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**

- Inefficiencies in end-to-end contract management process
- Need to maintain compliance in a highly regulated, budget-constrained public agency

**SOLUTION**

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.

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.

**BENEFITS**

- Increased operational efficiencies
- Organizational agility and automated policy enforcement
- Complete transparency

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.

Complete 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 total cost of ownership (TCO) and higher than anticipated return on investment.

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 active 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.

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.

**CONTACT US**

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

**A Client Story**

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