A medical center leverages a central contract repository and flexible workflow automation capabilities to transform from entirely paper-based to digital processes in 90 days.

**Westchester Medical Center Health Network (WMCHealth)** is a 1,700-bed healthcare system headquartered in Valhalla, New York, with 10 hospitals on eight campuses. WMCHealth employs more than 12,000 people with nearly 3,000 attending physicians.

**CHALLENGES**

- Lack of visibility into contract status creates points of confusion and employee frustration.
- Inconsistent storage practices drive inefficient contract discovery and information retrieval.
- Paper-based requests, wet signatures, and physical hand-offs extend execution timelines.
- Inconsistent contract storage practices drive inefficient contract discovery and information retrieval.

**SOLUTION**

The legal team at WMCHealth was accustomed to entirely paper-based contract management processes. Manual contract requests and creation, followed by physical hand-offs and tracking down wet signatures led to lengthy contract execution timelines. Disorganized contract storage across various drives throughout the organization resulted in inefficient information retrieval, contracts being lost altogether, and the need to recreate previously completed work. The team at WMCHealth selected CLM Matrix, from Wolters Kluwer's ELM Solutions, to address these pain points.

Within just 90 days, they were successful in transforming their processes from the stone age of paper to the modern world of digital.

**BENEFITS**

- **Consistent contract storage practices**
- **Reduced administrative headaches**
- **Consistent contract storage practices**
- **Shortened contract execution times**

WMCHealth began their path to digitalization by organizing all contracts into a central searchable repository. They recognized the importance of this foundation to put an end to the confusion of where contracts could be located when needed, and the worst-case scenario of lost contracts. The intention for the initial project was to begin with bringing a subset of their contract portfolio into the central repository and expand out over time. However, it was recognized early on that the flexibility of the CLM Matrix solution would allow them to expedite their original plan. As a result of this flexibility, WMCHealth was able to bring all contract types across the organization into the central repository to be addressed with the associated workflow automation capabilities.

As the foundation of business relationships, contracts require touchpoints across the organization. The lack of visibility to allow for various stakeholders across WMCHealth to collaborate and view contract status, as needed, led to inefficiencies, increased administrative legwork, and heightened levels of employee frustration. CLM Matrix introduced a clear line of sight across the contract process to save time and reduce prior points of confusion. As a result, all stakeholders can view current contract status, who is up next in an approval, and a summary of the steps remaining until execution.

**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.


Noted as a Strong Performer in the 2021 Forrester CLM Wave Report.

- 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

**A Client Story**

Contract requests were reduced to a 90-second completion within a user-facing form. Contract creation that could previously take months to complete was reduced to a 1-hour, template-based process. These steps ultimately reduced contract execution from 6-8 months down to 7-10 days.