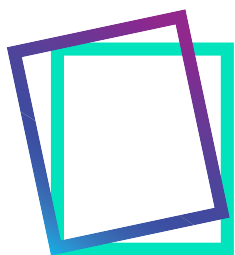


Case Studies

Driving Business Excellence With Contract Intelligence for Manufacturing

How four leading manufacturers have stayed out in front with Icertis Contract Intelligence.



Icertis



AIRBUS

 **BASF**

DAIMLER

 **VERTIV™**

Executive Summary

Modern manufacturers face a broad set of challenges that span sourcing, sales, and corporate contracts. They must grapple with rapidly evolving competition, dynamic global supply chains, and shifting regulations. To stay competitive, companies need to become more agile and stay close to both their customers and suppliers. If left unaddressed, these challenges have the potential to lead to higher costs, noncompliance penalties, and dissatisfied customers.

Icertis has implemented company-wide contract lifecycle management (CLM) solutions for some of the world's largest manufacturers, leveraging the Icertis Contract Intelligence (ICI) platform combined with our powerful suite of applications.

The ICI platform's ability to integrate with a company's current IT infrastructure enables a seamless user experience across the entire contract lifecycle. The four case studies outlined here explore how the ICI platform has benefitted these companies by enabling greater visibility into contract obligations, accelerating commercial negotiations, increasing compliance, and reducing stakeholder risk.

Icertis is the only contract intelligence platform you can trust to keep your business out in front, now and into the future.

BOLD VISION



Get more out of your CLM than you ever thought possible

UNRIVALED EXPERTISE



Improve your business in ways you never imagined

ENDURING COMMITMENT



Set the foundation for long-term business excellence

FORRESTER[®]
CLM WAVE LEADER 2019

“Icertis contract creation, contract repository, contract approval, contract fulfillment tracking, importing of existing and third-party contracts, and support for both buy-side and sell-side contracts continue to be outstanding.”

Forrester Wave™,
Contract Life-Cycle Management, Q1 2019



AIRBUS

 CORPORATE
HEADQUARTERS

Leiden, Netherlands



“ The ICI platform and ICI Sourcing application will allow us to digitally transform our commercial foundation... while reducing supply-chain risk.”

Klaus Richter,
Chief Procurement Officer,
Airbus

Aerospace Leader Chooses Icertis to Digitally Optimize Source-to-Contract Process

Founded in 1967, Airbus is a manufacturer of commercial and military airplanes, helicopters, and space engines, with €63.7 billion in annual revenue and 130,000 employees.



THE CHALLENGE

With more than 12,000 direct suppliers, Airbus needed a transformative approach to contracting “that accelerates business velocity while improving compliance,” said Chief Procurement Officer Klaus Richter. Support for the company’s complex global operation required best-in-class supplier evaluation, selection, contracting, and collaboration. Easy integration with existing procurement systems was also a priority.



THE SOLUTION

The Icertis Contract Intelligence (ICI) platform and ICI Sourcing application impressed Airbus with their ease of use. With no training, platform users were able to execute source-to-contract actions. The company was also impressed with Icertis’ track record of rapid global implementations.



THE RESULTS

With a streamlined source-to-contract process for its direct suppliers, Airbus will now be able to accelerate commercial negotiations and increase compliance. The company has also been able to eliminate the leakage associated with its previous disjointed sourcing and contracting process.



 **CORPORATE HEADQUARTERS**

Ludwigshafen, Germany



“ The Icertis platform’s ease of use and intelligent insights help us optimize the value of our commercial relationships, increase contracting efficiencies, and reduce contractual risk.”

Matthew Lepore, Senior Vice President, General Counsel and Chief Compliance Officer, BASF

BASF Improves Compliance in Tightly Regulated Markets with ICI

The world’s leading chemical company, The BASF Group, with its headquarters in Ludwigshafen, Germany, comprises subsidiaries and joint ventures in more than 80 countries. The company employs more than 122,000 people and realized revenues of €62.7 billion in 2018.

THE CHALLENGE

BASF wanted to replace a legacy contract management system that was having trouble managing the obligations in its large body of sales contracts. These obligations included rebate conditions that carried serious penalties if unfulfilled. BASF’s process for awarding these obligatory discounts and rebates was manual, lacking system-level controls. In addition, separate systems used in the U.S. and the E.U. added unnecessary complexity.

THE SOLUTION

The ICI platform automates the extraction of information from contracts. With ICI, BASF receives notifications for contractual obligations (such as reducing customer fees after a specific time period), providing full visibility and driving compliance across the company. ICI’s easy-to-use, cloud-based platform, deployed to 30,000 users around the world, unifies BASF’s global contract operations.

THE RESULTS

With the ICI platform providing greater visibility into its contractual obligations and enabling their timely completion, BASF has been able to improve, and ensure, compliance in the highly regulated German market. BASF has also reduced risks for its stakeholders, accelerated time-to-revenue, and simplified contract workflows and approvals across the globe.

DAIMLER

 **CORPORATE HEADQUARTERS**

Stuttgart, Germany



“ From sourcing to contracting we have gained speed. But it has also made us safer... Our buyers like the software. It’s easy to use. The software guides the buyer through the process, so the user always knows what to do next.”

Ulrich Ochmann,
Product Owner—
Contracting, New Procurement System,
Daimler

Daimler Spearheads Digital Transformation With Icertis

Daimler, with €153 billion in annual revenue, is one of the world’s biggest producers of premium cars and the world’s biggest manufacturer of commercial vehicles.

THE CHALLENGE

Daimler’s fragmented, 25-year-old procurement system was not up to the task of managing the company’s global complexity. Onboarding new suppliers required them to navigate multiple systems. It was also difficult for Daimler to track risks and obligations in its supplier contracts. A consolidated platform with modern architecture and UX was required to identify and realize savings opportunities.

THE SOLUTION

“We wanted sourcing and contracting to go hand in hand,” said Ulrich Ochmann, Product Owner—Contracting, New Procurement System. His team was impressed with the Icertis Contract Intelligence (ICI) platform’s ability to integrate with Daimler’s current IT infrastructure (including Office 365). Icertis’ cloud-first, API-first approach to enterprise contract management enabled a seamless user experience across the source-to-contract lifecycle, accelerating the sourcing process and protecting Daimler against risk.

THE RESULTS

ICI was deployed at Daimler within five months. Today, says the NPS team, Daimler’s easy-to-use contract system saves time for the 6,000 buyers who access it and streamlines the company’s relationship with its 500,000 suppliers. Contracting has been reduced from six weeks to one, and the platform has also greatly improved regulatory compliance. “ICI has made us faster, stronger, and more efficient,” Ochmann says.



 **CORPORATE HEADQUARTERS**

Columbus, Ohio,
United States



“ We had no idea where our contracts were, what they said, or who had them... Icertis was able to handle that for us, get us up and running. Icertis has really been user-friendly.”

Ken Baughman, Associate
General Counsel, Vertiv

Vertiv Upgrades Contract Management System to Power Business Transformation

With revenues of more than \$4 billion and over 20,000 employees, Vertiv, based in Columbus, Ohio, is a leader in power, thermal, and infrastructure management solutions.



THE CHALLENGE

When Vertiv was divested from its parent company, Emerson Electric, it needed to replace its legacy contract management system, which provided poor visibility into the company's contracts. By collecting these contracts in a single repository, Vertiv hoped to improve control over the entire contract lifecycle. The RFP issued for the project included more than 250 business requirements, including the ability to manage contracts in eight languages, including Chinese.



THE SOLUTION

With the roll-out of its vast contract library into the Icertis Contract Intelligence (ICI) platform, Vertiv took the opportunity to streamline its workflow, which the ICI platform made possible. For example, existing contracts were evaluated to determine which clauses to discard and which should be kept as templates. Implementation also enabled Vertiv's associates to focus on strategic initiatives to drive growth and build healthier relationships with customers and suppliers.



THE RESULTS

The initial phase, involving 750 contracts, was deployed in under six months. Now the system successfully manages more than 9,000 contracts, improving visibility and reducing missed milestones and deviations from approved contract language.

About Icertis

With unmatched technology and category-defining innovation, Icertis pushes the boundaries of what's possible with contract lifecycle management (CLM). The AI-powered, analyst-validated Icertis Contract Intelligence (ICI) platform turns contracts from static documents into strategic advantage by structuring and connecting the critical contract information that defines how an organization runs. Today, the world's most iconic brands and disruptive innovators trust Icertis to fully realize the intent of their combined 7.5 million+ contracts worth more than \$1 trillion, in 40+ languages and 90+ countries.

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