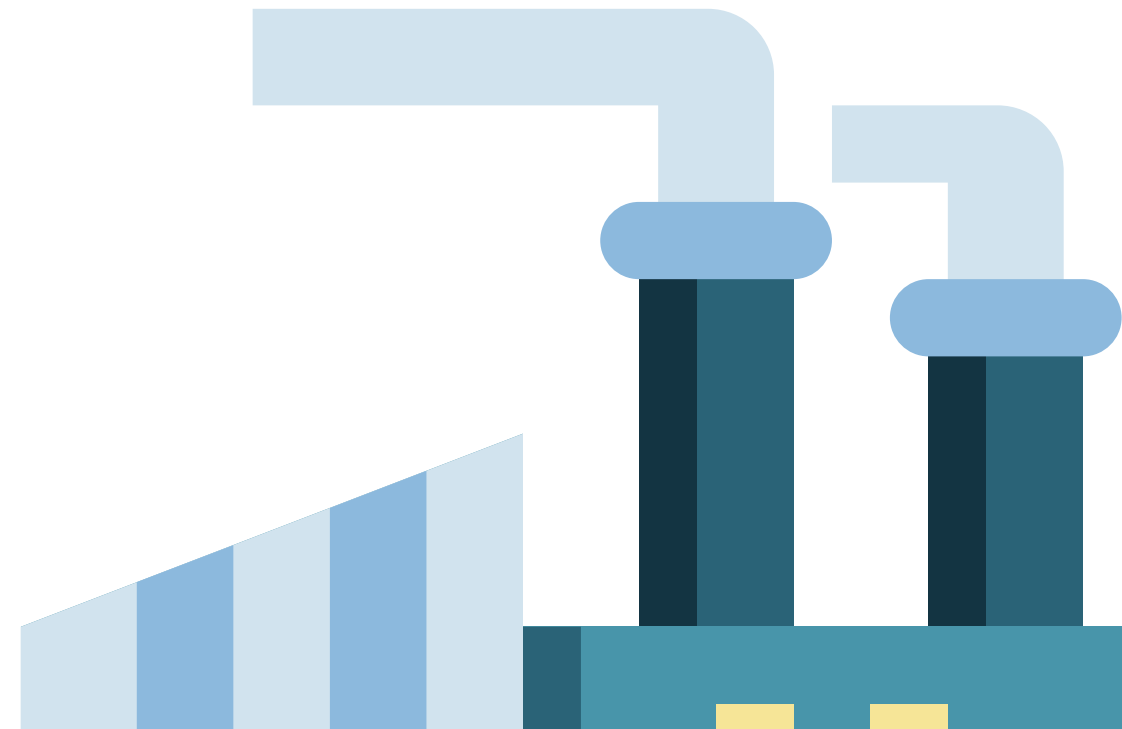


**A WORLD-CLASS CONTRACT
MANAGEMENT SYSTEM
FOR A CONSTRUCTION AND
ENGINEERING GIANT**

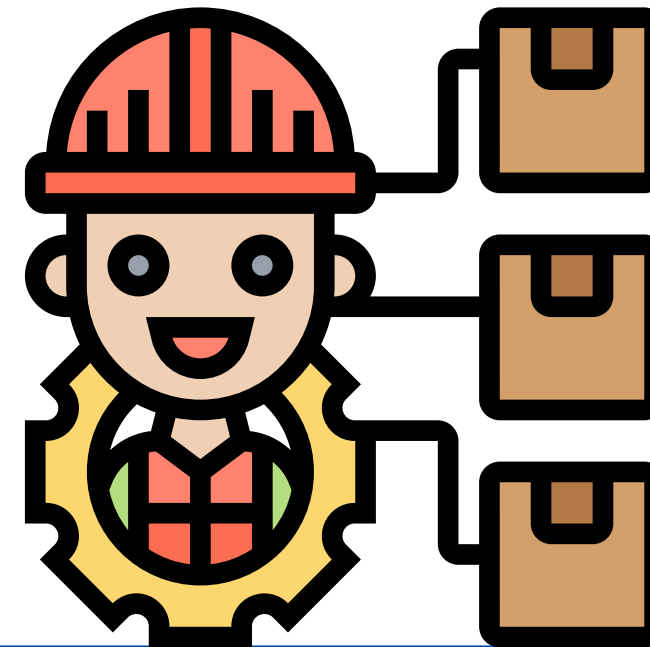


About The Client:



The client is a respected and influential player in the construction and engineering industry, known for its commitment to quality, safety, and excellence. Established in the year 1865, the client has successfully executed numerous construction projects, including residential, commercial, industrial, government, and infrastructure developments. Today the client has international presence and has a rich portfolio of projects in diverse sectors such as real estate, infrastructure, manufacturing, logistics, power, etc.

Project Brief:



- The client wanted to enhance its contract management for their projects by implementing an integrated solution known as Contract Management (CM) within the larger SPACE solution.
- The primary objective of the CM system was to address the challenges related to scattered contract data, people dependency, limited accessibility to contract documents, and the need to efficiently manage contract conditions, clauses, disputes, and legal conditions/clauses.
- This integrated system aimed to establish a central repository for all contract-related info and facilitate end-to-end management of contracts, thereby improving transparency, decision-making and project execution.

Business Challenges:

- Scattered Contract Data: Contract related information was dispersed across various departments, making it challenging to consolidate and informative.
- Accessibility Issues: Contract documents were not easily accessible, hindering transparency for effective contract management.
- People Dependency: High dependency on people for Documentation & Review on legal aspects of Contract i.e., lack of knowledge enhancement to manage contracts effectively in the longer run.
- Key Contract Conditions: Managing essential contract conditions across different departments posed logistical challenges
- Beneficial vs. Detrimental Clauses: Distinguishing between beneficial and detrimental contract clauses required systematic categorization.

Business Challenges (Contd.):

- **Communication Complexity:** Communication with clients, including emails and paper copies, was cumbersome.
- **Dispute Management:** Disputes with clients, including meetings, outcomes, and attachments, were dispersed across the organization.
- **Arbitration and Legal Proceedings:** Managing disputes through arbitration and legal proceedings involved complex documentation and schedules.
- **Reviewing Past Contracts:** The client needed an efficient means to review past contract documents and outcomes for future decision-making.

Solutions We Provided:



- **Central Repository** : We established a central repository for all contract-related data, providing a knowledge hub for past, current, and future contracts, disputes, arbitration, and legal conditions/clauses.
- **Features** : The system included features for contract data management, documentation, contract conditions, dispute management (internal and external meetings, notices), communication logs, registers, documentation integration with a Document Management System (DMS), and robust search capabilities (including OCR for contract and project documentation).
- **Access Control** : User roles and access control were managed by a User Management (UM) Admin to ensure appropriate access to interfacing roles for CM.

Business Impact:

The implementation of the CM system had a transformative impact on the organization's contract management processes, as below:



- Streamlined Management : Contract data was centralized, streamlining knowledge, overall management, and improving accessibility.
- Efficient Communication : Communication with clients and internal teams became more efficient, reducing delays.
- Enhanced Dispute Management : Dispute management, including arbitration and legal proceedings, was made more transparent and manageable.
- Effective Decision-Making : Access to past contract documents and outcomes facilitated better decision-making for future contracts.
- Improved Project Execution : Overall, the CM system improved project execution, reducing risks, and enhancing the client's reputation for quality and reliability.



THANK YOU

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