.

The particulars will vary, but you may risk:

- Non-compliance with contract terms resulting in jeopardized products, services, assets, delivery, etc.
- Unintentional auto-renewals because of missed cancellation notices or deadlines
- Inability to easily associate external factors (such as changes in insurance) to relevant legal obligations within contracts across your organization
- Failure of an audit due to missing key elements of an audit trail
- Inaccurate or inconsistent contract clauses due to multiple contributors and a lack of approved, accessible templates

It’s said that the devil is in the details.

That could hardly be more applicable than in the context of managing contracts. There are many things that can go wrong if you lose track of small but critical tasks.
Automation comes into play in two primary ways with contract management software – one during the creation phase and one during post-execution management:

**Templates and Language Libraries:**

Contract creation is made more efficient and accurate through the use of a standardized set of document templates and collections of approved language. Using these tools, personnel have fewer needs to consult on various document elements and can move through the contract drafting process more quickly. As a result, accuracy and consistency are much improved. In addition, defined permissions ensure security at each stage of the process.

**Automated Alerts and Notifications:**

Once a contract has been executed, superior management depends entirely on your and your staff’s ability to stay on top of all the various tasks and deadlines so that you remain compliant and are able to take advantage of any beneficial terms such as financial incentives.

A contract management software solution provides a strong and consistent support system so your team can easily stay one step ahead of details:

- Automated email alerts to advise team members of next steps
- Configurable alarms that prompt action days in advance of a deadline and can be set to recur when appropriate
- Alarms and to-do items that synchronize with external calendars such as Outlook
- Archived history of alerts and notifications for management and audit purposes
- Email alerts for contract milestone dates
- Customized team and individual to do lists
- Internal and external alerts and notifications

All of these features integrate with a number of common communication protocols such as SMTP, POP3, IMAP and MAPI. By centralizing all the alerts and notifications within a single system, you eliminate the concern of inconsistency in setting and managing task alerts. The centralized nature of the system also gives managers a single point of contact to see and manage all open tasks associated with the contract team.
Though the benefits of a contract management solution are clear to the people working in legal, contracts and compliance, team members in other areas of your organization might not immediately recognize the value of implementing a software solution to manage your documents, data and process.

With that in mind, here are a few ways you can help them understand how contract management software can help them:

**Senior Leadership**

The C-suite carries responsibility for the entire organization. Each day brings a hundred different demands and the need to make smart decisions quickly. A contract management solution ensures that your team is working most efficiently. Not only are they able to save time through better organization and automation, but they are also able to dedicate that saved time to more strategic tasks.

**Department Heads**

Department heads have similar needs, but on a smaller and more detailed scale. While the C-Suite needs to look at the big picture, department heads also need to be able to drill down into the day-to-day minutia of operations. A contract management solution provides a comprehensive view of all relevant tasks (filtered by resource, status, etc.) and the ability to define rules and alerts based on various thresholds. It gives the department head a higher level of control with less effort.
Contracts are an integral and critical part of the sales process. How they are created, processed and managed has a very real impact on the strength and profitability of customer relationships. A contract management system helps improve the process and shorten the sales cycle. It helps you assemble agreements quickly and correctly, automate approvals and ensure compliance. In short, it helps sales close the deal and manage the business for growth.

The finance & accounting department needs to coordinate closely with legal in order to properly manage incoming and outgoing payments. Contract management software provides a single, centralized repository for all relevant documentation so that everyone – from the contract author to the accounts payable team – is on the same page. This continuity helps ensure the accuracy and timeliness of payments as well as awareness of special terms and other considerations that directly affect revenue.

Likewise, the purchasing department also needs to stay in sync with legal on contract terms and milestones. Without consistent, reliable access to accurate and well-organized information, purchasing might overlook opportunities tied to rebates, volume discounts and other special terms. Contract management software helps purchasing maximize every cost-saving contingency.
CLEARING UP COMMON MISCONCEPTIONS

Making an enterprise-level change is always a challenge, even when that change will ultimately deliver valuable benefits. It can be difficult to see past the unknowns and roadblocks.

To help you gain some insight, here are a few of the most common misconceptions about implementing a contract management solution and the corresponding truths:

“Contract management software is too expensive.”

It’s true that quality contract management software can represent a sizeable financial investment. However, the return on that investment is also substantial and valuable to your business in a variety of ways. Some ways contract management software can help are:

- Increase efficiency, improve productivity and decrease costs by providing tools to help staff members work more quickly and accurately
- Identify big picture insights that allow you to take advantage of financially lucrative contractual opportunities while avoiding costly missed deadlines
- Stay on top of all compliance-related details and deadlines, and avoid costly and business threatening breaches of contract
Implementing contract management software will put a big drain on my IT department.

The assumption is that your IT department will have to drive any software implementation and be heavily involved throughout the process. In fact, it’s the users (attorneys, contract managers, etc.) – not IT personnel – who are most involved in defining the system’s needs.

Most Contract Management Software providers offer both on-premise and software as a service options:

- The **software as a service (SaaS)** option typically does not need any in-house IT support.
- Implementations of **on-premise solutions** are usually handled primarily by the vendor’s technical support (once your in-house tech team provides server access), minimizing the time investment of your in-house IT team.

Work will be delayed and/or compromised while we’re in the process of implementation.

You have a lot on your plate and you can’t put everything on hold while you get your contract management software up and running. Don’t worry. You shouldn’t have to.

Depending on your specific situation and needs, your vendor should be able to provide a tailored implementation plan that delivers exactly the support you need - from a technical consult to a fully turnkey operation.
It will be a nightmare to import/migrate all my existing data and documents into a new software system.

You need to be sure that nothing is put at risk during the migration.

Although the task can be daunting, experienced contract management software implementation teams know how to manage migrations so that things go smoothly from start to finish. They will provide guidance on collecting and organizing all your documents and data and then help you migrate/import everything in the most efficient way possible. In the best case scenario only minimal manual data entry is required, and the transition happens fairly seamlessly in the background.

There is a steep learning curve to climb before my staff will be up-to-speed on the software.

In reality, most users are comfortable and proficient with the software after only a couple training sessions. Power users, who work with the more advanced modules, typically need only two or three additional training sessions.

On-demand tutorials, comprehensive documentation and unlimited, toll-free technical support can also help tremendously in getting users up and running quickly.

My staff won’t use the software consistently. We’ve tried these kinds of things before, but they never seem to stick.

Although this is a legitimate concern, once they experience the efficiency and convenience of a centralized and automated solution, most users quickly see the value of working with the contract management software. It’s a win-win - helping them improve their performance while making many parts of their jobs much easier to manage.
Your business relationships and transactions are defined and protected by contracts. The creation and management of these documents and all the associated data is a critical business function with far-reaching implications. Businesses live and die, falter and thrive based on how well they handle the contract lifecycle. A centralized and automated contract management solution ensures that you have the tools, control and insight you need at each step of the process.

Contract management software can be implemented without disrupting day-to-day operations and does not require extensive (if any) support from your IT department.

Your team can be up and running with the software after just a couple of training sessions.

The benefits of using contract management software extend far beyond the legal department and directly impact the bottom line and overall success of your business.
Key Points:

A quality contract management system will help improve your performance and protect your business in four key areas:

- **Centralization & Organization:** Capturing all your contract-related documents and data in one place, streamlining data entry, enabling efficient search and retrieval.
- **Accessibility & Permissions:** Keeping your team connected and productive with reliable 24/7 access, ensuring privacy and security with role-based permissions.
- **Visibility & Insights:** Providing fast and comprehensive access to high-level, company-wide and in-depth, record-specific information while giving you powerful reporting options.
- **Automation & Accuracy:** Giving your team an extensive set of tools to better manage the tasks, obligations and deadlines associated with your contracts, increasing efficiency and reducing risk.
WHAT'S NEXT?

10 QUESTIONS TO CONSIDER

There are 10 key questions that will help you get a better sense of how you will use and benefit from a contract management solution. Answering these will also prepare you for more productive conversations with contract management software vendors as you explore your contract management options.

- **1. Who will sponsor and lead the project internally?**
  You don’t need a large in-house implementation team, but who will be the primary point person in charge of managing the process and communication?

- **2. Who will ultimately be using the software?**
  Which departments and personnel roles will have access to and training on the software? Are there any up front conversations you can have with key players to ensure unilateral buy-in? (See Good for the Whole Company on page 23 for suggestions on how to quantify the relevant value of contract management software for each role.)

- **3. Which tasks will they need to perform?**
  Will you want to limit access and permissions by role? How many casual, full, power and read-only users will you have?

- **4. How quickly would you like to see a solution in place?**
  Is there an urgent need, or is your timeframe more flexible? What internal or external factors might influence your ability to proceed? How quickly can it get up and running?
5. Approximately how many contracts do you currently have? How many are active? How many are inactive, but need to be archived? What types of associated documents accompany each contract?

6. Approximately how many contracts do you process monthly? How frequently do you add to your contract archive? What is the typical lifecycle of a new contract from the point of identifying a need to final execution? How often do terms need to be reviewed/renewed?

7. How are your documents and data currently stored? What types of software and/or systems do you use to create and store your contract-related data and documents? Are you using a standardized software or a proprietary solution? Are all your documents and data in the same place, or are multiple systems in use? Do you employ any non-digital storage methods?

8. How would you describe your current management process? How many people and in which roles are currently involved in managing your contracts? Is there a hierarchy of responsibility, or are different contracts assigned to different individuals? How are team members staying apprised of contract details and deadlines? Where are there holes in your current process?

9. What, if any, other systems will you need to integrate? Are there organization- or industry-specific accounting, CRM, ERP or other applications that you need to either export to or import from? Are there any reporting functionalities that need to be tied into the solution?

10. What type of implementation will best suit your organization’s needs? Do you prefer a Windows-based (client server) solution that is deployed via a centralized MS SQL database to each user’s desktop? Would a web-based, on-premise solution be more efficient? Or, would a cloud-based, SaaS solution be your choice?
ABOUT

Contract Logix is a premier provider of contract management software and related services. We serve clients in many industries including technology, pharmaceutical, finance and healthcare. We offer one of the most comprehensive and flexible solutions on the market and specialize in providing custom configurations to meet our clients’ specific needs.

To learn more, visit us on the web at www.contractlogix.com.

You may also reach us directly at sales@contractlogix.com or 866-371-4445.

We look forward to hearing from you.