CASE STUDY

ENTERPRISE CONTRACTS MANAGEMENT – IMPROVED PROCESS EFFICIENCY AND COLLABORATION

BUSINESS CHALLENGES

Our client, a leading publishing company, had a legacy Lotus Notes application in place for the management of their enterprise Contracts Management processes. The application was reaching obsolescence, was expensive to maintain, and lacked the extensibility to meet their business needs. The client sought to replace the application with a newer, state-of-the-art Contracts Management solution to meet both their current and future needs.

Their ideal solution would have positive impact throughout the contract management workflow by improving creation, review, and approval processes, speeding execution, and increasing efficiency. Legacy content would also be migrated into the target repository. ArborSys accomplished each of these goals.

THE ARBORSYS SOLUTION

Working collaboratively with the client, ArborSys designed and implemented a Contracts Management system to support the client's existing and future needs. During the initial phases of the project, the client's business analysts worked closely with the ArborSys team to collect and document the system's requirements. The team established standardized processes, lifecycles, and workflows for the system. The application was implemented with customized views for users to be able search and view the contracts and all documents related to the transaction. The ArborSys team was engaged to:

- Assist with gathering, analyzing, and documenting the business, functional, and technology requirements;
- Develop the detailed design;
- Configure and develop the custom application;
- Perform integration testing;
- Support client testing and implementation;
- Develop training materials and conduct training for users across all US regions.

EMC Documentum was used as the content management repository, and Documentum WebTop provided the foundational interface for managing the contracts and providing end user functionality. Kofax was used as the scanning solution for the scanning and export of executed contracts into the repository.

Functionality provided included:

- Management of the underlying workflows and lifecycles;
- User Interface customizations;
- A distributed scanning subsystem implemented across four sites;
- Perform integration testing;
- Collaboration features.

The engagement also included the migration of legacy Lotus Notes content to the target Documentum repository. ArborSys analyzed the legacy repository to design and develop migration processes and scripts. Qualification procedures and reports were developed to ensure accuracy. ArborSys worked closely with the client's IT team to execute and complete the migration, and all content was successfully migrated prior to production roll-out of the application.

VALUE DELIVERED

With our extensive field experience and technical expertise, our team was able to successfully partner with the client to deliver a solution that significantly improved process efficiencies, reduced costs, and provided standardized processes. The obsolete legacy system was decommissioned within three months of launch.