



# A PIONEERING PARTNERSHIP

Microsoft and Integreon celebrate a decade at the forefront of innovation in legal service delivery

When Microsoft selected Integreon to support its Global Contracting Office (GCO) with Contract Lifecycle Management services in April 2009, neither business could have foreseen how the partnership would expand from a single specialist team in Fargo, North Dakota to five delivery centers, three continents and 14 languages.

Today's streamlined operation is the result of 10 years of continual innovation within both Microsoft and Integreon. It offers both a blueprint for other businesses to follow and the foundation on which to drive future progress within the alternative legal services sector as a whole.

## The initial challenge

Microsoft was one of the first multinational companies to recognize the potential of alternative legal service providers (ALSPs) to transform the ways in which it managed and processed contracts internally. By 2008, the company was handling an increasing volume of routine procurement and more complex agreements, such as master services agreements and statements of work. With internal resources strained, the turnaround time for legal review averaged three days per contract,

### THE MICROSOFT/INTEGREON PARTNERSHIP IN NUMBERS

- **Up to 24,000** contracts reviewed annually
- **Up to 90,000** contract entities in the CLM platform annually
- **Up to 14,000** contract Help-Desk request resolutions annually
- **24/5 delivery schedule**, leveraging time zones around the world
- **79 dedicated** Microsoft associates
- **5 delivery centers:** Bristol (UK), Charlotte (US), Fargo (US), Manila and Mumbai
- **14 languages:** Chinese, English, French, German, Greek, Hungarian, Italian, Japanese, Korean, Polish, Portuguese, Russian, Spanish, and Turkish.

potentially delaying the procurement of necessary goods and services, and negatively impacting the business.

Faced with the global realities and time pressures of modern contract review and management, Microsoft identified the need for a new approach that would take

the pressure off its internal team and help it to better align resources to business growth. Microsoft began to investigate the opportunities offered by the emerging ALSP sector, and the benefits of centralizing the processing and management of high-volume, low-risk contracts.

Following a rigorous RFP process, Microsoft engaged Integreon in April 2009; initially, to provide a small, dedicated team to undertake contract reviews at its Fargo, North Dakota delivery center. Then, as now, the Integreon team worked in a dedicated, locked-down area of the facility and operated inside Microsoft's firewall to ensure data security.

### Innovating from the first

Any successful legal services engagement requires both parties, client and supplier, to work in partnership. Transparency and flexibility are particularly crucial if that relationship is then to evolve based on client need and advances in the services and technology offered by ALSPs. Integreon worked as an extension of Microsoft GCO from the very beginning, facilitating the reengineering of contracting processes and workflow, while ensuring minimal disruption to its internal team. One tool leveraged to achieve this was the creation of a "living playbook" to capture best practice guidelines and processes across the entire legal review process. This extensive, jointly-developed and constantly updated playbook formed an essential part of the collaboration between Microsoft and Integreon throughout the on-boarding and knowledge transfer period and continued as the relationship and range of services advanced.

Following the initial contract review agreement in 2009, Microsoft soon expanded the scope of work to include new and more complex workstreams. Microsoft first engaged Integreon to assume full responsibility for its

*“Integreon’s expertise and willingness to innovate allows me to deliver increased efficiency to my key internal clients, our attorneys, so they can focus on higher-value work.”*

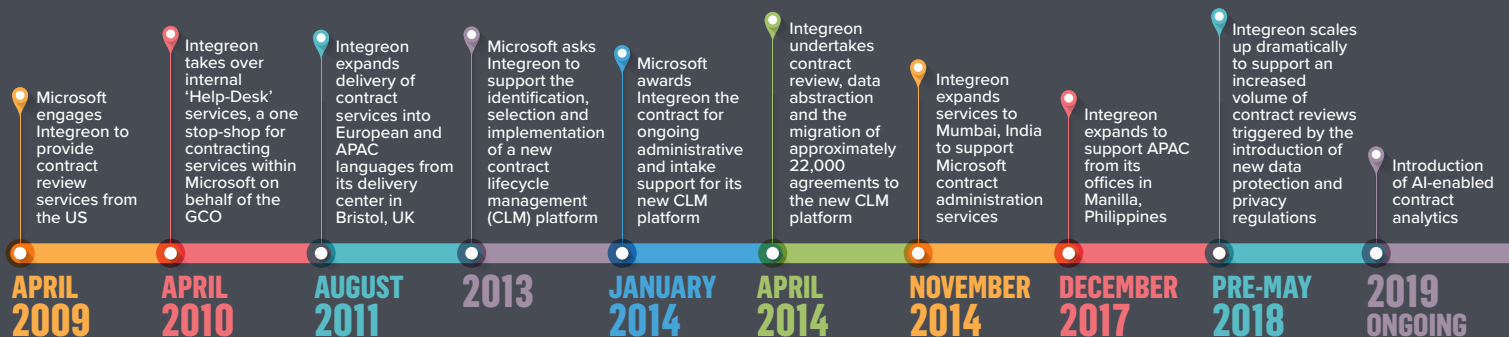
– Jason Barnwell, Assistant General Counsel-Legal Business, Operations, and Strategy at Microsoft

internal 'Help-Desk' contract services; then, for contract reviews in first European and then multiple additional languages; and next, to advise on and manage its new contract lifecycle management (CLM) technology platform.

In turn, Integreon evolved its own business and services to match the developing ALSP industry and the changing needs of its clients. Over the past 10 years, this has included expanding its geographic presence into Mumbai, India, and into Manila, Philippines to provide dedicated support in local time zones and languages. Integreon has also expanded its services and use of technology to standardize delivery, drive automation, predict and manage peaks in workload, and to interact and integrate with clients' own technology systems.

Today, Integreon's Microsoft delivery team comprises 79 associates, based in five delivery centers around the globe, offering 24/5 legal and administrative support in 14 languages. Integreon's global team operates as an extension of Microsoft GCO, facilitating the contract drafting, review and redline, negotiation, and execution process, and ensuring compliance with corporate policies and regulatory requirements, such as GDPR.

## A DECADE OF MILESTONES



## OUTSTANDING PERFORMANCE FROM INTEGREON

- **99%+** of all requests completed without any escalation to Microsoft GCO
- Turnaround in **less than 24 hours**
- Requests for signatures completed **within 2 hours** on average
- Contracts stored **within 8 hours** of signature on average
- Help-Desk requests responded to **within 21 minutes** on average and resolution **under 24 hours** on average
- Increased quality rates to **more than 98%** across all services.

From the very beginning, both Microsoft and Integreon embraced new systems and technologies as a means to drive progress. In the past decade, this included working to support and maximize Microsoft's own tools, such as its automated contract Help-Desk (LexiBot), as well as embracing the new possibilities being offered to the sector by robotic process automation (RPA) and artificial intelligence (AI) tools, such as Kira.

### Remarkable results

Back in 2009, Integreon worked with Microsoft GCO to define key performance indicators and develop service level agreements that ensured on-time, high-quality delivery. Many of the goals and performance metrics set at the beginning of the relationship, such as speed of response and turnaround time, laid the foundation for expansion over the next 10 years.

Then as now, quality was rigorously tracked through a specific set of metrics, including speed of response,

user satisfaction, template selection, master agreement references, outcome, contract consistency and other mutually agreed-upon parameters. In the first two years of service delivery, for example, Integreon significantly reduced turnaround time and cost of contracting, and logged an overall increase in user satisfaction. Since Integreon took over Help-Desk services, Microsoft has enjoyed a double-digit increase in user satisfaction scores.

Speed of response has proved especially crucial in the GCO's efforts to assume responsibility for a wider variety of contracts within Microsoft. With Integreon's support, Microsoft GCO has led the charge to centralize Microsoft's contract management, ensuring that all Microsoft contracts adhere to the company's global standards, irrespective of sector or language.

### Charting the next 10 years

Neither Integreon nor Microsoft could have predicted how the initial engagement would evolve over the last 10 years, from routine contract management and review to a multilingual and consultative solution that employs data analytics, AI and RPA to deliver a sophisticated and increasingly automated service. Looking ahead, the dynamic combination of customer-centric service provider and innovative client will also be the predictable and constant factor in the next decade, as both partners continue to work together to answer the question: "What's next?". While we cannot predict the future, the process to get to the answer will be contingent on technology, fearless innovation, continuous process improvement and delivery at the speed of business.

Integreon and Microsoft may be celebrating a decade of collaboration, but they are not resting on their past achievements. Together, both companies are working to creatively drive further efficiencies and performance improvements across Microsoft's entire legal department and the industry as a whole.

## INTEGREON SNAPSHOT

Integreon is a leading global provider of transformational legal services.

- 10 delivery centers in the US, UK, India and Philippines
- 50+ languages
- 2,400+ associates worldwide, including attorneys, paralegals, legal technologists, Six Sigma and Lean experts, and consultants

For more information, contact us at [info@integreon.com](mailto:info@integreon.com) or visit [www.integreon.com](http://www.integreon.com).

