

## A US-based global e-commerce company

SERVICES OFFERED: **Contract Management Services**

SECTOR/INDUSTRY: **e-Commerce**



### Contract management services

#### Challenge

**The client's contract management process was unable to keep pace with their dynamic business model fueled by inorganic growth through acquisitions**

The lack of a well-defined contract management process resulted in:

- Delays in reviewing and finalizing high volume agreements of low to medium complexity, such as NDAs, SOWs, Service Orders, and Change Orders
- Lack of clarity about the reasons for the negotiated positions
- Disorganized storage of executed contracts with inconsistent or inaccurate meta-data
- Delays and difficulty in accessing or retrieving the executed contracts
- Inability to manage and track key dates and obligations

#### Case Highlights

- The client's contract management process was unable to keep pace with its dynamic business model which was fueled by inorganic growth
- The client engaged SKP to support ongoing contract management, including review and administration, and support during migration to a new contract management platform
- We helped implement and manage a contract management process, including contract review guidelines, templates for certain contract types, extraction guidelines for metadata, and contract archival
- SKP helped bring structure, standardization, and method to the client's contract lifecycle management .

## Solution

SKP partnered with the client to address the client's contract management needs, which involved two types of engagement:

- On-going contract management support, including review and administration
- Support for migration to a new contract management platform

### **Under the on-going contract review and administration services (for North America and EMEA) we:**

- Defined the size and structure of the SKP contract management team to provide contract review and administrative support
- Created playbooks with contract review guidelines and fall-back language for different types of agreements and provisions
- Created a standard multi-party NDA template
- Prepared guidelines to capture meta-data
- Recommended a process to link child agreements with relevant master agreements
- Recommended a standard process for storing wet-signed contracts.

### **Under the support for migration to a new contract management platform, we:**

- Conducted a User Acceptance Testing and suggested improvements to meet the client's requirements
- Provided user training and hyper-care support for the rollout of the new platform
- Prepared user guides and manuals

## Impact

The partnership with SKP helped the client address many of the challenges faced with respect to their contract management process.

- Our centralized contract review team helped reduce turnaround times for the high volume contracts with low to medium complexity, thus freeing up the client's in-house legal team to focus on strategic initiatives.
- SKP's centralized team managed contract administration, which helped eliminate inconsistencies and inaccuracies in capturing meta-data for all contracts
- The active involvement in the deployment of an integrated contracting and procurement solution facilitated the change management on the client's side

### **For more information on this case study, please contact:**

#### **Nimish Shah**

Vice President – North America, Sales & Marketing  
nimish.shah@skpgroup.com  
Tel: +1 630 818 1830 / 701

#### **Mehul Shah**

Vice President – BPM Operations  
mehul.shah@skpgroup.com  
Tel: +91 22 6720 3800