



**Level-up Your Contract Management
for the New Year**

 *IACCM & Conga*

Speakers:



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 **IACCM**

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conga[®]

Growing impact from automation

- Analytics providing business and portfolio intelligence
- Obligation management raising efficiency and performance standards
- RPA and blockchain enabling integration and digitization

A poor track record:

"[In deploying software tools] just under 60% of respondents are frequently not satisfied and in many cases have achieved very little deployment."

Industry adoption and use of automation

	Aerospace, Defense	Banking, Insurance, Financial	Engineering Construction, Real Estate	Healthcare, Pharma, Chemicals	Manufacturing Processing	Oil, Gas, Minerals, Utilities	Public Sector, Government	Services, Outsourcing, Consulting	Technology, Software	Telecoms
Front-end contract request /selection interface to business unit	24%	47%	22%	25%	38%	31%	33%	35%	37%	48%
Ability to assemble standard contracts from templates	35%	12%	22%	25%	46%	17%	13%	50%	27%	40%
Ability to assemble contracts from a clause library	6%	0%	6%	8%	38%	14%	0%	18%	13%	20%
Defined and automated workflow for non-standard terms or agreements	6%	0%	6%	8%	23%	7%	7%	12%	20%	16%
Monitor reviews /approvals status	24%	41%	19%	50%	46%	26%	13%	18%	30%	44%
Automated document circulation, redlining	12%	0%	9%	8%	23%	17%	13%	21%	20%	16%
Risk scoring	18%	12%	13%	0%	8%	17%	7%	12%	20%	32%
Repository of signed contracts	65%	82%	34%	75%	62%	55%	33%	65%	67%	52%
Contract obligation extraction	12%	0%	0%	17%	15%	7%	0%	26%	23%	24%
Post-signature monitoring of compliance with contract terms	18%	6%	6%	8%	23%	12%	0%	18%	30%	20%
Integration with other key applications (ERP, financial systems etc.)	18%	18%	28%	0%	8%	31%	13%	12%	10%	12%
Management reporting /dashboard	29%	18%	28%	42%	31%	36%	13%	24%	53%	24%
Contract analytics – individual agreements	6%	0%	3%	0%	15%	10%	13%	21%	17%	12%
Contract analytics – portfolio of agreements	6%	0%	6%	8%	15%	12%	7%	24%	23%	12%

Source: IACCM Benchmark Report 2019, September 2019

**How to assess in
order to level-up?**

Understand where you fall

1. Manually managing
1. Scaling your home-grown
1. Contract Lifecycle Management (CLM)
1. Automated end-to-end CLM with a focus on AI



Where are you on your Digital Transformation journey?

A. Manually managing contracts

A. Scaling a home-grown system

A. Implemented some aspects of CLM

A. Robust CLM with automation and insights from AI

You're not alone!

93% Repository

72% Reporting & Analytics

56% Creation, Workflows & Negotiation

18% Integrated Experience

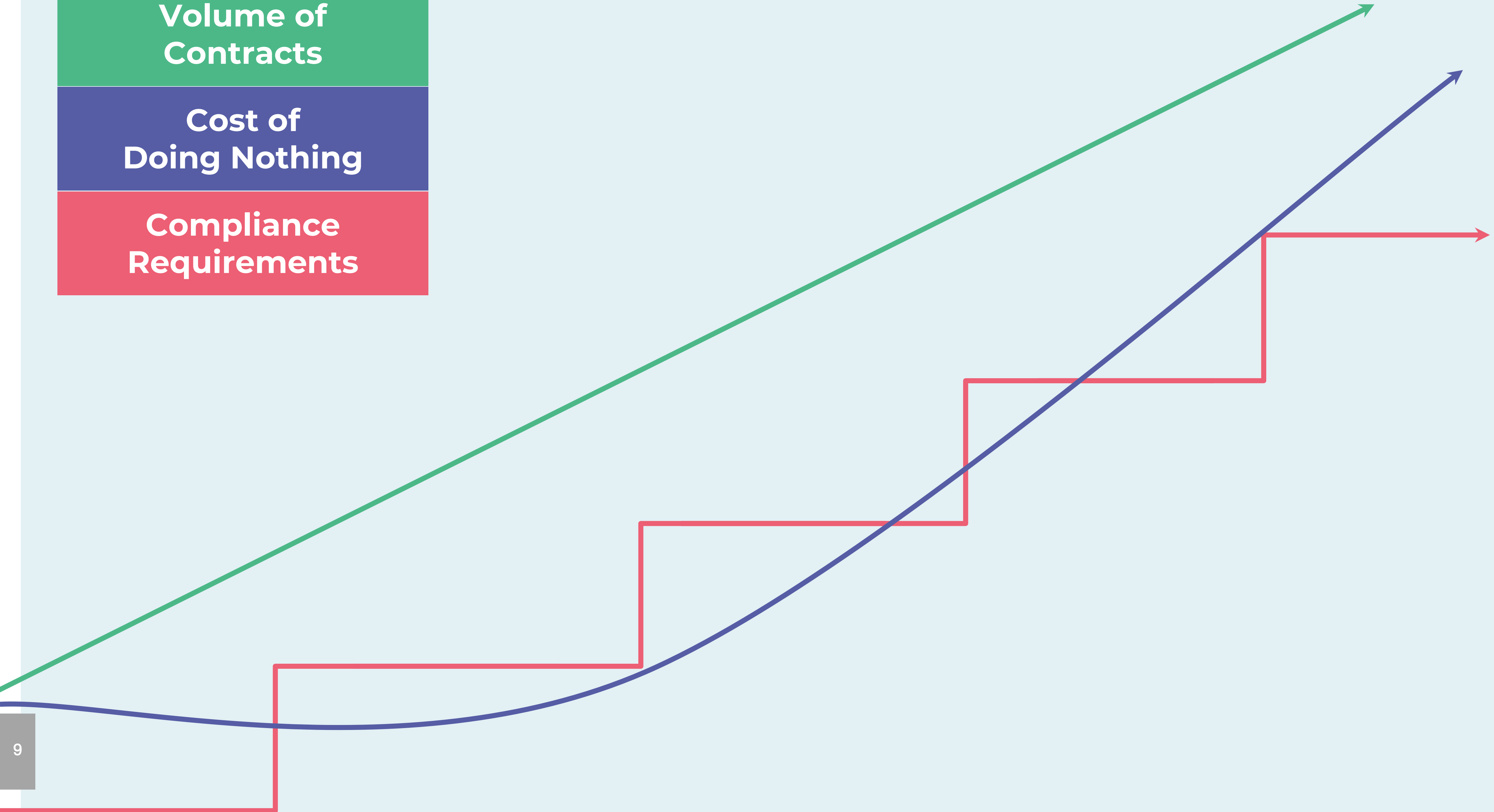
17% Optimization

What are the implications for businesses that do nothing?

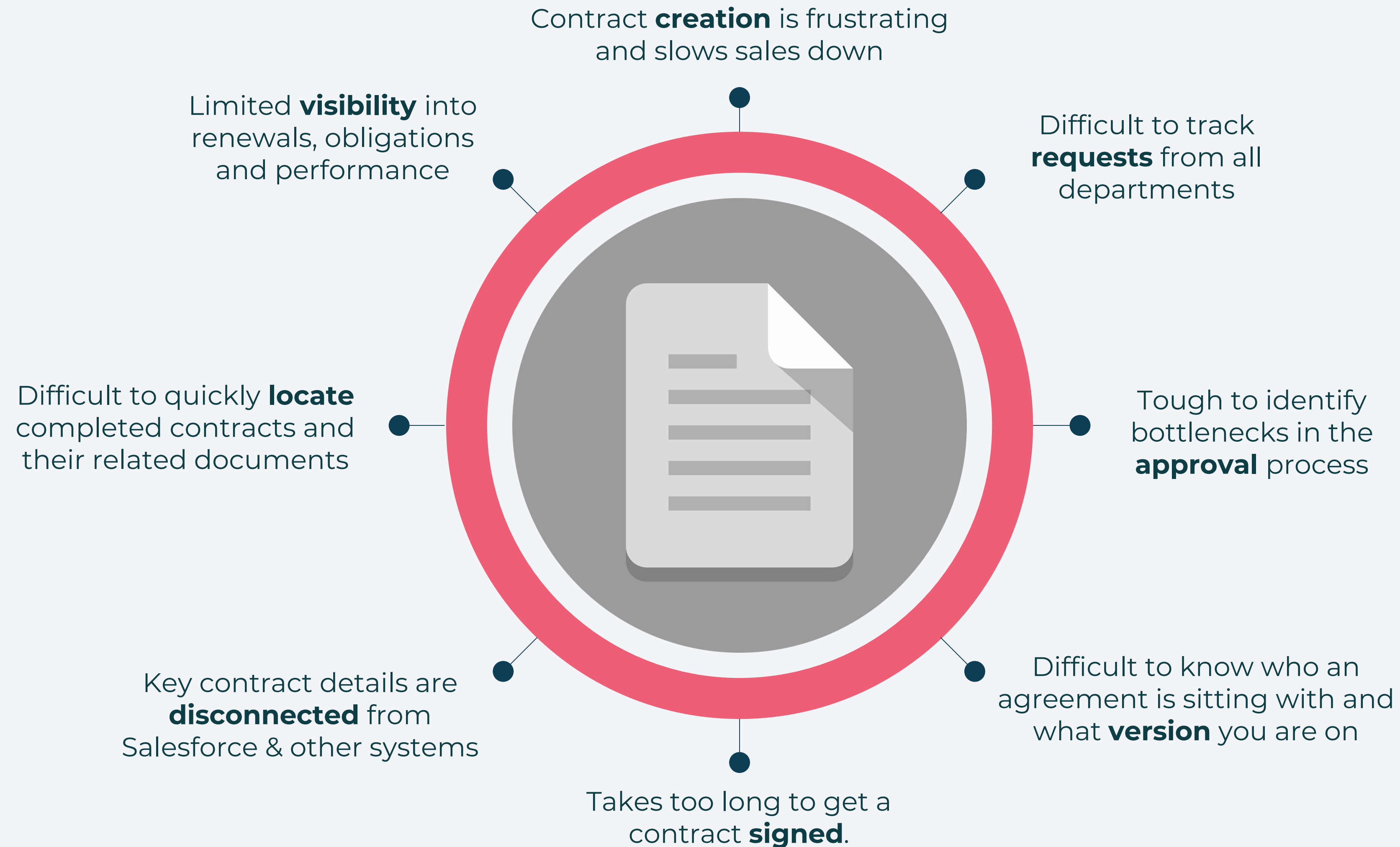
Volume of Contracts

Cost of Doing Nothing

Compliance Requirements



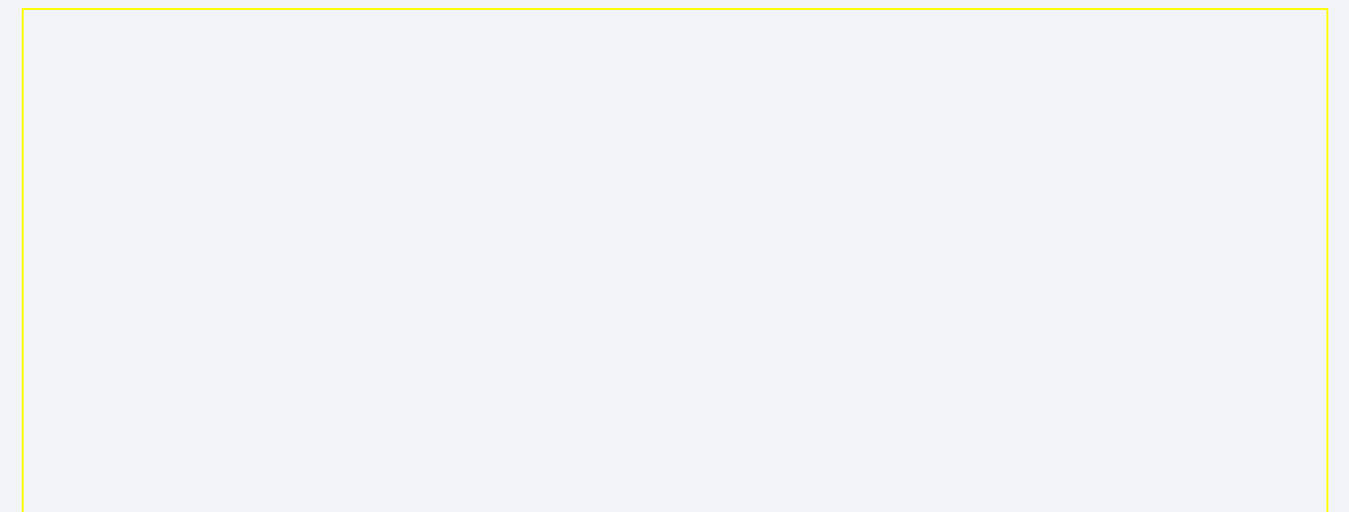
Avoid the status quo



9.2%

Ineffective contracting
costs businesses up to 9.2%
of revenue each year.

[Source: IACCM]





Digital Transformation Success in the Hospitality Industry

Bringing the most advanced technology for hotels around the world.

THE PROBLEM

- No centralized repository
- Poor negotiation process for ongoing membership agreements
- Inability to trigger reporting off dates
- Limited visibility into hotel marketing fees

SOLUTION

- Dynamic templates for contract creation
- Streamlined process from start to finish
- Over 200 automated reports are now delivered on monthly basis
- First report showed they had \$800,000 worth of missed billings

THE RESULTS

100% Return on Initial Software Investment

\$600K

Recovered from Missed Billings

96%

Member Retention Rate

PRODUCTS:
Conga Contracts™

INDUSTRY:
Hospitality

USE CASES:
Contracts
Billing
Reporting & Analytics



9.2%

Ineffective contracting **costs businesses up to 9.2% of revenue** each year.

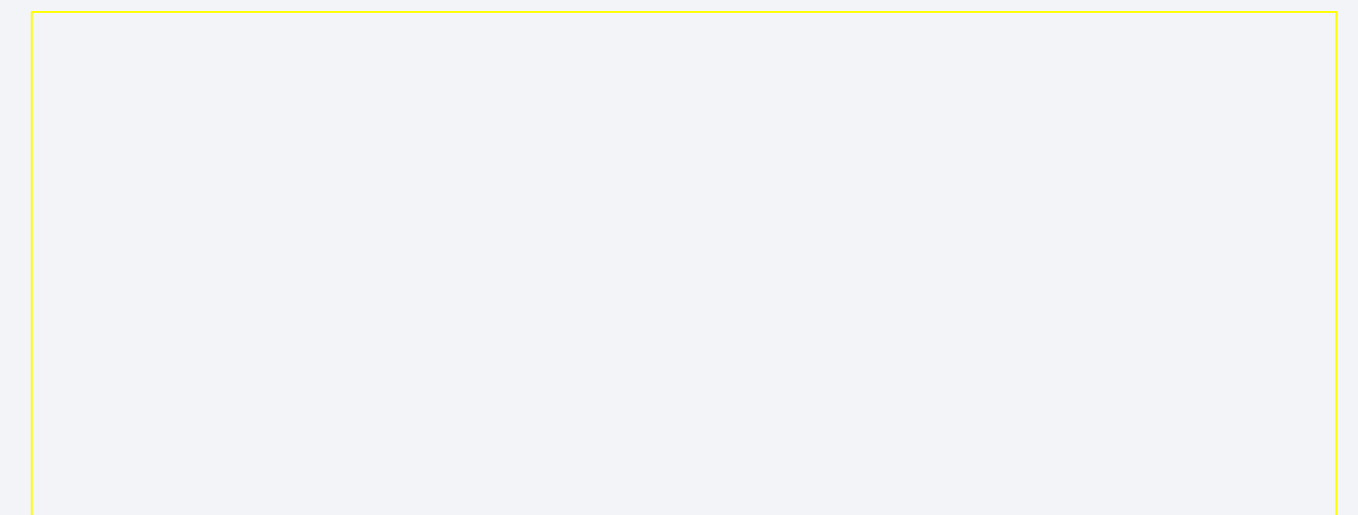
[Source: IACCM]



3.5
weeks

On average, it takes up to 3 and a half weeks for a new contract to be **created and approved.**

[Source: Forrester]



SONY



Digital Transformation Success in the Technology Industry

Relentless pursuit of innovation drives Sony to deliver improved contract experience for customers

THE PROBLEM

- No consistency in legal language.
- Difficult to locate physical documents
- Paper-based system was not feasible for reporting
- Manual Approval processes

SOLUTION

- Speedy and efficient contract creations via configurable wizard
- Automated workflows and approvals
- Ability to oversee, change and control clauses and legal language system-wide
- Tied into PO system

THE RESULTS

80% Contracts fall under standard templates

1,700 Users with full accessibility

100% Full contract visibility and insight

PRODUCTS:

Conga Contracts™

INDUSTRY:

Technology

USE CASES:

Contracts



9.2%

Ineffective contracting **costs businesses up to 9.2% of revenue** each year.



3.5
weeks

On average, it takes up to 3 and a half weeks for a new contract to be **created and approved**.



0
minutes

No more time spent on unnecessary contract upkeep like missing deadlines, lost revenue or lacking visibility into contract data.

Addressable areas of improvement for your CLM

Key Elements of Contract Lifecycle Management



Store & Search

- Document what data needs to be available to manage your repository and search within completed contracts.
- Examples could include: most frequently negotiated clauses, opportunities coming up for renewal, or longest phases of your negotiation cycle.



Insights

- Document the core KPIs that will inform how to make improvements to your operational efficiency and decrease risk exposure in your contracting process.
- Understand the risk in your agreements.
- Legacy contracts are important and should always be considered.



What does true ROI look like?

Five sources of value from CLM

1.

All contracts in an electronic repository (Cut costs of finding contracts, tracking renewals)

2.

Analysis and reports of contracts (Identifying duplicates, conflicts, obligations, and rights)

3.

Automatic contract creation (More efficient use of legal staff, faster cycle times, and acceleration of revenues or savings)

4.

Integrate transaction systems to contractual terms and conditions (More efficient compliance with contractual benefits and commitments)

5.

Improved contract optimization (Maximized business value from contracts)

Conga delivers massive value.

A recent Forrester study found that Conga customers saw an astonishing 282% return on their investment, and were able to increase revenue by up to 14%.

This ultimately led to savings of nearly \$2.2 million over three years.

Creation
12 hours to 2 hours

Renewal
1 week to 1 day

Requests
2.5 hours to 1 hour

ROI Calculator:
go.conga.com/ROI

TEI Study:
go.conga.com/TEI

Thank you!

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