happiest minds
The Mindful IT Company
Born **Digital** . Born **Agile**

Customer Contract Management for Leading Global Commercial Vehicle Manufacturer

BUSINESS REQUIREMENTS

- Increase efficiency and control of contract documents
- Pricing accountability and relevance based on input fluctuations
- Improve contracts execution turnaround time

OUR SOLUTIONS

- Translation of the existing Service Agreement process
- Developed improved business Service agreement process
- Integration framework definition to consolidate disparate systems

TOOLS/ TECHNOLOGIES

- Salesforce.com Sales Cloud
- Data Loader.io, Digital Signature
- SAP ECC 6.0 - SD and MM Module

BUSINESS IMPACT
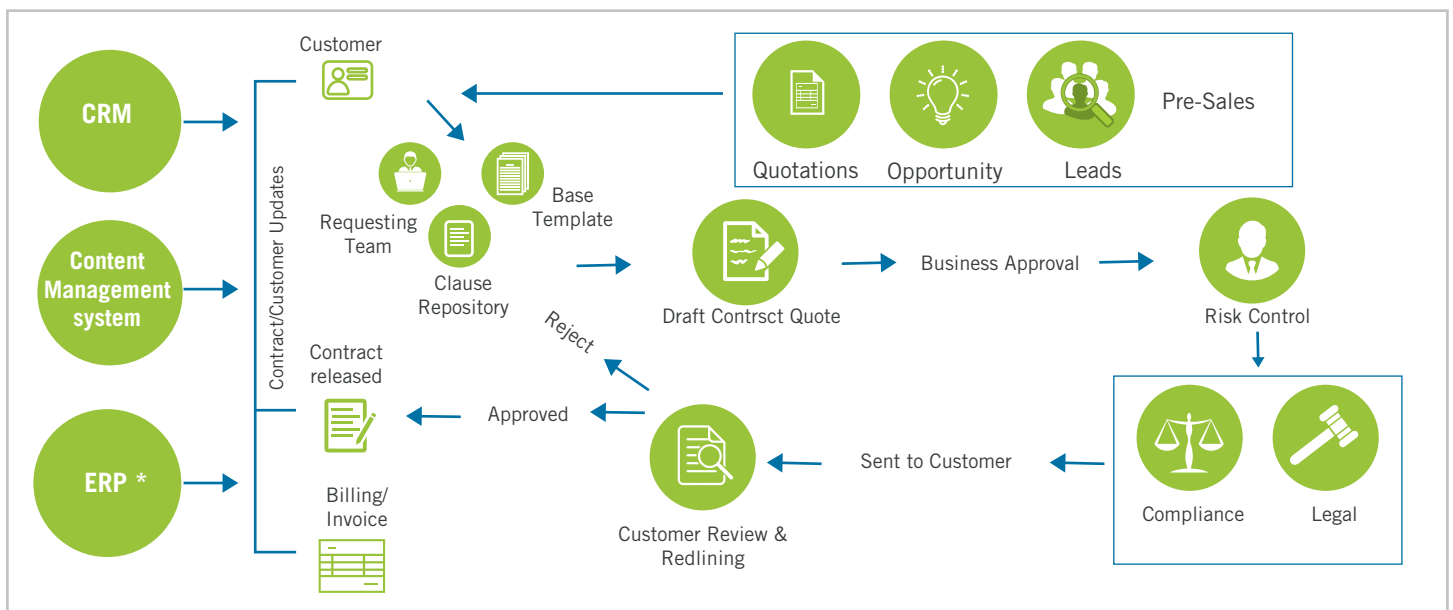
- 20% Increased Revenue from Service Warranty Sales
- Contract processing cycle time reduction from 30 days to 3.
- Reduced carbon foot print

Our solution approach

CRM

Content Management system

ERP *

Contract/Customer Updates

Customer

Requesting Team

Clause Repository

Base Template

Contract released

Billing/ Invoice

Quotations   Opportunity   Leads   Pre-Sales

Draft Contrsct Quote → Business Approval → Risk Control

Reject

Approved

Customer Review & Redlining ← Sent to Customer ← Compliance   Legal