

Customer Success Story

— Contract Management

About the Client:

100+ year-old non-profit headquartered in New York City with 250 employees across the US

Background and Challenge:

This organization's outdated contract management system couldn't handle the large number of vendors, contractors, and other agreements generated by its active program units. Poor user experience and a lack of reporting and visibility into the contracting process created bottlenecks and missed efficiency opportunities. After reviewing currently available off-the-shelf contract management systems, the organization determined that the cost and time to implement were prohibitive, and as early adopters of Microsoft 365, they decided to explore what options were available using the Power Platform.

Solution:

Withum worked with IT, Legal, Procurement, and Finance stakeholders to assure that the system would include all phases of the contracting process from initial submission through execution and closeout and be useful for both departmental users and contract administrators. Power Apps made it easy to rapidly prototype and get valuable stakeholder feedback during the design and requirements phases, and Withum leveraged Power Automate to streamline approvals and workflow automations. We also provided support during User Acceptance Testing and training for the product owner and IT team.

Benefits/Results:

The new system immediately got high marks from both administrators and submitters for usability and powerful search and filtering capabilities. New visibility into vendor history and related contracts offered fresh insights, enabling better decision-making and more proactive management of the contracting process.

