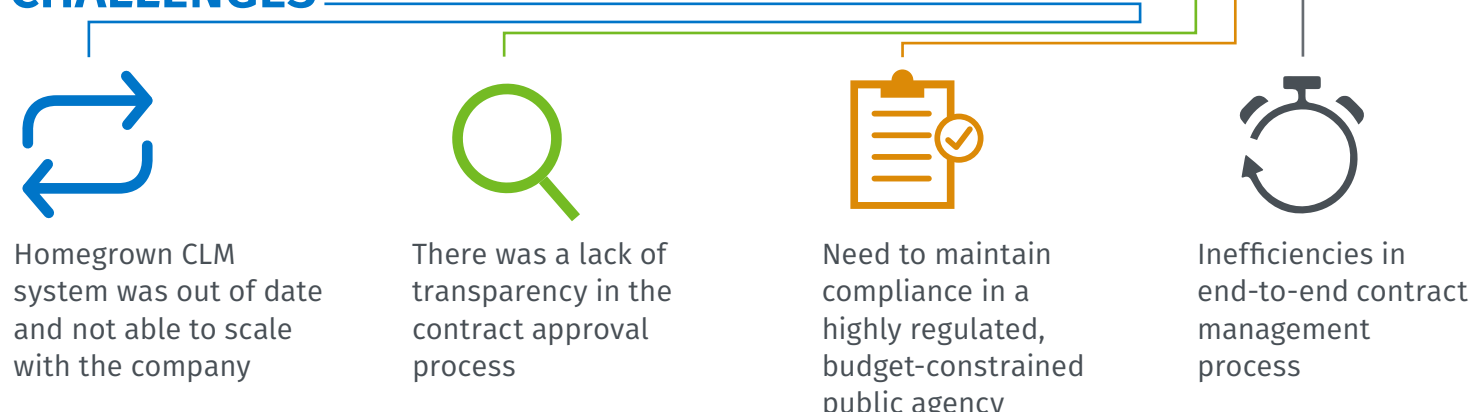


# How a highly regulated public agency delivered transparency, efficiency, and automation to the contract lifecycle management (CLM) process.

A Florida-based environmental regulatory agency is charged with managing a significant water source for the state. Their work ensures a long-term supply of drinking water and protects and restores the health of water bodies in the 18 counties in east-central Florida. The agency covers 7.8 million acres and aims to balance water needs by educating the public about water conservation, setting rules for water use, conducting research, collecting data, and preserving natural areas.



## CHALLENGES



## SOLUTION

As a public agency, the procurement team required a CLM solution with flexible workflow functionality to evolve with a rapidly changing regulatory landscape. CLM Matrix, from Wolters Kluwer's ELM Solutions, was selected due to the unique ability to meet these requirements within a fully configurable application to drive a low total cost of ownership (TCO).

“We needed a system that could handle our project diversity and the rules, regulations and laws that dictate how things can and can't be accomplished. CLM Matrix allowed us to build in the contract processes we needed and facilitates the ability to reconfigure those workflows as we grow.”

“What used to take us sometimes days or weeks to get done, can now get done in a matter of minutes.”

## BENEFITS

### + Increased operational efficiencies

The team's paper-based system combined with a dispersed workforce and frequent team travel contributed to weeks-long processes. The CLM Matrix implementation represented a transition to digital contract management and results were nearly immediate. Processes were shortened to days or minutes as out-of-office team members took advantage of anytime, anywhere approvals to remove bottlenecks. Often misplaced paper contracts were easily located within a secure contract repository with role-based access. Ultimately, contract-related staff was reduced from 15 to 7, freeing up the remainder to focus on more strategic initiatives.

### + Organizational agility and automated policy enforcement

Complex operational policies are often dictated by an environment of ever-changing rules, regulations, and laws. Fully configurable and automated CLM Matrix workflows removed the manual burden of maintaining compliance with public policy. Adjustments made on an intuitive interface, without costly custom-coded projects or IT involvement, allowed the team to recognize a low TCO and higher than anticipated return on investment.

### + Complete transparency

Before CLM Matrix, visibility into workflow status and contract performance required manual intervention. IT involvement was required to extract data, which then required manual manipulation to determine the performance and status of thousands of in-process contracts. CLM Matrix delivered complete transparency and freed up countless IT hours. Role-based dashboards provided both contract status and the real-time data necessary to inform business decisions.

“At one time, we had 15 people focused on contract-related responsibilities. Even with an increased workload, we have been able to free up half of that staff to focus on more strategic initiatives.”

“We now have real-time data, right to the minute, so anyone in the district with access can instantly see where all contracts stand.”

## CONTACT US

CLM Matrix and the Wolters Kluwer's ELM Solutions team are prepared to help you start down the path to a successful transformation of your CLM processes.

Visit <https://www.wkelmsolutions.com/clm-matrix-contract-lifecycle-management> to find more about the CLM Matrix difference.

Named a Strong Performer in the 2019 Forrester CLM Wave Report and in the top 3 for strength of product offering.

- Native Microsoft Office integration
- Comprehensive contract repository efficiencies
- Rapid no-code, configurable implementation
- Smart, transparent contract assembly and workflow approvals
- Robust reporting and obligation management