

# Contract Authoring & Management Product - Case Study

## CUSTOMER

The Client is the leading European vendor of contract and trade relationship management software and provides solutions that cover the entire contract lifecycle, helping organizations to enforce compliance to corporate standards and regulations, mitigate financial and legal risks and improve productivity by streamlining contract processes.

## CHALLENGE

The Client turned to TechTeam Akela for the development of a custom software product which had to be build up on the existing contract authoring tool already in use by the Client for the generation of specific documents on the Web (in the client's dedicated format, as well as RTF and PDF). The specified documents, which are templates and standard clauses used in the creation, review and approval of contracts, provide users with information concerning the document content and layout, the access rights of various users, versioning and forms/fields. The software allows its users to select a document, either drafted or completed, from a list of previously created documents, and download it in various formats, depending on every user's rights.

## SOLUTION

The Client chose TechTeam Akela because of its technical expertise proven while successfully developing a previous product for the company, one of the best-selling Contract Authoring Tool in Europe. The Server Solution was developed by TechTeam following closely the business model and specific needs the Client's product was designed to fulfill.

The Solution delivered provides efficient and reliable support for contract formation and increases employee productivity. At the same time it reduces contract cycle time by automating routine tasks, such as storing paper contracts, eliminating problems in finding out the current status of a contract. It also facilitates the process of getting approval from the legal department for any change in the contract terms, which otherwise can cost the company few months' cash flow.

### Client

A leading European vendor of contract and trade relationship management software

### Sector

ISV / IT Services

- Software/Technologies
- Strategic Outsourcing
- Incentives and Penalties Management
- Market Segmentation Strategies
- Training and Consulting Services

### TechTeam Akela Solution

Contract Authoring&Management Product

### Technologies

.NET technologies

web services

XML/XSL

PDF generation

MS-Word conversion

Web services transfer  
compression

The instruments used in the development of the project include .NET technologies, web services, XML/XSL. Furthermore, some cutting-edge technical solutions were developed for some of the modules (PDF generation, MS-WORD conversion, web services transfer compression etc.).

## RESULTS

The Server Solution is a flexible application, designed to evolve with future requirements and expand with the enterprise that is using it.

The application has a multi-layer architecture and it can be distributed over 3 servers (Database Server, Web Services Server, Application Server). TechTeam Akela's Solution has delivered measurable benefits to the Client's product:

- **Reduction of financial and legal risks by providing better control over contract management**
- **Reduction of contract cycle time by automating routine tasks**
- **Increased employee productivity and efficiency**

The Product TechTeam Akela developed assured greater market penetration for the Client, as well as flexibility and the possibility of keeping the product "up-to-date" due to its evolving, flexible and adaptable structure. The quick transition from the concept phase to the final product granted the Client increased time to market and the professional testing tools and methods involved in the product development guaranteed efficient, error-free implementation of the software at end-user customers. This stable version of the product proved to be successful on the market, thereby increasing the Client's revenues.

## About TechTeam Akela

Backed by an 9-year proven track record, TechTeam Akela is a premier provider of application development & maintenance services to a large client base in Western Europe and the USA. TechTeam Akela brings together top technical talent, positive thinking, strong resources and a professional, CMMi-based approach to software development, for a high added-value to our clients' businesses.

Part of TechTeam Global, Inc (NASDAQ:TEAM), TechTeam Akela enjoys a true global presence, with 19 centers of innovation and delivery spread across the USA and Europe.

### Client Site

UK

### Development Team

TechTeam Akela Specialists

### Benefits

- Greater market penetration and customer satisfaction
- Flexibility and high level of adaptability to technological advancements
- Increased time to market
- Higher revenues
- Lower costs for Research & Development

### TechTeam Figures

Founded: 1979

Headquarters: Southfield, Michigan

Software development HQ: Bucharest, Romania

Revenues: \$ 167 Million

Team size: 2,600

Number of Projects implemented: 500+

Top-line growth of software business for past 3 years: 85%