



PRODUCT DESCRIPTION

alphaflow Contract Management

This product description provides an overview of the features, architecture, and areas of application of the alphaflow Contract Management solution. It serves as a basis for product decisions, project planning, and tender processes.

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1. Introduction

alphaflow Contract Management is a modular, cloud-based solution for the structured and audit-proof management of the entire contract lifecycle. It is specifically designed for companies that place a high value on transparency, efficiency, and risk minimization when dealing with contracts.

From capturing and classifying new contracts to monitoring deadlines and payment obligations, all the way to analyzing existing agreements—the system supports all phases of the contract process with intelligent tools and an intuitive user interface.

The contract management system is fully multi-tenant capable, allowing for the parallel mapping of different organizational units, such as in corporate structures or when managing external clients. Thanks to integrated multilingual support (German, English, Italian), the solution is also suitable for internationally operating companies.

A unique feature is the use of modern AI technologies that revolutionize both the analysis and interaction with contracts: contract contents can be automatically read and analyzed, risks can be identified at an early stage, and important information is available on demand in natural language.

The solution is based on the proven infrastructure of the d.velop platform and can be flexibly adapted to company-specific requirements—through individual workflows, configurable metadata fields, or granular permission settings.

2. Functional Scope

alphaflow Contract Management offers a wide range of features specifically tailored to the needs of modern contract administration. The solution is modular in structure and allows flexible configuration depending on the company structure, contract type, and process maturity. The focus lies on user-friendliness, automation, and scalability.

In detail, the functional scope includes:

Digital Contract File: Contracts are managed centrally, in a structured and version-controlled manner. All associated documents, deadlines, tasks, payment data, and metadata are directly accessible from the contract file.

Deadline Monitoring with Escalation: Deadlines are automatically generated for events such as contract end, renewal options, and cancellation rights, based on the entered metadata. Necessary information—such as contract start date or cancellation periods—must either be entered manually by the user or can be automatically detected and extracted by the AI feature when reading the contract document.

Each deadline can be assigned individual reminder dates and escalation rules to ensure that critical dates are not missed. Recurring tasks (series deadlines) can also be mapped by the system.

Task and Notification System: Tasks can be linked to contracts and provided with due dates and reminders. Users are informed via email and directly in the application about pending items. Follow-up is handled in a structured task overview.

Granular User and Permission Management: Access rights are managed at the contract type and client level. This allows precise control over who can view, edit, or delete specific contract files.

Intuitive Document Upload: Documents can be added directly to the relevant contract file via drag and drop. Assignment to contract types, workflows, and metadata is done through guided forms or automatically via AI-assisted analysis.

Contract Metadata Management: Depending on the contract type, individual metadata fields can be defined and integrated into the interface—such as for durations, contacts, contract partners, or deliverables.

Workflow Functionalities: Flexible workflows are available to map company-specific approval processes. These can automate, among other things, release steps, review loops, or escalations.

Scripting Engine for Customization: An integrated scripting engine enables the implementation of complex, customer-specific customizations—such as validations, automations, or interface logic.

Multilingual Interface: The user interface is available in German, English, and Italian. Additional languages can be added as needed.

Payment Series Function: Contracts with recurring or one-time payments can be detailed and monitored—for example, rental agreements, leasing contracts, or maintenance agreements.

Dashboard Views: Key figures, deadline statuses, critical contracts, or open tasks are visualized in clear dashboards. Filter and sorting options allow targeted analysis.

Reporting and Export: Contract inventories, deadlines, or payment data can be evaluated using the integrated search and filter function. Results can be exported in Excel format for further processing.

3. Multi-Client Capability & Permissions

alphaflow Contract Management was designed from the ground up as a multi-client application, making it ideal for companies with decentralized structures, corporate groups, holding companies, subsidiaries, or external administrative units such as shared service centers.

Mapping Complex Organizational Structures

Within the application, any number of client instances can be created. Each client manages its contract files, tasks, metadata, and dashboards completely independently from other organizational units. This allows, for example, different companies, business units, or regional branches to be clearly separated—both organizationally and in terms of data.

Separation is ensured through a strict client-based architecture that applies both to data storage and data processing.

Role and Permission Concept

The system offers finely granular permission management at both the contract and client level. Users can be assigned to one or more groups whose permissions are centrally managed—for example, read access to specific contract types, editing rights for deadlines, or approval rights for contracts.

Security Through Isolation

The combination of organizational separation and technical client isolation ensures that unauthorized access or overlaps between clients are not possible. This is particularly critical in regulated industries or when managing sensitive contractual data.

4. Artificial Intelligence

alphaflow Contract Management integrates advanced features based on artificial intelligence to make working with complex contract data more efficient, secure, and intuitive. The AI functionalities are based on the d.velop pilot platform.

The focus is on three key application areas:

Automatic Metadata Recognition: When a contract document is uploaded, it is automatically analyzed. Relevant information such as subject matter, contract start date, duration, and termination deadlines are identified and can be transferred in a structured way into the metadata form. This reduces manual effort, speeds up data entry, and minimizes sources of error.

Contract Risk Assessment: The AI analyzes contract content using specially designed prompts to identify potential risks—such as missing termination clauses, unilateral obligations, or unusual liability terms. The analysis is context-sensitive and provides a clear risk evaluation directly within the contract record. This supports proactive risk management and reduces the workload of legal review processes.

Document-Based Contract Chat: Users can interact directly with the contract via an integrated chat feature. Queries like “When does the termination period end?” or “What services is the other party obligated to provide?” can be asked in natural language and are answered in real time—based on the contents of the respective contract document and its associated data. This function enhances user autonomy and significantly accelerates information retrieval.

The AI functionalities are fully integrated into the user interface and available to all authorized users with a Advanced license. The underlying models are continuously updated and comply with current requirements for data protection, IT security, and fair use in accordance with the d.velop pilot guidelines.

5. Platform & Integration

alphaflow Contract Management is fully embedded into the existing d.velop platform architecture and leverages its established infrastructure, security mechanisms, and user management. At the same time, the solution intentionally relies on a custom-developed application layer to ensure maximum flexibility, performance, and customization capabilities.

Document Storage & Metadata Management

The contract documents themselves are stored in a revision-proof manner within the d.velop documents system, which ensures compliance with high standards for archiving, access logging, and backup. This enables companies to seamlessly continue using their existing archiving structures and compliance policies.

The associated contract metadata—such as term, status, contract partner, deadlines, or payment dates—is managed directly within the alphaflow application. The separation between document and metadata allows for flexible process control and targeted analysis in dashboards and reports.

Custom metadata fields can be defined for each contract type, allowing different business models (e.g., rental, service, or supply agreements) to be mapped individually. This flexibility is especially beneficial for companies with heterogeneous contract portfolios.

Integration Capabilities

Currently, the focus lies on core functionality and platform integration. An open API for third-party systems as well as integrations with common tools such as Outlook, Microsoft Teams, or ERP systems are in preparation—or already feasible through the existing scripting engine.

Basic scenarios such as the automated sending of contract notifications via email are already included in the system.

Thanks to its technical foundation and customization concept, the system is highly extensible without compromising existing functionalities.

6. Operations & Hosting

alphaflow Contract Management is operated within a modern, containerized cloud architecture that ensures both scalability and the highest security standards. The operation is fully managed by alphaflow GmbH, providing a single point of contact for all technical matters.

Hosting Infrastructure

The application runs in a highly available Docker container environment on Debian Linux servers, hosted in a professionally operated data center. The database is provided via MongoDB Atlas and physically stored in the AWS region Frankfurt (Germany).

This architecture meets current requirements for data protection (especially GDPR), IT security, and operational reliability. Thanks to containerization, new instances can be deployed quickly, updates can be carried out without downtime, and resources can be scaled dynamically.

Security & Data Protection

The entire platform is designed with data security and tenant isolation in mind. Key security features include:

- Encryption of all stored data ("data at rest") in accordance with current standards
- TLS-secured communication ("data in transit")
- Strict access controls and authentication mechanisms
- Regular backups and disaster recovery plans
- Monitoring and logging of all security-relevant system activities

All stored data remains permanently within Germany—an important factor especially for companies with high compliance requirements or strict regulatory obligations.

Operation by alphaflow

- alphaflow assumes full technical operation of the solution, including:
 - Maintenance and servicing of the infrastructure
 - Monitoring of system availability
 - Implementation of security updates and feature releases
 - Support for incidents or performance-related issues

7. Support & Training

At alphaflow, support is seen not merely as a reaction to technical issues, but as an integral part of successful software adoption. That's why the company provides a directly connected support team that reliably assists both during implementation and in ongoing operations.

Direct Manufacturer Support

Customers of alphaflow Contract Management benefit from personal, German-speaking support provided directly by alphaflow GmbH—without intermediaries or generic hotlines. Support is available via email, phone, or through a customer portal with a ticket system.

Support services include:

- Technical assistance with configuration and application
- Error analysis and troubleshooting

Training for Users and Administrators

To ensure a successful rollout and long-term use of the contract management solution, alphaflow offers structured training sessions and learning modules. These are aimed at both end users and system administrators.

Typical training topics include:

- Basics of the contract file and navigation
- Creation and maintenance of metadata
- Task and deadline management
- User rights and client configuration
- Workflow creation and management
- Practical use of AI functionalities

Trainings are usually delivered via video conferencing. On-site training is available upon request. Supporting documentation is also provided.

Onboarding Support

alphaflow actively supports customers from the very beginning with a structured onboarding process, which includes:

- Setup and initial configuration of the environment
- Joint definition of metadata fields and contract types
- Introduction to permission concepts and client structure
- Support with migrating existing contract data

This structured start ensures high user acceptance and enables a quick go-live. These services are not part of the standard license and are available as part of a customized consulting package upon request.

8. Licensing Model

alphaflow Contract Management is offered as Software-as-a-Service (SaaS) with a user-based licensing model. This model is transparent, scalable, and tailored to a variety of usage scenarios—from small project teams to large-scale enterprise rollouts.

Three License Tiers for Different User Roles

License fees are charged monthly per active user. To meet the specific needs of different user groups, the following license tiers are available:

- **Basic**
For users who primarily require read-only access or handle simple tasks such as managing deadlines. Ideal for management, procurement, and departments without editing or configuration needs.
Includes: Read access, task handling, deadline views
- **Standard**
For users who actively work with contracts, maintain data, initiate workflows, or manage contract files.
Includes: Full functionality of the application (contract editing, deadline management, workflows, dashboards)
Excludes: AI functionalities
- **Advanced**
For power users who require all full-use features as well as access to AI-supported modules.
Includes: All full-use features plus automatic metadata recognition, risk analysis, and document-based contract chat

User license assignments can be adjusted flexibly at any time.

License Terms & AI Usage

Use of AI functionalities (Pro license) is subject to the current fair-use rules and technical limitations of the d.velop pilot platform, which runs on Azure OpenAI models. Depending on the contractual agreement, different query volumes or token quotas are included.

The dynamic licensing model allows users to switch between tiers or add new users at any time—without long-term commitments or investment risks. All licenses include access to new releases, security updates, and continuous improvements.

Transparent Pricing

Pricing is based on the number of active users per month and the selected license tier. Volume discounts and customized conditions for large clients or partner companies are available and can be defined as part of an individual offer.