



## ECM Solution Helps Biotech Company Achieve Efficiency and Scalability

### The challenge

To meet the changing needs of the business, the law department of a leading biotech company required a holistic view of its contractual obligations. However, the company's technology could not scale to meet the anticipated contract volume. The company was interested in implementing a new, packaged Enterprise Contracts Management (ECM) solution, but needed a partner with a strong track record in defining and deploying contracts management solutions, a partner who could offer the flexibility required to meet its aggressive schedule and budgetary needs. EMC® Consulting proved to be the right partner.

### The solution

To maximize success of this significant initiative, the EMC Consulting team developed a pilot based on one contract type. The pilot enabled the company to define the process for identifying business requirements and managing implementation risks. This pilot was followed by additional phases to build out the ECM solution across all business units and remaining contract types.

The project's objectives were to:

- Improve efficiency of the law department and its delivery of high-quality, consistent contracts
- Increase efficiency of the legal department by freeing up attorneys' time to focus on high-exposure and strategic contracts and to ensure that contracts reflect business and legal imperatives
- Enhance the collaboration between the law department and functional areas for a more streamlined contract establishment process and improved electronic data discovery and matter management capabilities
- Reduce maverick contracting through establishment of contracting standards and controls
- Measure contractual performance by providing a platform for assessing compliance with contractual terms and conditions and for reducing "buy-side" spend and "sell-side" cost of sales

### Solution based on best practices

To ensure positive deployment results, EMC worked very closely with the client's team to understand its business and internal processes. EMC consultants with deep life sciences and contracts management experience quickly understood the client's business issues. This understanding, combined with insight on best practices, contributed to the successful integration of the ECM application.

The critical success factors for this ECM initiative were:

- Clearly defined project vision and deliverables
- Clearly defined roles and responsibilities to assure accountability, ownership, and quality
- A steering committee to endorse and actively participate in the initiative
- A well-planned, strategic approach to change management and training for system users
- A well-managed post-production support team properly staffed to ensure information is appropriate for future planning
- Comprehensive data conversion, integration, and system testing procedures

## The results

At the end of the project, EMC Consulting provided a fully documented, configured ECM solution that supports over 100 active users in the law department and other functional areas of the organization. The extended enterprise consisting of over 10,000 employees is now able to access the law department's intranet to request a contract.

Within the first three months of the ECM solution's deployment:

- Over 700 contracts were authored in the system
- Close to 50 percent of all contracts were initiated by the extended organization through the "self-service" wizard contract request tool
- Obsolete agreements became visible
- Contract quality increased and template management improved
- Basic metrics were measured for the first time

Future phases are scheduled to roll out to an additional 200 active power users of the application, integrating the remaining 150 contract types and templates.

## EMC Consulting

EMC Consulting provides the strategic guidance and technology expertise organizations need to manage their business and information infrastructure challenges and derive the maximum value from their information assets and investments. EMC Consulting helps customers, including more than half of the global Fortune 500 companies, leverage information in new ways to navigate challenging market conditions and excel in the information economy. By offering broad consulting expertise across organizations' business, applications, and infrastructure architectures, as well as industry expertise in financial services, life sciences, communications/media/entertainment, and retail, EMC Consulting delivers the transformational thinking and execution required to turn the potential of information into actionable strategies and business results.



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