

Implementation of Conga CLM to Digitize Contracting Process for Telecom Giant

Insight

The client formed new Business Groups for selling, delivering, installing, maintaining, and operating a variety of telecom-related equipment, network infrastructure, software, hardware, and professional & maintenance services.

Forsys helped the client digitize and seamlessly execute its complex contractual arrangements amongst its Business Groups and customers. As a result, the client now has a simple and streamlined signature process, cross-functional accessibility to the agreement records, and more.



Industry
Telecommunications



Revenue
\$25.63+ B



Employees
10,001+



Headquarters
Espoo, Finland

Business Challenge

The client had the following sales contracting process challenges:

- ⊞ Processes were manual
- ⊞ Processes were neither streamlined nor digitized
- ⊞ Poor contractual relationships with the customers throughout the contract lifecycle
- ⊞ Sales contracting and renewals/amendment processes across the business groups and different regions were neither streamlined nor standardized
- ⊞ Sales process was impacted by delayed closures, poor customer experience, and different business risks



Transformation Journey

Forsys Implemented the End-to-End Conga CLM process for the Lightning, emphasizing the following features:

- Contract Request Initiation for Net New Deals (Framework and Execution), Renewals, and Amendments
- Contract Request Assignment and Routing to the appropriate Contract Management Team or specific Contract Manager
- Contract Document(s) Drafting and Assembly from the client's Standard Templates & Clause Library or Customer Paper intake and registration
- Contract Analysis, Reviews, with/from Internal Stakeholders including Finance & Compliance, Tax, and Security teams
- Contract Document Negotiations (Redlining T&Cs with the Customer)
- Contract Finalization and Signatures
- Contract Termination
- Contract Expiration
- Search & Retrieval of Contracts based on Deal Terms and Clause Language
- Renewals and Amendments
- Handover to the Order-to-Cash System(s)
- Reporting and Dashboards

Forsys built the standard templates using Conga X-Author capabilities that the legal counsel can use for contracts to process the Third-Party documents. Forsys also designed the signature process for the client to support the wet and electronic signatures and used Adobe Sign to configure eSignatures. In addition, Forsys built a few standard reports and cycle time reports for the Sales, Sales Ops, and Legal Counsel.

Impact



Digitized contracting processes to accelerate the Sales and closure of contracts. Optimized contracting process time by ~42%.



Reduced manual errors by ~70%.



Automated contract request initiation and sales no longer need to send requests for the contract via eMail. Approval time is reduced by ~70%.



Enabled flexibility for cross-functional teams (Commercial Contract Managers, Legal Counsel, Global Security Service, Project Contract Managers) to access and act on an agreement record



Saved ~1.5 hours of manual efforts on average by simplifying and streamlining signature process with Adobe sign



Scheduled and automated Reports on key agreement attributes



About the Client

The client, headquartered in Espoo, Finland, is a global information technology, telecommunications, and consumer electronics company. It produces a broad range of software and technological devices. It also operates networks, sales, and communication channels worldwide.



Technology/Tools

Conga CLM, Conga X-Author, Adobe Sign