

Case Study: Digital Contract Transformation Advisory Services

A leading global pharmaceutical organization aimed to enhance its company-wide contracting processes with an initiative titled Next Generation Contracting (NGC) Program. A preliminary assessment revealed challenges in contract data management, legal content standardization, internal processes, and stakeholder alignment. The client engaged Cimplifi to refine the NGC program's direction, operating model, governance structure, and roadmap. Within three months, the NGC Program developed a structured framework and roadmap for the client's digital and contracting transformation.

Client Challenge

The client faces three main challenges for a successful digital contract transformation:

- Disparate global contracting processes, data, and templates with multiple stakeholders.
- Ineffective dissemination and incorporation of legal content on a global scale.
- Siloed standardized templates, legal content, and risk management elements with inconsistent stakeholder engagement.

The NGC Program aims to harmonize legal content and standards globally while addressing regional needs, improving processes, and focusing on potential software solutions. External assistance was needed for organization, market perspective, best practices, and strategic advice. Because Cimplifi has a strong foundation in legal expertise and a deep knowledge of contract analytics and contract lifecycle management, our team was best suited to provide advisory services to meet this client's challenge.

Cimplifi Solution

Cimplifi, alongside the NGC team, developed a strategy to collect feedback from key legal personnel, process the data, organize workstreams, and create a prioritized roadmap. This involved:

- Conducting workshops and interviews with legal personnel across the US, EMEA, and APAC.
- Creating custom deliverables that identified pain points and future needs for the client's contracting process.
- Establishing a baseline for program prioritization, governance, market assessment, and contract lifecycle management (CLM) best practices.
- Updating the NGC Program's operating model with prioritized goals and initiatives.
- Conducting a comprehensive review of CLM and contract analytics software, providing documentation to support future RFP/RFI processes.
- Provided methodologies for measurement of ROI for specific use cases and aggregate global contracting (including relevant KPIs and metrics.)