CONTRACT MANAGEMENT AUTOMATION

With custom workflows and validation

Company: Strauss Coffee

Industry: FMCG / Food Manufacturer

Products: DxContract and DxArchive,

15 MINS

is now the necessary time to analyze a contract, dropping from 3 hours

1 DRAFT

is the number of drafts necessary for each contract, dropping from an average of 3-4 drafts

1 CLICK

is what it takes to ammend or update a contract

"Before implementing DxContract, the beginning of the year was our most crowded period, because that's when we had to extend distributor contracts. The workload was simply burdening.

Furthermore, while most contract disputes were just minor misunderstandings they always had to be managed by our legal department. For every deadline breach, our highly qualified lawyers had to take a few hours of their time to reanalyze the contract and decide if they should renew it or not.

Now? We use templates that are easy to duplicate and adapt and get constant notifications about a contract's life stage, but also expiration warnings. At every moment, we can access an audit trail and see not only who created and signed the contract, but also if its deadlines have been respected."

Chief Legal Officer
Strauss Coffee

DocProcess

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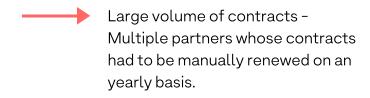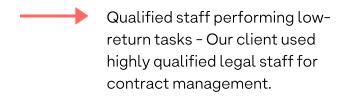## With custom workflows and validation

BACKGROUND

One of the top 10 coffee companies in the world, the Strauss Group has always been a strong presence on the East-European market.
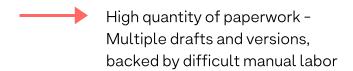
Since coffee is both a necessary and a fast moving product, Strauss had to constantly renew contracts with its countless distributors, while also reviewing their performance and assessing bonuses and discounts.
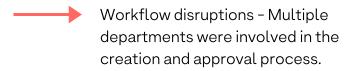
Also, many of these contracts included the lending of coffee making equipment that required additional paperwork.This process had to be manually managed by multiple departments. The highest involvement came from the legal department, a department which consisted in highly qualified professionals (all of them full-time lawyers) whose work could have otherwise added value in other, more pressing issues.
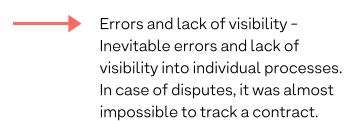
MAIN ISSUES

→ Large volume of contracts – Multiple partners whose contracts had to be manually renewed on an yearly basis.

→ Qualified staff performing low-return tasks – Our client used highly qualified legal staff for contract management.

→ High quantity of paperwork – Multiple drafts and versions, backed by difficult manual labor

→ Workflow disruptions – Multiple departments were involved in the creation and approval process.

→ Errors and lack of visibility – Inevitable errors and lack of visibility into individual processes. In case of disputes, it was almost impossible to track a contract.

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APPROACH

Aside from streamlining the entire contract management process, DxContract also:

- Offered easy to modify templates that simplified the creation and approval process and also improved supplier management.

- Simplified interdepartamental flows by showing each department only the contract parts they were responsible for and not the entire template.

- Reduced the legal department's manual labor time by allowing them to preview the contract in its final form before approval.

- Made it easy for users to attach and exchange collateral documents (coffee equipment sheets, orders, certificates).

- Implemented a simple contract notification system, keeping people updated on milestones and objectives.

- Implemented a supplier rating system that was not only easy to use but was also non-intrusive.

RESULTS

Eliminated
friction and between departments.

Reduced
the average legal work hours for contract approval from 3 hours to 15 minutes

Eliminated
needless drafts and versions, so the entire team works on a single file

Added
constant notifications about contract milestones and deadlines

Created
audit trails that allow insight into each contract's lifecycle and bottlenecks

Improved
real-time reporting and analytics

Added
legal and compliant electronic archiving

Offered
better supply chain visibility