

Case Study

Contract Drafting and Modifications for a Global Technology Company



Challenge

- Law department was managing hundreds of customer and licensing contracts each month
- In-house legal team struggled to meet turn around times for drafting and modification of contracts, often failing to respond to sales team opportunities
- Client needed to integrate additional resource that could manage contracts and liaise daily with legal and sales teams
- Data had to stay local, on client system



Solution

- Jointly created an Operations Manual containing detailed process and workflow for drafting each contract as well as precise parameters for modification review and counter edits
- Provided remote access to client's Salesforce and contract management system – for templates and access to previous contracts with the same party
- Ensured high-quality work product through comprehensive team training and a rigorous “shadowing” of client attorneys' activities to observe and compare our performance



Impact

- **More than 50% cost saving**
- **Improved turnaround time** leading to faster contract closure and revenue booking
- Full **integration into client team** with daily communication and partial real time overlap hours
- On demand access to Integreon attorneys providing **more flexibility during peak periods**
- Client **able to expand project scope** to 20 contract types with 5 attorneys