

Company Profile

Microsoft is a multinational computer technology corporation that develops, manufactures, licenses and supports a wide range of software products for computing devices. Headquartered in Redmond, Washington, its most profitable products are the Microsoft Windows operating system and the Microsoft Office productivity suite.

Business Challenges

- Information Exchange Agreements: 90,000 employees, 650,000 partners and countless customers, resulting in a huge number of agreements
- Fragmented contract management process, decentralized storage across operations in 100 countries
- Lengthy and time-consuming process, both internally and with external parties
- Required state-of-the-art search and retrieve capability
- System had to be extremely scalable and user-friendly for a potential global user base of 200,000+

Microsoft needed a contract lifecycle management system that would be capable of achieving 4 key goals:

- 100% auditable contracting compliance and administration
- Increase contracting speed
- Reduce cost of contracting
- Improve customer, partner and employee satisfaction



Solution

Icertis delivered the Icertis Contract Management (ICM) solution to Microsoft and met the company's unique requirements. Microsoft uses the ICM platform across the LCA, Retail and OEM divisions. The system delivered the necessary scalability and robustness needed for a large enterprise deployment.

- Leveraged the power of Microsoft technologies across multiple devices
- Secure and private, with easy access to the extended enterprise
- Reliable, scalable, flexible and quick to deploy
- Intuitive user interface across diverse global user base
- Governance: auditable reporting and compliance notification alerts
- Eliminated all manual steps with complete automation
- Integration with DocuSign for eSignature capabilities
- Contract management mobile application
- Search and retrieve feature to locate an agreement quickly
- Smart feature to avoid duplicates
- Authoring, approval, execution and storage in one system

Benefits

Icertis Contract Management delivered significant value to Microsoft while addressing its distinct needs:

- Reduced contract administration costs by 40%
- Improved speed of contracting by 60%
- Improved auditable contracting compliance and administration
- Improved customer, partner and employee satisfaction
- Extremely quick deployment of the system across the enterprise user base in just 12 weeks

To learn how Icertis can increase the efficiency of your contract management process, contact us at info@icertis.com, 844.404.2244 or visit our website at icertis.com.

ABOUT ICERTIS

Icertis is the leading provider of contract lifecycle management in the Microsoft Cloud. Icertis Contract Management (ICM) is an innovative, easy-to-use platform that is highly configurable, and continually adapts to complex business needs. With its intelligent workflow and built-in analytics, ICM provides ongoing contractual insights and best-of-breed contract management. ICM enables customers to increase compliance, improve governance, mitigate risk, and enhance user productivity, thereby maximizing ROI and accelerating time to value across the global enterprise. For more information, please visit www.icertis.com

CLIENT'S TESTIMONIAL

"As a global business executing hundreds of thousands of contracts annually, Microsoft needed a solution that was scalable, easy to use and readily customizable to our unique processes. Of all the vendors we evaluated, the Icertis CLM product had the best architecture, the most inspired user interface, and a compelling and innovative approach to managing the contract lifecycle process. We have deployed the product globally, including in India, with great user adoption and high satisfaction."

Michel Gahard

*Associate General Counsel,
Microsoft*



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