



Beyond the signature

The importance of post-signature contract oversight

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A contract's lifecycle begins with the signature

Contracts form the backbone of all business transactions and relationships. Traditionally, organisations have focused heavily on contract creation and negotiation, often neglecting the crucial phase of contract execution and management also known as the post-signature phase. This phase of contract management requires attention because this is when the true value of a contract is realised through implementation, monitoring, and enforcement of terms and conditions.

The importance of post-signature contract management

Organisations need to know what they are legally bound to along with timely information on potential issues, penalties, and renewals. A good post-signature contract management platform encompasses a range of activities that occur after a contract is signed, including tracking performance, ensuring compliance, managing financials, and addressing disputes. A lack of emphasis and focus during this stage can result in missed opportunities, value leakages, risk exposure and poor performance.



1

Value maximisation: A well-managed contract can unlock significant value for an organisation. This includes:


- a. Performance monitoring:** Enterprise contracts often contain SLAs/KPIs, obligations and milestones which must be tracked. Effective post-signature management ensures improved performance and value realisation.
- b. Utilisation of contractual benefits:** Contracts often include various pricing models that needs active management and awareness. Effective tracking ensures minimising financial value leakage.



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Compliance and risk mitigation: Contracts are legal documents that require compliance with regulatory standards and internal policies. Post-signature management plays a crucial role in:

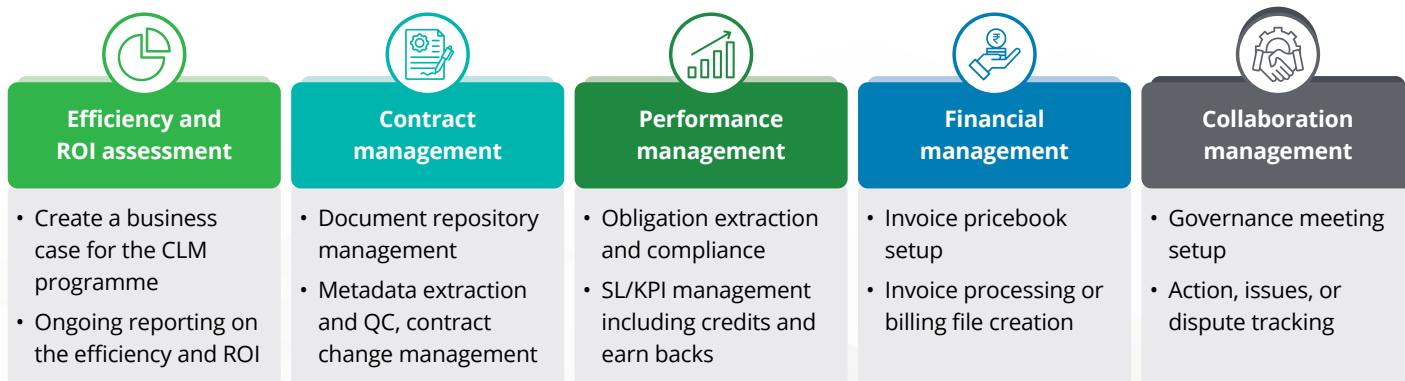
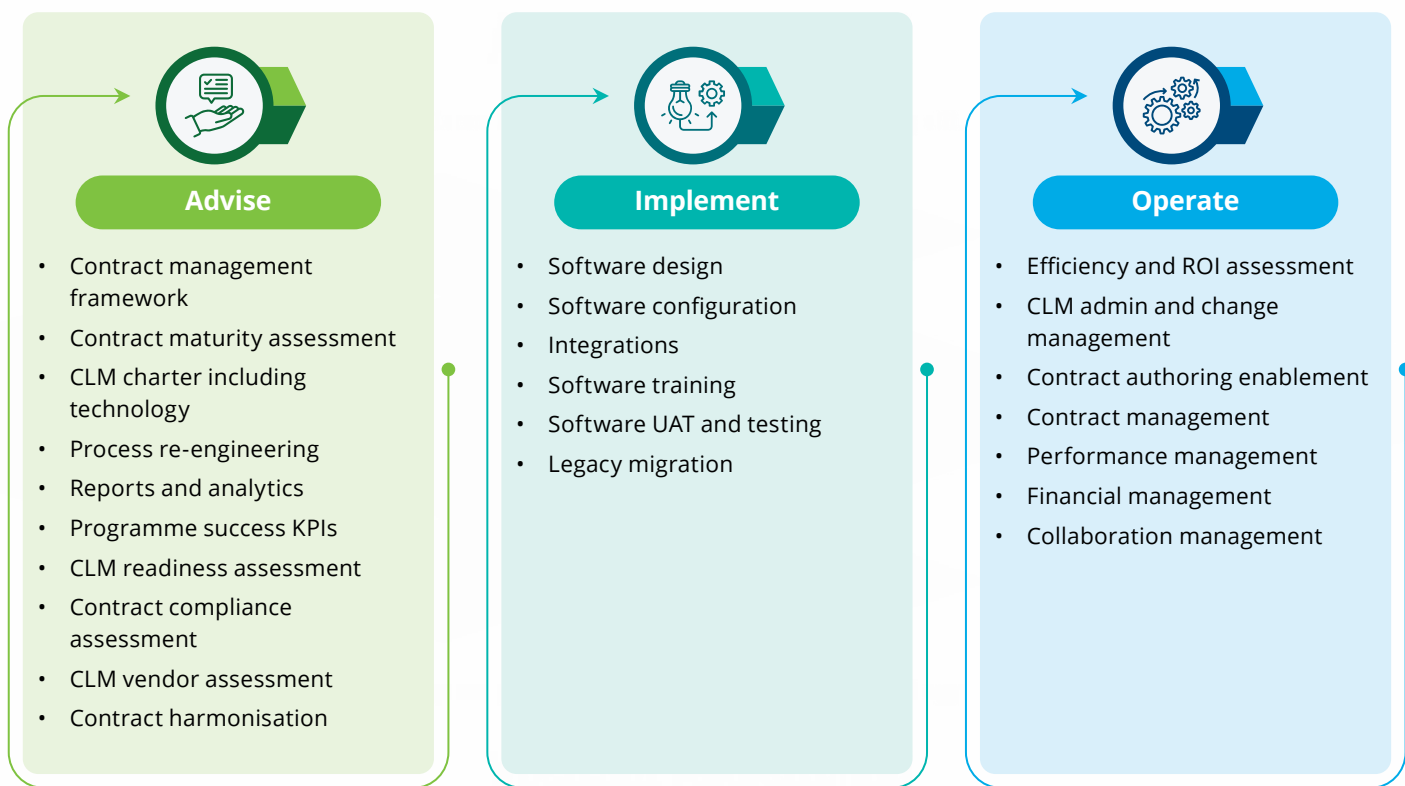
- a. Regulatory compliance:** Organisation must operate with stringent regulations that necessitate compliant contract management. Active monitoring helps avoid costly penalties and damage to reputation.
- b. Risk identification:** Early identification of potential risks, such as non-compliance or underperformance, allows organisations to take proactive measures, reducing liability and exposure to legal disputes.



Enhanced relationships: Effective post-signature contract management contributes to stakeholder relationship management through:

- Communication and collaboration:** Ongoing communication regarding contract terms fosters a collaborative environment, leading to trust and stronger partnerships.
- Issue resolution:** By actively managing contracts and addressing issues promptly, organisations can minimise conflicts and disputes, preserving relationships with partners and suppliers.

Our Deloitte framework



Challenges in post-signature contract management

Despite the benefits, many enterprises encounter several challenges in post-signature contract management, which include:



Lack of resources:

Many organisations do not allocate sufficient resources or personnel dedicated to contract management, leading to missed opportunities and oversight.

1



Fragmented systems:

Companies often use disparate systems for managing contracts post signature, resulting in inefficiencies and difficulties in accessing crucial information.

2



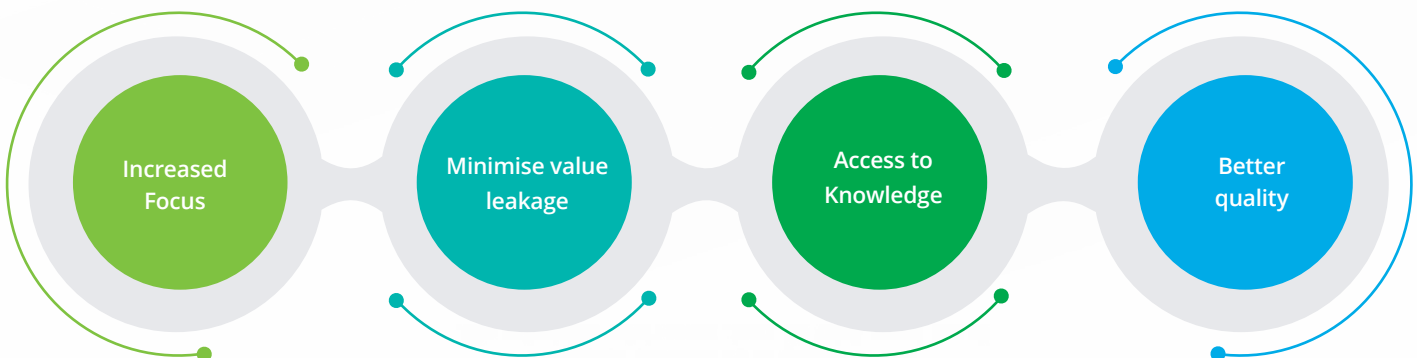
Inadequate technology:

Legacy systems may not provide the functionality required for effective contract management, hindering an organisation's ability to track and analyse contracts efficiently.

3

Partnering for success

Deloitte's managed services for Digital contracting ensure fit-for-purpose governance standards, processes, and human capital backed with technology to achieve business objectives.



Lead the way

- Focus on core business
- Focus on functional strategy
- Managing vendor/customer relationships instead of data collection and management

Distinction and trust

- Access to best practices
- Access to functional expertise
- Enhance contract compliance

Execute well

- Standardised processes
- Quality and timely deliverables

Impact that matters

- Minimise financial value leakage
- Efficiencies from a common pool of resources
- Optimise real estate and IT infrastructure costs
- Automation gains where possible

Post-signature contract management is an indispensable element of effective enterprise management. At the Deloitte CLM Operate Centre of Excellence, we deliver transformative benefits throughout the contract lifecycle by offering comprehensive contract, performance, and financial management services and working as an extension of your team.

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