



CASE STUDY


**LEADING MULTINATIONAL
TELECOM OPERATOR
UNCOVERS VALUE WITH
VOLODY**




ABOUT VOLODY

Artificial Intelligence enabled Volody Contract Management Software helps businesses digitize & automate their legal agreements drafting, negotiations, approval, signing, and management. Integrated with office system, email system, CRM and ERP system Volody Contract Management Software becomes an integral part of your business.

 connect@volody.com

 +1 (917) 724-2760

 +91 8080 80 9301

THE COMPANY



The Client is a major multinational telecom operator and service provider. The company is a part of a major global conglomerate group.

The organization is divided into various business units. The business units are further broken down into various segments like Government, Strategic Accounts, Large Accounts, Global Accounts, Carrier etc. These segments are further drilled down to cities and clusters.

They have a robust and highly secured technology ecosystem with multiple security layers due to telecom compliances. In addition they also have many software applications for various operations hence integration with all the business applications was also key deliverable.



30+ years

Presence



\$53 Billion +

Annual Revenue



90,000 +

Workforce



25%

Market Share

THE CHALLENGES

As mentioned earlier, the organization is divided into various business units.

These segments are further drilled down to cities and clusters. Every segment and cluster has their own workflow for approvals and signatures of various types of contracts. The contract approval and signature flow also varied based on standard and non-standard contracts, value and business opportunity.

Hence, they needed a contract management system that will streamline their business processes and manage third party contracts. Lack of AI capabilities like contract data extraction did not allow the company's contracts team to migrate all the contracts from multiple systems into one place.



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Customer was dealing with issues like high printing cost, outdated lengthy contract management process and lack of a collaborative workflow tool across various forums

The task at hand was to help the multinational telecom and service provider adopt newer technologies to replace age-old hassle of paperwork as well as manage contracts end to end including supply, delivery, installation, training, and support by Volody.

More than 17000 legacy contracts had to be synchronised with data from other systems

THE SEARCH

The company's legal team soon realized they needed a Best-in-Breed Solution. A vendor who is specialized in contract management as their core. In the search process for the right vendor, they finalized Volody, primarily because it was AI-enabled and had readily available user interface & functionality module.

THE SOLUTION

The entire project was driven by 8 different functions / departments of the client. There were weekly governance meetings scheduled in order to coordinate the efforts of the client.

There were more than 20 applications from order to cash cycle which were all interlinked to each other in the client's ecosystem. Volody had to integrate with all of them in order to sit in the journey.

The business complications and requirements were understood in 20 meetings.

The solutioning of the tool was finalized in 15 more meetings.

OUR SOLUTION

REQUIREMENT

Need for standardization of disparate contracts from merged companies as well as manage third party contracts.

Centralized storage:

Signed contracts were stored in a centralized CLM Repository that help to manage contracts as well as contracting parties.

User-Defined Access:

Easy and intuitive user interface and customizable dashboard at user level alongwith Role and Hierarchy based Access Control.

OUR SOLUTION

Trigger automated notifications for Alerts and Reminders based on the Contract Terms that can be customized at user level.

Audit Trail helps the Contract Stakeholders track the changes in the contract.

Contracts when uploaded to repository allows the users to search for the clauses/keywords within the contracts using the Free-text Search functionality with access control.

REQUIREMENT

With contracts coming in from multiple companies, need to manage alerts, reminder, and track obligations and renewals for proactive action and review of contract terms became critical

Stakeholders need to search, extract contracts and full contract search features.

REQUIREMENT

Need for a transition plan as they evolve.

OUR SOLUTION

With CLM as the core of Volody and with predictive AI, it can be customized to suit their requirements as they evolve.

The client is evolving and needed a technology that would evolve with them. They realized the need for a best-in-breed solution for our contract management and Volody fit the bill.

THE RESULTS

Easy safe & faster
deployment

Intelligent contract
creation

Smart centralized
repository

Solution for all types
of contracts

Sign-off was taken from Security, infra, compliance, regulatory, operations, information technology and legal.

At least 10 training sessions pre-launch and 12 post-launch were conducted in order to cater to training requirements of multiple segments.

The operations handover was completed post successful implementation.

More than 17000 legacy contracts uploaded in sync with data from other systems