

# Digital Contract Services

Harnessing the potential  
of digital contracts

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Services now dominate the outsourcing industry, driven by digital transformation, technological advancements, and the increasing demand for expertise in each functional area within the organisation. Organisations are now expected to be proactive in governing outsourcing contracts to minimise risk and value leakage to achieve business goals in this current environment.

# Contract management – A complex area for organisations

As businesses scale, the dependency on cross-functional coordination is of paramount importance to achieving business goals. Teams have a lot going on—contracting, compliance with numerous regulations, industry standards, cost pressures, performance management, and handling issues and disputes, and visibility of agreements spanning various functions, geographies, and business units.

## Five top reasons that result in complex contracts:



Digital transformation: SaaS, PaaS, GenAI, cybersecurity



Value-driven outsourcing: Value creation and outcome-based



Multi-vendor ecosystem: Hybrid sourcing, onshore vs. offshore



Increase in regulatory and compliance risk: GDPR, DORA, HIPAA



Introduction of service levels and complex pricing models: SLAs, KPIs link to credits

As contracts become complex, manually tracking these activities becomes cumbersome. The need for structured governance increases, which is fulfilled by digital contracting platforms. These digital interventions shift the focus to creating more impactful work.

# Contract Lifecycle Management (CLM)

## Maximising value through digital contracts

When it comes to contracts, digital contracting creates a single source of truth for all contracting activities, like visibility to contracts under negotiations, structured document repository, risk and compliance management performance tracking, and financial management. Organisations have now started looking at CLM as an independent source of records like ERP, CRM, and HRMIS.



### The power of CLM

CLM is a powerful tool designed to streamline and optimise every stage of the contracting process, from creation to renewal.

#### Standardisation

- Clauses and templates
- Workflow, meta data, alerts, and reminder



#### Transparency

- Single source of truth
- 360-degree view of supplier performance



#### Minimise value leakage

- Performance management - Obligations and SLA/KPIs
- Payment compliance



#### Mitigate risk

- Realtime reports and dashboard
- Enhanced compliance - Policies and processes



#### Efficiency

- Automation
- Integrations



# What CLM can help your organisation achieve:



## Enhanced visibility and control

A centralised document repository allows teams to track contract statuses, deadlines, and obligations in real time, improving oversight and control over contractual commitments.



## Increased data analytics and insights

An advanced digital contracting platform incorporates analytics features enabling negotiation strategies, predicting renewal timelines, and identifying patterns in compliance, performance, and spend.



## Streamlined processes/efficiency gains

Digital contracting platform automates repetitive tasks such as contract draft preparation, approval workflows, obligation extraction, SLA, or invoice auto-validation and notifications, resulting in a significant reduction of manual effort and potential errors.



## Better compliance management

A digital contract platform with obligation management and SLA/KPI management helps ensure that not only do the contracts adhere to legal and regulatory requirements, but ongoing management minimises the risk of violations.

# Our Deloitte framework

We help organisations achieve business objectives with tailored governance standards, optimised processes, and skilled human capital—all supported by robust technology.



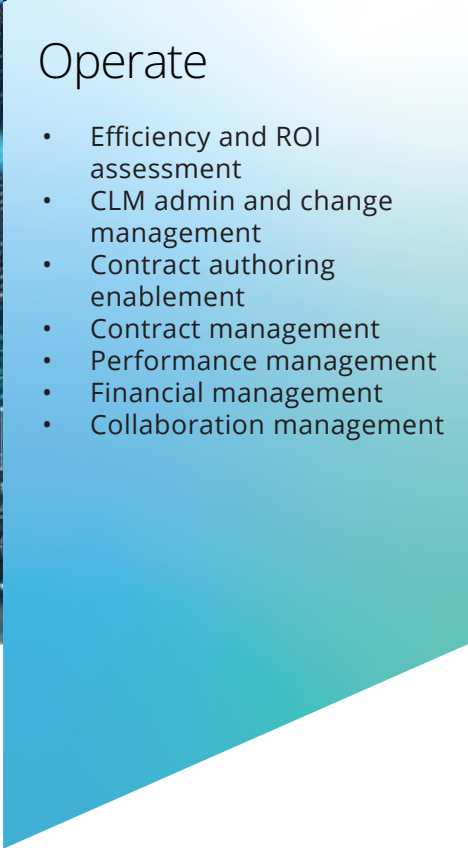
## Advise

- Contract management framework
- Contract maturity assessment
- CLM charter including technology
- Process re-engineering
- Reports and analytics
- Programme success KPIs
- CLM readiness assessment
- Contract compliance assessment
- CLM vendor assessment
- Contract harmonisation



## Implement

- Software design
- Software configuration
- Integrations
- Software training
- Software UAT and testing
- Legacy migration



## Operate

- Efficiency and ROI assessment
- CLM admin and change management
- Contract authoring enablement
- Contract management
- Performance management
- Financial management
- Collaboration management



## The Deloitte difference

Our CLM Centre of Excellence has 100+ professionals from the CLM domain who have sector knowledge as well as AI/ML and data migration professionals. Access to Deloitte's knowledge repository, tools, and techniques in the CLM space for delivery excellence

Wealth of domain and industry knowledge and experience serving leading global companies

Alliance with multiple CLM tech solutions/providers and technology-agnostic CLM capabilities

CLM Operate capability post-CLM implementation, including customer support, ongoing data maintenance, legacy migration, product integration, and training services

## Conclusion

Our digital contracting solutions assist organisations with providing a structured governance framework to manage pre- and post-contracting activities to minimise risks and manage supplier performance and financials. This helps clients reduce cycle time, build a culture of data-driven decision-making, take advantage of AI capabilities to reduce manual efforts, and minimise value leakage. Our expertise in Advise and Operate services increases the ROI on investments made in the digital contracting process.

# Connect with us



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