

Case Study

Standardizing, Drafting and Modifications for a Major Global Internet Retailer



Challenge

- Low to medium sensitivity contracts – software licenses, advertising T&Cs, services agreements
- Law department needed to manage contracts in multiple geographies with limited in-house resource
- Heavy cost pressure
- No consistent process or documentation across six locations
- No bandwidth to regularize global documentation and processes



Solution

- Integreon implementation experts visited various client offices to gather information on their respective processes and documentation (which was mostly lacking)
- Created standards manual to establish global consistencies and document regional variations
- The manual contains detailed guidelines and stepwise approach to drafting and reviewing modifications to the contracts, including specific instructions, drafting wording, contextual legal and other information
- Secondment of staff



Impact

- Integreon India team **supporting client's global offices** across Asia Pacific, Europe and US, with onshore oversight in US and project management
- **Closer integration** between offices and **globally consistent process**
- Dedicated contracts team achieves **focus** and **faster turnaround** of contracts
- **Successful growth** – the team started with 2 attorneys with low volumes of less than 20 contracts per week, but grew to 5 attorneys with significantly higher volumes