



Microsoft

Microsoft is a world leader in software, services, devices and technology solutions.

Microsoft's Next Generation Volume Licensing (NGVL) platform is the foundation for its \$60 billion per year Enterprise Volume Licensing and OEM business globally.

OBJECTIVE

Handle peak contracting periods for the company's rapidly growing worldwide cloud business across multiple geographies and languages.

HIGHLIGHTS

- Auto-scaling to handle peak demand at 175 agreements/minute
- Reduced contract cycle time from 90 days to 15 days
- Support clauses, templates and agreements globally for all regions and languages where Microsoft licenses its products
- Supports familiar standard Microsoft CRM User Interface

Microsoft Standardizes on the Icertis Contract Management Platform to Manage Its Enterprise Volume Licensing and OEM Business Worldwide

The powerful combination of Microsoft Azure's auto-scaling enterprise cloud, coupled with the Icertis Contract Management (ICM) platform's ability to handle the complexity and pace of a US\$60 billion cloud business, ensures smooth handling of surges in demand when salespeople rush to get sales agreements signed.

BUSINESS CHALLENGE

Due to the rapid growth of Microsoft's cloud business, the company's enterprise volume licensing and OEM contracting processes need to be quickly enhanced to deliver more velocity and scale supporting contracting needs across the world and in multiple languages. In addition, the sales team demanded continued world-class contracting velocity, especially during the critical quarter-end and year-end periods.



Leveraging the meta-data from Microsoft CRM, the Icertis platform automatically generates complex, multi-page, multiclaue licensing agreements in multiple languages and geographies with unprecedented speed and precision.

Tony Ulkekul,
Head of Enterprise
Commerce Engineering

SOLUTION

The Icertis Contract Management platform's clause and template management sub-system easily handled the 100s of templates and 1000s of clauses across multiple geographies and languages. Rules for dynamic clause assembly helped quickly and automatically create contracts based on any metadata, empowering the sales team to self-serve themselves, dramatically reducing contract cycle time from 90 days to 15 days.

Microsoft Azure's auto-scaling and ICM's ability to handle high concurrency loads ensured smooth handling of the surge in demand at the end of the quarter and year, when salespeople are pushing hard to close their deals and need a contract management system that works with and for them.

RESULTS

"With the Icertis Management platform, we are providing our sales team with a robust, hyper-scale contract management solution to handle the high quarter-end and year-end volumes," says Tony Ulkekul, Head of Enterprise Commerce Engineering. "Even with the multiple regions and languages involved, the Icertis platform is meeting and exceeding our SLA expectations by generating complex, multi-page volume licensing agreements at peak times.

Icertis, the leading enterprise contract management platform in the cloud, solves the hardest contract management problems on the easiest to use platform. With Icertis, companies accelerate their business by increasing contract velocity, protect against risk by ensuring regulatory and policy compliance, and optimize their commercial relationships by maximizing revenue and reducing costs. The AI-infused Icertis Contract Management (ICM) platform is used by companies like 3M, Airbus, Cognizant, Daimler, Microsoft and Roche to manage 5.7 million contracts in 40+ languages across 90+ countries.