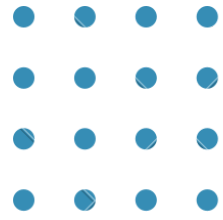# CMS-
A JMC CASE STUDY

Contracts Management System

TRACECOST®

CMS CASE STUDY- JMC

Contract Management is understood as negotiation of the terms and conditions of contracts, ensuring compliance, documenting and agreeing to any changes that may arise during contract implementation. A review of the report published by McKinsey revealed that Contract Management had a very low compliance level and the enthusiasm to adopt the same is very low.
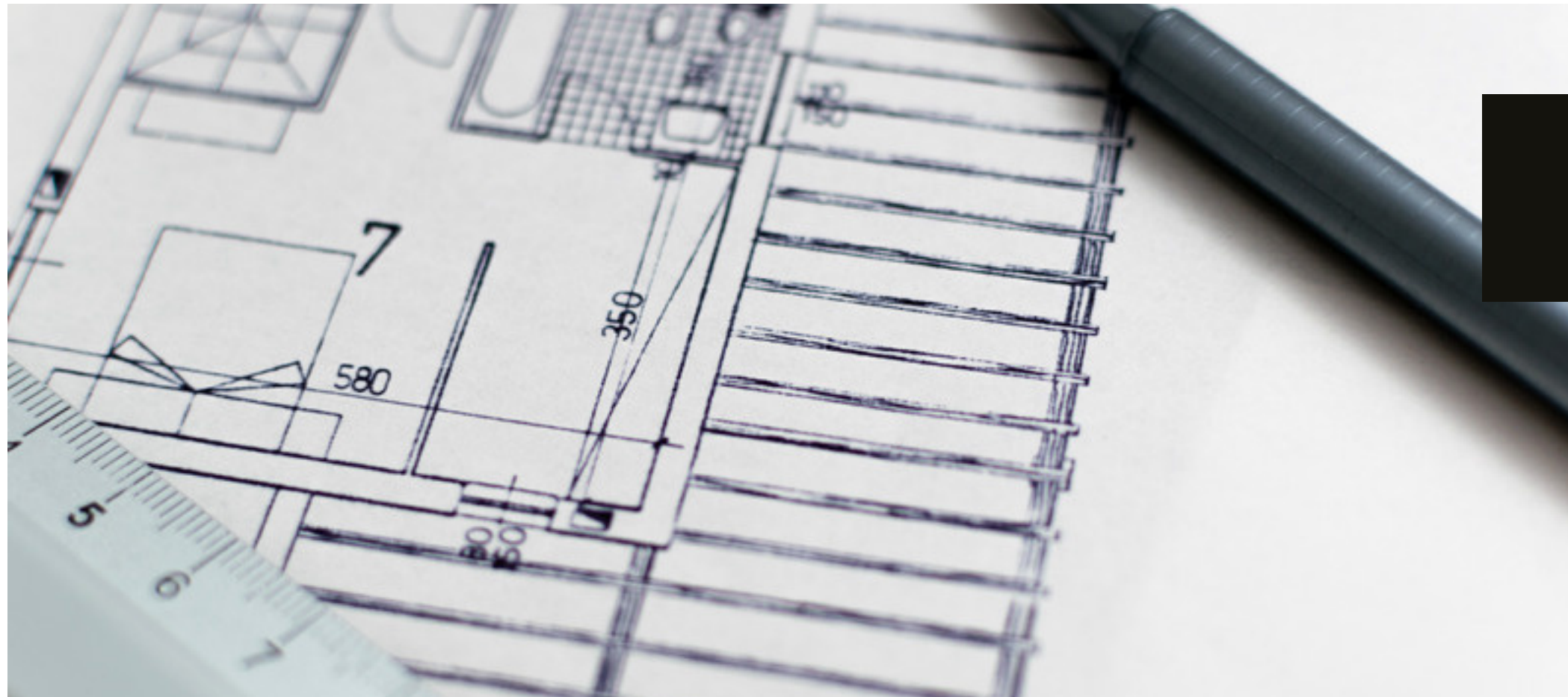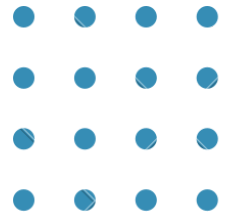
Contracts Management System
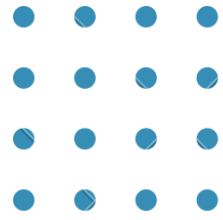
BUSINESS CHALLENGES AND PREVIOUS WORKFLOW

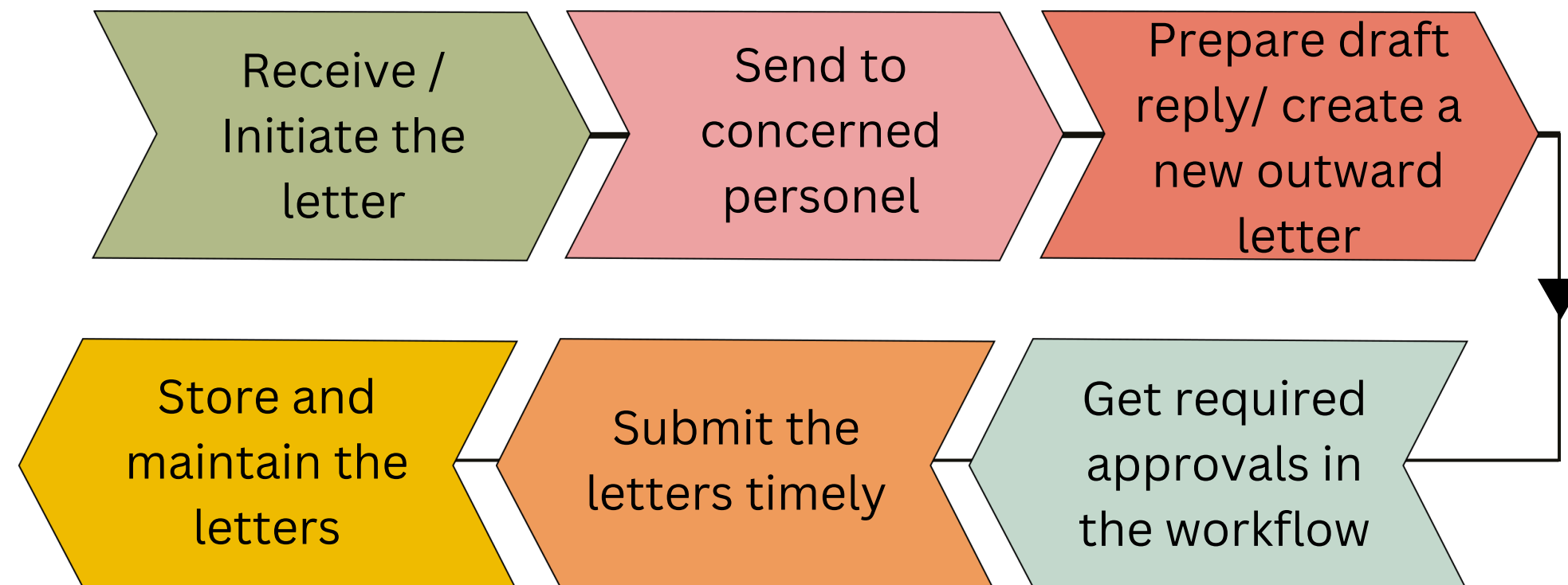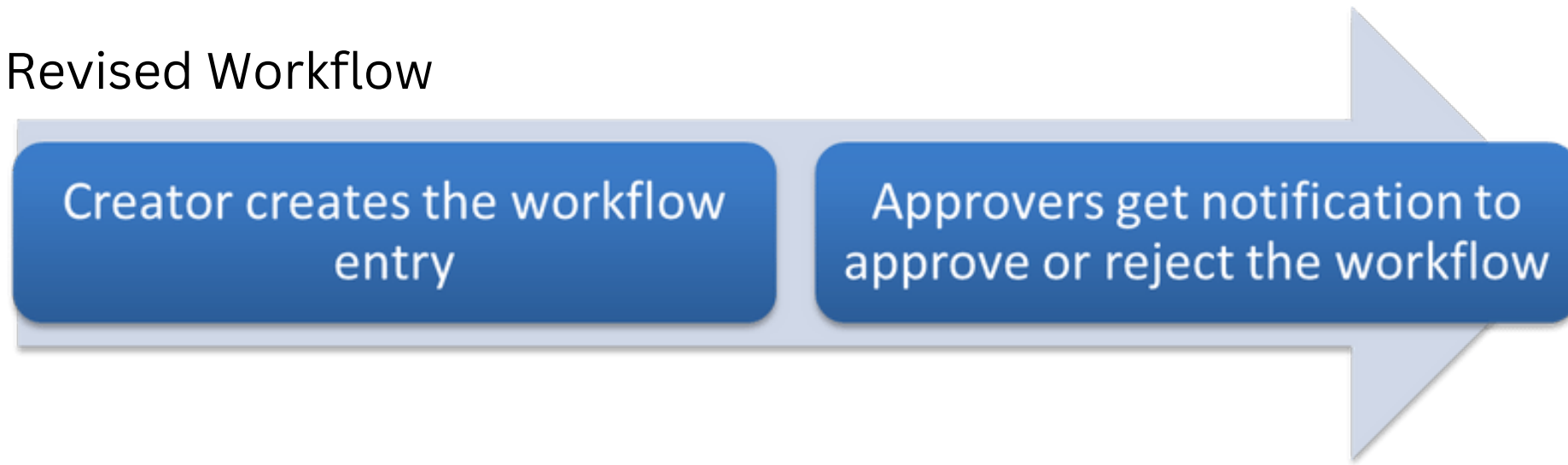Draft Letter on Word → Send Email for Approval → Document Communication Manually
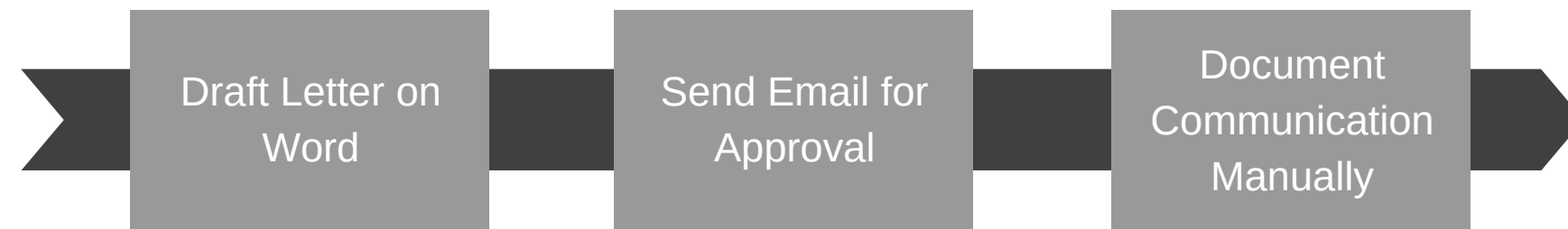
All the processes were manual, repetitive and redundant. Due to the the nature of each of the task, there were many loop holes like- letter not being sent on time, no particular person to hold accountable, copies of same letter being formend, retrieving letters etc.

S.No	Task	Previous Feature
1.	Drafting of letters	MS Word
2.	Vetting/Reviewing of letters	Outlook
3.	Storage of letters	Hard Bind Folder
4.	Circulation/Supply of letters	Outlook
5.	Tracking of letters	Not Available
6.	Automatic linking of letter	Not Available
7.	Escalation	Outlook/Manual
8.	Flexible Register	Not Available
9.	Automated Inputs	Not AVailable
10.	Dashboards	Not Available

OUR SOLUTION

Revised Workflow

Creator creates the workflow entry → Approvers get notification to approve or reject the workflow

Receive / Initiate the letter → Send to concerned personel → Prepare draft reply/ create a new outward letter → Get required approvals in the workflow → Submit the letters timely → Store and maintain the letters

Points focused on-

Administration
1. Read incoming letters
2. Send to all concerned stakeholders
3. Prepare draft Reply if needed/ Prepare fresh outward letter
4. Get draft vetted from each concerned
5. Submit timely
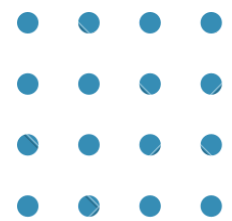6. Ensure receipt by client

01

Document Controlling
1. Receive letters – Incoming or submitted/outgoing
2. Store and Maintain letters in the best way possible
3. Retrieve letters efficiently when needed

02
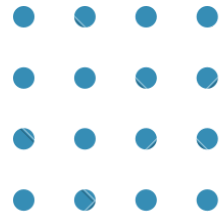
OUR SOLUTION

- The system includes personalized dashboards, e-approval process through with integration through email, collaborative communication, custom reporting, and secure document management.

- CMS offers over 30 categories and subcategories in with correspondence can be created.

- A target date can be marked by which the letter correspondence needs to be closed, the system will enable automatic reminders sent as email triggers.

- Correspondences are stored in a secured document search engine. Where letters can be retrieved easily through multiple filters.

- Letters can be automatically linked to the person responsible of taking action.

- Easy print option has been given incase the copy is to be sent in a form of hard copy.

S.No	Task	Previous Feature	Now
1.	Drafting of letters	MS Word	All possible through **"CMS"**
2.	Vetting/Reviewing of letters	Outlook	
3.	Storage of letters	Hard Bind Folder	
4.	Circulation/Supply of letters	Outlook	
5.	Tracking of letters	Not Available	
6.	Automatic linking of letter	Not Available	
7.	Escalation	Outlook/Manual	
8.	Flexible Register	Not Available	
9.	Automated Inputs	Not AVailable	
10.	Dashboards	Not Available	

TRACECOST®

AVERAGE TIME TO APPROVE A CORRESPONDENCE

TOTAL DELAY IN CLOSING A CORRESPONDENCE- PROJECT WISE

CLIENT'S PREVIOUS PROCESS

Average **10 days** to approve and send a letter to an external stakeholder
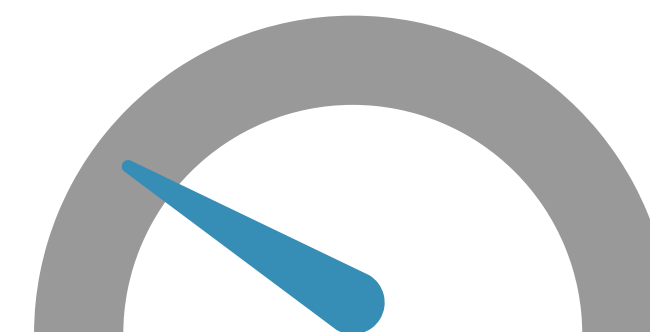
10 DAYS

TRACECOST'S PROCESS

Average **2 days** to approve and send a letter to an external stakeholder

02 DAYS
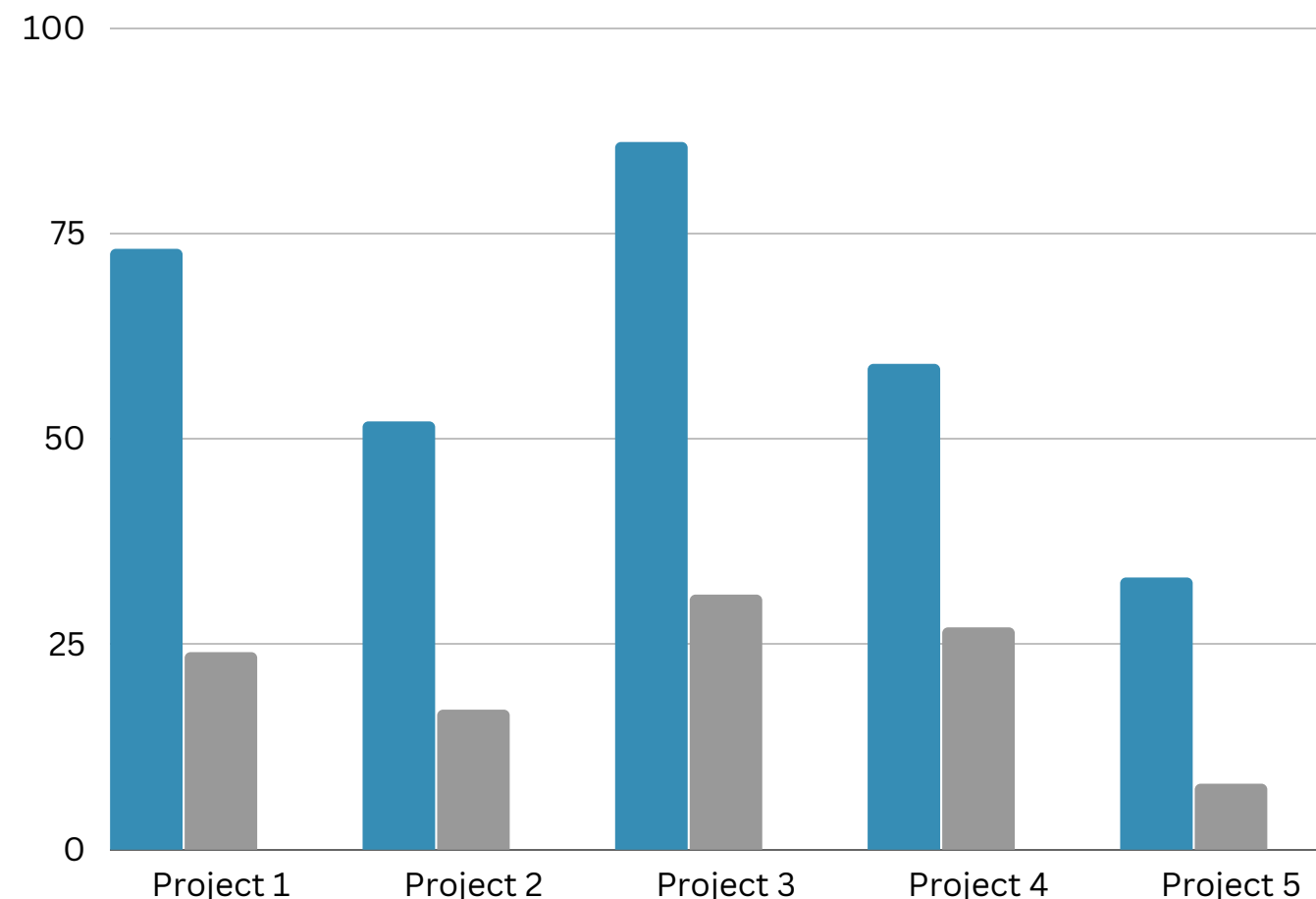
- All the 5 selected projects started in 2018

- An **average decrease** of **39.04**% was observed in delays after implementation of Tracecost.

80 Contracts Processed in

07 Months

Out of **320** members in Contracts team **183** employees **adopted** CMS within the **first 7 days**

- With the CMS solution, JMC now has a highly collaborative approach to contract lifecycle management.
- The CMS solution has processed over 80 contracts in the initial 7 months of implementation and has been shown to reduce the need for excess emails, messages, and phone calls.
- By automating the process from submission and review to final approval and renewal, the system provides structure to fulfill their oversight, reporting, security, and auditing requirements.

"The procurement team and all business stakeholders are very pleased with the new contract management system. Tracecost was an exceptional partner to work with, completing the project on time and on budget." - JMC SPOC