



Legal & Compliance

Case Studies

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Contract management: A decade-long partnership

Helping Microsoft manage ever-increasing contract volume and complexity.

2009

Engagement begins

2010

Internal contract Help Desk services

2011

European and APAC language support

2013

Implemented CLM platform

2014

Contract review, data abstraction, migration of 22,000+ agreements to new CLM platform. Expanded service delivery to include India.

2017

Expanded APAC support from Manila office

2018

Increased contract review volume in response to new data protection and privacy regulations

2019 - ongoing

Introduced AI-enabled contract analytics

30,000 contracts reviewed annually

110,000 contract entities in the CLM platform

Standard SOW turnaround reduced from 4 days to < 24 hours

14 languages, global timezones

14,000 helpdesk requests resolved annually



2 hrs average max time for signature requests

99% of requests completed without escalation to client

98% quality rate across all services

24 hr turnaround

Case study: Global retail leader

Overview

A leader in retail sports marketplace with global operations sought to improve overall contract processing agility by:

- Accelerating turnaround time for contract review and amendment
- Standardizing of contract language and processes across the enterprise
- Centralizing contract storage

“As Integreon learned more about how we worked, they could predict how we would respond. This enabled updates to the Playbook in ways that we didn't necessarily think was a possibility

Assistant General Counsel

Approach

Integreon mobilized resources within its US and global delivery centers providing:

- Playbook development
- Coupa supplier portal
- Centralized storage
- Help desk support
- Foreign language capabilities
- Drafting and negotiation
- Metrics and reporting
- Proactive process improvements via BEST team

“The metrics from Integreon help us make our case to leadership and show how we're performing. I feel so fortunate and supported by the breadth and depth of data we receive

Assistant General Counsel

Result

The partnership with Integreon achieved significant improvements in key areas.

Turnaround time

From 5-7 days to max 2 days and for some agreements, 4 hours

Contract quality

Integreon amendments accepted 98% of the time by legal meeting stringent SLAs

Resource scaling

Integreon able to meet demand as contract volumes steadily grew

Actionable data

Legal department leadership provided with range of program metrics to track operations and report to value of program

Customer satisfaction

Achievement of stated objectives has freed legal team from repeatable lower-level tasks

Case study: Leading healthcare technology company

Overview

Leading independent healthcare technology company faced a major backlog of customer agreements and a need to:

- Unburden internal team to focus on higher-value strategic advisory and risk management activities
- Address short-term goal to clear massive backlog
- Ensure long-term automated, self-serve efficiency gaining process

Approach

Working with Integreon, a two-prong approach was put in place to attack the immediate need and build a long-term solution which included:

- Rapid assembly of 15 attorneys and paralegals to address the backlog
- Temporary placement of India, and Philippines resources with US team for training
- Review of contract language, playbook development, and training to establish global standards
- Key metrics that enable management team to assess productivity and identify potential problem areas to drive continuous improvement
- Use of AI / RPA technology solutions to automate key steps, avoid future backlogs, and increase quality

Result

Working with Integreon, the healthcare technology company met its objective of clearing the backlog and established a long-term solution.

Cost savings

Ability to scale and reduce per-contract costs by shifting majority of work to Manila and Mumbai

Quality

97% of agreements met all specified attributes, exceeding threshold of 95%

Turnaround time

Averaging 4.5 hours per contract across all workflows

Client satisfaction

Freed-up in-house team to focus on higher-value strategic work

Process enhancements

Established long-term approach for automated agreement processing to maximize efficiencies and accelerate contract completion

Litigation support

Helping a pharma multinational reduce litigation spend.

Solution

- Staged review process across multiple Integreon delivery centers.
- Document review in multiple languages, redaction and privilege logging.
- Dramatically reduced document population requiring review.
- Fixed-fee arrangement providing additional savings and cost certainty

Result

70%

cost reduction via reduced document review population

Extensive workflow materials define repeatable processes that we deploy on all client matters. Mandated review protocols ensure consistent delivery, with standard privilege screen terms always applied.

15m

documents reviewed

19m

pages redacted

28

languages

integreon