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Case Study: National Media & Communications Company

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Client Overview

The client is a leading communications, media and automotive services company with revenues of nearly \$15 billion and more than 60,000 employees.

The Business Challenge

Before implementing UpsideContract, the client did not have an electronic system in place to manage its contracts. Their existing contracts were not stored in a central location and no framework for data structure was in place. Manual collection of data was proving to be time consuming and costly for the client.

It was essential for the client to have an effective workflow in place to ensure approval checkpoints were set up and adhered to throughout the contract lifecycle. Another key challenge for the client was a unification of processes across departments. The variation in procedures across divisions created a disjointed and fragmented overall business process.

Budget and timeline considerations were important in order to ensure a successful implementation. The client wanted to be up and running as quickly as possible and it was critical for the budget to comply with their fiscal year. In addition, it was necessary for the implementation to be scalable and allow for roll outs to other offices as well as the potential for added features in the future.

The Solution

A phased deployment was deemed to be the best solution for this client. It would allow them to be up and running quickly with the core functionality they needed while satisfying their budgetary constraints. Added features were planned for future phases and would coincide with deployments to other offices.

Phase 1 automated the client's contract lifecycle from a manual collection process to an electronic system with more efficient data collection and a centralized contract repository. Utilizing UpsideContract's web-based application, the centralized contract repository enabled all key stakeholders to have access to the same information from wherever they were, thereby reducing cycle times and increasing contractual awareness.

A comprehensive workflow was implemented to ensure notifications were sent to the appropriate managers throughout the contract lifecycle. This ensured approval and compliance procedures were being adhered to and enabled decision makers to take the necessary actions at various contract milestones. The new workflow not only increased efficiency throughout the organization by reducing cycle times, it also reduced costs.

Company Name

National Media & Communications Company

Industry Type

Communication / Telecom

Business Challenge

- Implement a system to collect data that was previously collected manually.
- Create a centralized repository to store and access data.
- Provide a quick implementation that meets a tight budget.
- Scalability required for future roll outs and added features.
- Establish a standardized process across divisions to ensure all departments are following the same procedures.

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.
- Workflow processes that correctly navigate contracts through the approval lifecycle means standards and regulations are adhered to, improved compliance with business processes and reduced errors.
- 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.
- Ability to provide instantaneous reports means a significant advantage in improving the organization's effectiveness on a real time basis and helps to increase efficiencies, ultimately improving the bottom line.
- 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.

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?

Impressed by the successes already realized and achieved from Phase 1, the client is currently working with Upside to coordinate Phase 2 of the deployment. The client would like to deploy UpsideContract to their other offices and is also integrating the functionality of UpsideForms into future roll outs. Custom workflows are being configured as well to facilitate other key processes within the company.

Interested in UpsideContract?

We'd love to hear from you.

For more details please contact your Upside representative at insidesales@upsidesoft.com

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Strategy

- Implement UpsideContract.
- Provide a configured environment with a predefined workflow to ensure approval and compliance standards are adhered to.
- Scalable configuration of UpsideContract to accommodate new divisions and users in the future.
- Deployment in phases to enable the client to get to production more quickly and comply with budgetary constraints.
- Analyze business processes after each phase and tailor future phases to increase efficiency and effectiveness.



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