

A Fortune 50 Healthcare Multinational

Contract pre-execution support



Healthcare

Services offered

Contract Management

Challenge

- **Decentralized processes** across geographies and businesses
- Usage of **non-uniform legacy processes** and systems, attributed to the client's organic and inorganic growth
- Non-standard contract templates and contract creation processes, causing significant **deviations from legal prescribed standards**
- **Long turnaround times** in executing low to medium risk, high volume contracts
- **High cost** of legal review/intervention in recurring contracts
- **Uneven contract volumes**, leading to uncertainty in resource requirements

Impact

- **60% reduction** in average end-to-end contracting cycle time
- Significant reduction in time spent by the in-house legal team on routine issues, freeing their time and attention to focus on more complex matters
- Minimized commercial and legal risk from non-standard contractual terms
- Better **control and oversight**
- **Seamless support** to multiple business groups across geographies, time-zones and jurisdictions
- Enhanced user experience for client stakeholders
- Timely inputs provided to update playbooks and templates, which helped improve the overall contract management process

Solution

- Developed a multi-geography solution for the **North American and EMEA regions**
- Set up an offshore delivery center in India with skilled attorneys to support contracting as per the client's time zone and jurisdiction
- Helped standardize contract templates and develop negotiation playbooks across businesses
- Created a process automation solution for error reduction in contract development
- Liaised extensively with internal and external stakeholders to drive change management

Transition from person to process dependent model, with:

- Standardization of process flows and follow-up cycles
- Adaptable, trained contracting team.



Case Highlights

Transition from person to process dependent model, using LEAN Six Sigma methodology along with process automation

60% reduction in average end-to-end contracting cycle time

40% reduction in **time spent by** the in-house legal team on routine contractual issues

25% time saving in readying contracts