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TAKING CONTROL OF CONTRACT MANAGEMENT

With a 400% monthly active user growth and 300% year-on-year content growth, Microsoft SharePoint has become the de facto communication & collaboration standard in business today. SharePoint Online, via Office 365, has likewise enjoyed being in the spotlight, with Office 365 leading the way as Microsoft's fastest growing commercial product in the company's history.

The Service Request Ticketing System for SharePoint, from Crow Canyon Software, is a powerful application that enables your organization to take control of your business communication needs. In this datasheet we will discuss contract management and how our Service Request System can centralize, automate, and optimize the contract lifecycle management process for your business.



BENEFITS OF USING A SERVICE REQUEST SYSTEM

Some of the key benefits that a SharePoint-integrated Service Request System can offer include:

- Create a knowledge-base repository for all digitized contracts;
- Build user-friendly customizable forms to create templates for fast contract creation;
- Take control of contract milestones with comprehensive notifications & routable alerts;
- Integrate Outlook so that inter-party e-mail communications instantly become tickets that can be routed, tracked, and memorialized for future review;
- Configure the contract approval process using user role-based communications — ensure that sensitive messages about contractual details go to the right recipients;
- For large organizations with a high-volume of contracts: Measure, track, and analyze the entire contract lifecycle management process. View reports on users, time spent during a contract's lifecycle, and pin-point areas that require further refinement.
- For 3rd party or service contracts, create surveys to gain an understanding of the contract management process from the viewpoint of your partners.

Crow Canyon Software's applications for SharePoint and Office 365

- drive productivity and efficiency at organizations around the world.
- make SharePoint and Office 365 into truly useful and practical tools that solve real business automation problems.

Crow Canyon's goal is to engage users, streamline operations, and power continuous improvement with its applications, which include:

- IT Help Desk
- Asset Management
- Facilities/Work Orders
- Equipment Tracking
- Customer Service
- Employee Services
- Onboarding/User Access
- Contract Management
- Purchasing

And more!



THE HIDDEN COSTS OF CONTRACT MISMANAGEMENT

Contract mismanagement costs companies millions of dollars on an annual basis. This is primarily due to the widespread indifference to contract management; most companies simply negotiate, sign, and toss it into a file folder. This careless approach to highly critical documents is the primary reason why scores of enterprises unknowingly lose money.

According to the Gartner Group, 60% of all supplier contracts are automatically renewed without the knowledge of the buyer, largely due to the buyer failing to give a notice of termination. Even more amazingly, 50% of contracts self-renew on multiple occasions without the buyer's knowledge. The laissez-faire attitude towards contract management can have severe financial repercussions, as auto-renewals frequently include more costly terms and late terminations may be subject to litigation.



USING TECHNOLOGY TO MANAGE THE CONTRACT LIFECYCLE

Contracts are far from being static sign-and-forget documents; in fact, they are organic documents subject to real-world events. The best way to manage these organic documents is to use a software platform that facilitates and addresses the entire contractual lifecycle. Key milestones during a contract's lifecycle include:

- **Content Capture and Tracking:** Centralization of contractual documentation is critical in keeping track of legal obligations, both for yourself and other parties. Notification-based tracking mechanisms also need to be established in order to monitor critical contract milestones — all date-based elements need to be tracked and subject to alert triggers, such as obligations, renewal dates, expiration dates, and benchmark milestone expectations.
- **Automating Future Contracts:** More than likely this isn't the first time you'll need to create or manage a contract. The earlier you establish a contract creation mechanism, the more expedient & efficient future contracts will be. Selectable contract templates and clause libraries will make future contract creation much more manageable.
- **Negotiation, Approval, and Finalization:** The human element of contract building involves negotiating terms and seeking approvals from all parties. This process can quickly get out-of-hand as stakeholders insist on their own clauses or modifying existing content — making finalization a difficult goal unless communication and tracking mechanisms are established.

The Service Request System for SharePoint is a comprehensive and fully integrated platform capable of all these functions.



LET'S TALK...

Give us a call or send an email.
We look forward to hearing from you!

